

Task E

Adapted Participatory Tool: French Case: Vitry-sur-Seine

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Date: 10/01/18



Table of contents

1. Introduction	4
2. Characteristics of Vitry-sur-Seine	5
2.1 Situation and floods.....	5
2.2 Flood risks management: actors and strategies.....	6
2.3 Social capacities: capacity assessment.....	8
3. Participatory capacity building process in Vitry	10
3.1 Expected change.....	10
3.2 Achieving change	11
3.3 Actions	12
3.4 Risks foreseen	18
4. Planning, implementing and evaluating the participatory process	19
4.1 Planning the participatory process.....	20
4.2 Implementing the participatory capacity building process.....	24
4.2.1 Implementing Pilot Action 1	24
4.2.2 Implementing Pilot Action 2	34
4.2.3 Implementing Pilot Action 3	36
4.3 Evaluating the capacity building participatory process.....	42
5. Conclusions: knitting a communities/institutional network	51
6. References	57
7. Annexes	58

7.1 Annex 1. Minutes planning Pilot Action 1 with city authorities.....	58
7.2 Annex 2. Organization of the Pilot Action 2	62
7.3 Annex 3. CEPRI report on difficulties with the recruitment.....	64
7.4 Annex 4. Minutes meeting with Vitry Authorities (May 2017)	68
7.5 Annex 5. Minutes meeting SGL/ Departmental Council 94 (May 2017)	72
7.6 Annex 6. Minutes meeting with the Red Cross Vitry (June 2017).....	75
7.7 Annex 7. Minutes meeting with Vitry Cultural Centre (June 2017)	76
7.8 Annex 8. Minutes informal meeting with key community members	77
7.9 Annex 9. Inhabitants evaluation of the Pilot Action 2.....	81
7.10 Annex 10. Data analysis of 60 questionnaires filled in during PA 3.	84

1. Introduction

The Task E French Case report provides an overview of the participatory process planned by the Lab'Urba in close collaboration with the European Centre for Flood Risk Prevention (CEPRI¹), and implemented in the French case study area: the commune of Vitry-sur-Seine. The report includes the CAPFLO project specific tasks E3, E4, E5 and E6, related to the description of the participatory process, list of actions and their implementation/evaluation in the field.

The participatory process is based on the previous tasks of the CAPFLO project, especially the Capacity Assessment (Task C) conducted in between June and October 2016 in Vitry (see CAPFLO Task C: French case report).

The participatory process in the French case took place in-between October 2016 and July 2017 (10 months). It consisted of one planning action (a focus group), and the implementation of three pilot actions. The first was a workshop for inhabitants co-designed with the CEPRI and the Vitry municipality in February 2017; the second one was an informal meeting with key community members in Vitry in June 2017 and the third was a stand in a festival organised by a local community (Alternatiba Vitry) with the support of the municipality (Vitry Cultural Centre) in October 2017.

The main objectives of the participatory process was to establish and consolidate a collaborative relationship with multiple actors and to create spaces for these actors to exchange on how to work together for flood preparedness. On the one hand we linked up with initiatives taken by institutional actors at metropolitan scale, namely the *Conseil Departamental* of the Val-de-Marne department and the public establishment Seine Grand Lacs; at city scale with the authorities of Vitry; and on the other hand we establish a relationship with the citizens themselves and associations managed by them.

¹ The CEPRI (Centre Européen de prévention du risque inondation) is a public NGO, it develops scientific and technical expertise in the field of floods and disseminates this knowledge among local governments in France.

The process was led by the Lab'Urba researchers, who took the initiatives to create the network, the actions proposed were adapted gradually to the needs and interests of the actors involved and to the emergent network.

2. Characteristics of Vitry-sur-Seine

2.1 Situation and floods

Vitry-sur-Seine is a commune in the close by periphery of Paris, located 3 km south. It is a dynamic urban environment with several urban projects going on in the flood plains. The Great Paris project, recently approved, is expected to increase the population exposed to flood risk and change the profile of the local neighbourhood. This is the case of the on-going project in the riverfront: Les Ardoines. Vitry is a territory tightly connected to Paris, it serves as a residential area for a population working in Paris, it hosts metropolitan services such as a central heating plant and an electric transformation one, some sectors concentrate industrial hubs with international names such as Sanofi, a well known pharmaceutical enterprise. Vitry is also a place where migrants tend to settle due to its proximity to working places in Paris or in the industrial areas while living costs are lower; indeed there are many communities especially from African countries and mainly working in the nearby industries. These communities are a population that is particularly hard to involve in flood preparedness. They have other priorities, in some cases prevention, in general, is not in their culture, they don't speak the language and do not have a sense of the risks and the actions to undertake to ensure their personal security.

Vitry-sur-Seine is confronted to flood risk by overflowing of the Seine River and urban rain runoff. The historical reference is the historic flood of 1910 which impacted severely the capital city and its surroundings. Despite the existence of images and memory of the historical floods in the representations of the population, people tend to feel secure and think a flood of this magnitude will not occur nowadays due to the protection measures taken by the government. The perception of risk is a mayor challenge for capacity building in the French case.

In Vitry, the territory presents an important vulnerability, the prone area represents 1/3 of its territory. Around 26,000 people are living in this flood prone area, number that will increase with the new developments, plus the working population from industrial companies (including classified Seveso establishments).

Since 2006, the municipality is preparing to face a disaster scenario. A plan (*plan communal de sauvegarde*, PCS) for Vitry was elaborated, it provides, in case of flood, a

warning system and guidelines for the evacuation of the exposed population as well as its relocation. The municipality developed information campaigns towards institutions, of which it is responsible for. Despite the efforts, the municipality emphasizes a deficit of culture of risk within the exposed populations as well as a lack of interest in the topic.

Vitry was chosen as a study case to engage a participatory process for two main reasons. Firstly, this territory is highly vulnerable to flood risk for the reasons explained before and secondly, because of the willingness the municipality has shown for participatory activities. In fact, Vitry has implemented several participatory workshops related to different topics, from which flood risk was not included. Furthermore, Vitry has a large number of active associations, around 300, in a diversity of topics for example sports, cultural activities, ethnical groups, environment, history of Vitry, among many others. The context was adapted to test a participatory process for capacity building in flood risk preparedness.

2.2 Flood risks management: actors and strategies

Risk management in France was considered a competence of the State, applied to the national territory until the 1980s when it was decentralised. However, the state is not directly present in the territory but it is represented by regional and district authorities.

Historically, the FRM functions under a hierarchical, state driven, multi-actor, institutional structure. Local authorities have the responsibility to manage flood risk at local level. When flood is a local problem, for example rain overflow, then the municipality takes decisions and actions; in the case of Seine overflow it is the region (police prefecture) who takes the lead. The municipality, however, is still in charge of the communication with the inhabitants and tasks such as evacuation and relocation of the population in the case of an emergency. The police prefecture and the municipality, especially the Prefect and the mayors have a prominent role in crises management. Risk prevention is more decentralised, at least in certain tasks such as knowledge dissemination to the population and currently framed by the PAPI (Action Programme for Flood Prevention) at the up-stream Seine basin scale.

The FRM is organised by institutions at both scales: regional level, including state representatives, and local level. It includes multiple institutions and actors from governmental and non-governmental nature. Crisis management is particularly dominated by two main actors who decide to trigger rescue plans: the city mayors are in charge of local security before the Seine overflow, this is when the water level is not

flowing out of the river barriers, and the Prefect of Police is in charge of major decisions and security of the 4 concerned districts after the overflow. The multiplicity of actors at many levels makes of this a complex system that requires important efforts of preparation and coordination to ensure civil security. The population doesn't have a real, official role directly as actor of the FRM structure, its interests are represented by local authorities. However, the authorities recognize that government capacity to manage a major event has a limit, thus the involvement of the local communities (citizens, associations, local networks) and other actors is required to increase social resilience. Authorities intend to involve communities but in practice they found some difficulties.

For the participatory capacity building process we decided to focus mainly in two local authorities: Vitry municipality and Seine Grand Lacs.

Vitry-sur-Seine municipality: The municipalities ensure the construction of structural measures such as the infrastructure for protection located before the basin and the barriers to prevent overflow along the river banks. The municipality is also in charge of urban planning in its territory, thus it plays an important role to control land uses in flooding areas, to provide information to the population and to organize the rescue/evacuation tasks. Vitry sur Seine prepares an official information document for major risks available from its website to be used by the population, this document is called the DICRIM (*Document d'Information Communal sur les Risques Majeurs*). The document indicates the areas at risk at the level of water in which they get flooded, information on the risk, instructions on how to prepare and a list of websites and phone numbers to get official actualized information during a crisis.

In addition to this, as a municipality located in flooding area, it is obliged to prepare a plan of actions in case of a crises (*Plan Communale de Sauvegarde, PCS*). The plan concerns the different services of the municipality as well as the different levels of government. It suggests creating a local group of volunteers, mainly citizens, to help in the different tasks during a crises (*Reserve Communale*). Vitry-sur-Seine has a PCS but they don't have an organised group of volunteers (and they don't want to).

River Basin Public Establishment (EPTB): Seine Grands Lacs : At the scale of the upstream Seine river basin, *Seine Grands Lacs* coordinates actions between Paris city and the districts of the first ring: Seine-Saint-Denis, Val-de-Marne and Hauts-de-Seine. This structure manages the reservoirs built to regulate the water level.

Seine Grands Lacs' missions are developing a coherent strategy for floods mitigation and management of water related resources at the scale of the upstream Seine river

basin. It manages the Dam-Reservoirs of the Seine River Basin, regulates 800 million m³ of water, informs the riverside residents and the users, studies new projects to reduce the risks of flood and drought, participates in water policy through the French Association of the Local Public Basin Authorities (EPTB) and the SDAGE. It works in relation with the other stakeholders of the basin: Departments, Regions, Water Agency, State governmental Services.

Other actors, nongovernmental, were involved in the process: citizens, communities (associations), NGO CEPRI, students/researchers.

2.3 Social capacities: capacity assessment

The assessment of the communities' capacities to prepare, cope with and recover from flood cannot be separated from the general FRM system, and the structure of the society itself. In the French case, despite the efforts to change the current *status quo*, the widespread idea that "it is the government job to protect the population" prevents any community involvement coming from the grassroots to arise.

The lack of recurrent flood events in the area also reinforces the perception that a flood will hardly happen, this idea changed with the May-June 2016 events, but still population is not ready to take proactive actions to prepare for flood.

Thus the French case presents a clear division between institutional actors and rooted communities; this is because its political organization is structured on a representative basis. Capacities such as knowledge, motivation, networks and finance are strengthening but not in direct relation to the communities and their needs. The municipality plays the role of the intermediary but still this creates an important gap with the population which is not advancing at the same pace than institutional actors.

To sum up the main capacities for both institutional actors and communities are:

Knowledge for FRM institutions is high level due to the capacity and diversity of institutions involved in flood risk mitigation/preparedness, and their efforts to develop efficient communication strategies. And the learning capacity from institutions is also considered high level as it has important learning spaces to share with a diversity of actors. However the communities flood risk knowledge as well as their level of learning capacity are low as they are not included directly in these spaces, their experiences and the knowledge generated during a flood event are transmitted by the municipality but some of the information is missing.

Motivation: The FRM institutions have a high level of capacity development as they can provide support documents; they organise information sessions, communication strategies and give support to enterprises and other civil society actors. They have a medium level of motivation to work collectively. They work with a diversity of actors and are able to undertake initiatives regarding the citizens and communities but without involving them directly. On the other hand, the communities in Vitry are not motivated to participate in the events proposed by the institutions (mainly the municipality). The population does not perceive the risk of flood as something to take care of and prepare to. The recent flooding events have changed the perception in few inhabitants, especially those living close to the river, but this change was not used by the municipality to engage further actions with them. Both the FRM institutions and the communities are not capitalising the May-June flood event to increase the level of motivation of citizens and communities and to undertake actions to do better if a flood takes place.

Networks: FRM institutions have some networks formed by a diversity of actors and able to undertake initiatives, they have a medium level of capacity whereas the citizens and communities do not join these networks, and they are not forming networks, so they have no current capacity. Autonomy capacity is embedded mainly in institutional networks, this capacity is medium as they are not able to engage citizens and communities. On the other hand citizens and communities do not have any network working on flood risk so they have no capacity.

Finance: individuals are insured as this is compulsory, they understand the benefits of the insurance and all citizens participate with the insurance firms to consolidate a natural disaster fund. Thus, the individuals and society has available funds (individual and collective) to be used in case of a disaster, for this reason the level of capacity is considered high for both FRM institutions and communities. However if the FRM institutional actors have fund to undertake initiatives to propagate information to the citizens and communities, these funds are not addressed directly to communities which have then a low level for finance opportunity.

Participation: FRM is not engaging citizens and communities in the decision making processes, the citizens and communities are not claiming to have a role in the decisions. For these reasons, participation capacity is very low level for both. However there is a gradual change towards the recognition of the importance of the citizens and communities participation in the FRM structure. This change is very gradual and might take some generations to fully change.

3. Participatory capacity building process in Vitry

The participatory capacity building process was structured and organized by the Lab'Urba research group, taking the leading role, other actors were invited to join in the different stages (design, implementation and evaluation). This was done in such a way due to the lack of emerging local grassroots initiatives to join to. It is worth noticing that there is a difference in-between using incipient synergies to grow capacities than to start a synergy which is much more complex, especially when the initiative is coming from actors outside the community, which is the case of the French research group.

The participatory process was planned and discussed with actors but after the Pilot Action 1 the process was adapted in relation to the evolution of the situation. Indeed, the Pilot Action 2. was designed on-the-way to fit the evolution of the network, and the Pilot Action 3 was planned after the research group was invited to join a local initiative in June 2017 to take place in October 2017.

Some considerations on how citizens practise their citizenship were required in the process. In the French case we were confronted to a generalised idea of inhabitants that 'flood prevention is not for them', which is an idea that blocks any initiative from the community to emerge, despite building more risks knowledge and confrontation to smaller flood episodes such as those from June 2016.

The role of the research group was to create a bridge between the institutional actors, with higher levels of capacities, with the citizens/communities with lower levels of capacities, including low level of motivation to work together from citizens/communities.

The capacity building process in the French case consisted of a planning focus group, two Pilot Actions and more specific actions within those Pilot Actions undertaken with different actors to develop three main dimensions of capacities: networks, knowledge, and motivation; the process lasted for 10 months from October 2016 to July 2017.

3.1 Expected change

The objective of the capacity building process is to create a multi-actor network on flood preparedness; the specific actions intend to linking citizens/communities of Vitry with institutions at multiple scales and networks of institutions working on flood preparedness (municipality, Seine Grand Lacs, NGOs). To achieve this general objective

we worked on increasing 'citizens' and communities' knowledge on risk and increase motivation to work together, a lacking capacity.

By integrating citizens/communities into institutional networks we presume the capacity building process will be more efficient, namely to transmit knowledge, motivation and promote participation in the prevention stage; it might also help during the crises management to propagate information, consolidate spontaneous solidarity networks, help authorities to respond in a more adequate way to specific communities, and to identify local leaderships. The research group acknowledge this is a process which requires time.

More specifically, the research group intended to learn from the challenges to link citizens/communities to the institutional networks: important lessons for future initiatives.

3.2 Achieving change

To achieve our objective, two main categories of actions were carried out: the first one, to establish a relationship with multiple actors to get to know them and realise how to work with them, and the second one to create spaces where exchanges between those actors were possible, this latter included the focus group, Pilot Action 1 and Pilot Action 2 and Pilot Action 3.

The actors involved in the capacity building process were:

(Institutional actors): The municipality of Vitry, NGO CEPRI, Seine Grands Lacs, researchers from Lab'Urba and students from the Paris-East School of Planning.

(citizens/communities): Inhabitants of Vitry, Association of the Port-à-l'Anglais neighbourhood, Red Cross at Vitry, Cultural Centre community at Vitry.

Additional in-depth interviews were held with representatives of the Cultural Centre of Vitry, and the Red Cross. Multiple meetings were held with the Risks service representatives at the Vitry municipality throughout the process and Seine Grand Lacs, partners of the project.

3.3 Actions

The capacity building process consisted of two Preparation Actions and two Pilot Actions briefly described below.

3.3.1 Preparation Action 1. Meeting with potential collaborators in the network.

The list of actors involved in flood risk were included in the Capacity Assessment report (see Task C French case), the actors included people from the Prefecture of Police, NGOs working on risk culture, namely IFORME and CEPRI, participation in the PAPI workshops organised by Seine Grand Lacs to discuss about specific issues related to flood risk with different actors. The notes of the meetings are also included in the Task C report. Additional meetings were held in the context of the Task E to understand better how to relate the Red Cross and the Cultural Centre of Vitry to the network.

3.3.2 Preparation Action 2. Focus group (October 2016)

The focus group was an action in-between the Capacity Assessment and the experimental phase of the project. The focus group allowed a first contact with the Vitry inhabitants, their knowledge and the problems they faced during the flood episode in June 2016. More details on the focus group are given in the Task C- French case report. This action was part of the co-design of the pilot actions, especially the Pilot Action 1.

3.3.3 Pilot Action 1. Participatory workshop (February 2017)

This action consisted in a 3 hours' workshop at the Maison des Projets in Vitry on the 25th of February 2017 with 7 inhabitants, 2 representatives of the risk office at the Vitry municipality, the CEPRI, students on risks and the research group.

The Pilot Action 1 work on two main weaknesses identified in the Capacity Assessment. Firstly, a weak relationship between the local authorities and citizens. Some links exist between the municipality and people but they are driven by the latter: city council provides information through regulatory tools (DIRCRIM², flood marks),

² DICRIM stands for Document d'Information Communale sur les Risques Majeurs (French: Municipal Information Document for Major Hazards)

some exhibitions, an urban city walk, some neighbourhood council meetings, which citizen are involved 'passively'. However, there is currently no incitation for the people to become actors and citizens are not part of the FRM structure and networks. Secondly, although some people are motivated and some networks established, people do not always feel that they have legitimacy for (or the responsibility to) take actions in flood risk management. Those citizens are not integrated in the institutional networking (PAPI, SEQUANA exercise, institutional networks...).

Based on this background, the workshop had two objectives:

- To create a space to link institutional actors working on flood risk preparedness with inhabitants in order to test the possibilities to consolidate a FRM/citizens network (indicator N.1).
- To increase knowledge of citizens on flood risk and eventually increase their motivation; this was done by working on changing the perception of risk throughout the different activities of the workshop (indicators K.1, M.1, M.3).

Below is the summary of the Pilot Action 1. Participatory workshop.

Pilot Action 1. Participatory workshop	
Contribution to the expected change	Firstly, to create a multi-actor network with one or more communities of citizens interested in getting involved in flood risk prevention. Secondly, to reinforce the relationship between the municipality (and the institutional actors in general), the researchers and the citizens.
Contribution to the objectives of the FRM Plan	The Pilot Action contributes to the objective 4 of the plan: mobilise different actors to consolidate adapted governances and a culture of risk.
Coherence with the FRM Plan actions	The Pilot Action contributes to the following specific actions: 4.D Spread information on floods to citizens; and 4.G.2 Support programs on education to citizens regarding water and risks.
Phase of floods to which it relates	Mainly ex-ante, but indirectly to during and ex-post
Duration of the action	3 hours
Brief description of the action: participatory mechanisms and activities for its implementation	Consisted on 3 main activities to work on change of the perception of risk; discussing images that corresponds or not to the citizens understanding of floods, presentation

	of flood risks in Vitry, discussion with inhabitants on individual and collective actions to prepare for a flood event.
Target group	Vitry inhabitants and Municipality representatives
Actors to be involved and their role	Vitry inhabitants, their role is to get information, discuss their ideas and eventually ask them to join our network. Municipality representatives, their role is to present information and discuss inhabitants ideas. CEPRI, they organized the workshop and animated the discussions. Lab'urba members, observers of the first activity and participants in the discussions.
Expected outputs and results	Increase inhabitants knowledge on flood (K.1); change the inhabitants' perception of risk and increase motivation (M.2, M.3), establish a relationship between actors to eventually consolidate a network (N.1)
Feasibility in terms of resources (i.e. time, human resources, financial resources, participants' expertise, etc) required for its preparation and implementation: <i>low, medium and high</i>	Medium: a lot of resource have been invested for recruiting participants with poor results.

The workshop used different participatory mechanisms identified by the CAPFLO project: citizen polling and deliberative workshop, with 2 items: group model building and brainstorming.

3.3.4 Pilot Action 2. Participatory informal meeting (June 2017)

The Pilot Action 2 was designed after the implementation of the Pilot Action 1. It took into account the results obtained in the first action and is part of the actions to consolidate a close relationship with the citizens/inhabitants to engage into a long-term collective learning process.

This action used the citizens' capacities built in the Pilot Action 1. (knowledge on risk, motivation to work together on risk preparedness, motivation dynamics) to

consolidate a collaborative relationship with motivated individuals and associations (N.1).

One week before of the Pilot Action 2 (the 24th of May), the research team participated in a meeting with Seine Grand Lacs and the Val-de-Marne department to establish an initiative to involve local associations to flood risk management (see minutes of the meeting in annex 6). The research team is trying to create a link between this top-down initiative from the institutions, the municipality initiatives and the emergent community of citizens in Vitry.

The Pilot Action 2 took place on the 14th June 2017 at the Terrasse bar in Vitry, 4 highly motivated inhabitants with whom we have been working before, 2 from the association Port-à-l'Anglais, participated in a 2 hours open discussion with the research group.

The objectives of the Pilot Action 2 are as follows:

- Present the Val-de-Marne initiatives and the role of the research group as mediators of the top-down and grassroots initiatives (indicator networks N.1).
- Understand the citizens point of view, difficulties to involve in FRM, ideas and community events and references that can be used to involve the local inhabitants (indicators knowledge on the community, leaning capacity K.2, networks N.1 and N.2).

Below is the summary of the Pilot Action 2. Participatory informal meeting.

Pilot Action 2. Participatory informal meeting	
Contribution to the expected change	To understand better the position of the communities/citizens and their capacity to join the network.
Contribution to the objectives of the FRM Plan	The Pilot Action contributes to the objective 4 of the plan: mobilise different actors to consolidate adapted governances and a culture of risk.
Coherence with the FRM Plan actions	The Pilot Action contributes indirectly to the following specific action: 4.G.2 Support programs on education to citizens regarding water and risks. The Pilot Action 2 intends to build a relationship with citizens/communities and spread knowledge on risk.

Phase of floods to which it relates	Mainly ex-ante, but indirectly to during
Duration of the action	2 hours
Brief description of the action: participatory mechanisms and activities for its implementation	Consisted on an informal meeting in a bar in Vitry where we met 4 motivated inhabitants, well connected to the community life, we held a 2 hours discussion with them.
Target group	Citizens and researchers
Actors to be involved and their role	Vitry inhabitants, their role is to help the researchers to understand better their position, the organisation of the community and discuss their ideas. Lab'urba researchers, present the different initiatives going on and fuel the discussion.
Expected outputs and results	Establish a close, long-term relationship with motivated inhabitants and representatives of local associations (indicator N.1).
Feasibility in terms of resources (i.e. time, human resources, financial resources, participants' expertise, etc) required for its preparation and implementation: <i>low, medium and high</i>	Medium: easy to organise, not expensive and effective to discuss openly in a more open two-way format; the difficult part is to find interested people to join.

3.3.5 Pilot Action 3. Stand in Alternatiba Vitry festival (October 2017)

The Action 3 was designed after the research group was invited to participate in the Alternatiba Vitry festival by a member of the Vitry Cultural Centre (municipality) after an interview we held with him to understand how can we get in touch with a larger public in Vitry.

The festival was organised around alternatives to change and improve the world we live in, which includes themes as water, food, energy, communities, etc. The main hypothesis of the action is that flood risk could find a larger public among the local communities by linking to a wider topic to which the public feel concerned through a more festive, playful communication strategy and environment.

We were invited to the meetings organised by the Alternatiba Vitry community (*collectif*) and the participant associations for the organisation of the festival; the

meetings took place in July and August 2017. These meetings allow the research team to get in touch with other associations in Vitry, meet their representatives and get to know more about their interests and how they work.

The objective of the Pilot Action 3 is to:

- Participate in a local initiative to reach a larger number of people living in Vitry or the metropolitan area (indicator K.1, spread knowledge among local communities).
- Get in touch with the local associations, their representatives and other partners such as the Vitry Cultural Centre to work together in the organisation of the event (indicator K.2 knowledge to work together, N.1 develop networks working on flood risk).

Below is the summary of the Pilot Action 3. Stand in Alternatiba Vitry festival

Pilot Action 3. Stand in Alternatiba Vitry festival	
Contribution to the expected change	Reach more people to spread knowledge on flood risk within the Vitry population and work with the local associations in the organisation of the festival as participants.
Contribution to the objectives of the FRM Plan	The Pilot Action contributes to the objective 4 of the plan: mobilise different actors to consolidate adapted governances and a culture of risk.
Coherence with the FRM Plan actions	The Pilot Action contributes indirectly to the following specific action: 4.G.2 Support programs on education to citizens regarding water and risks. The Pilot Action 3 intends to spread knowledge on flood risk within citizens and communities in the context of a local festival.
Phase of floods to which it relates	Mainly ex-ante, but indirectly to during
Duration of the action	3 hours
Brief description of the action: participatory mechanisms and activities for its implementation	Consisted on having a stand in the Alternatiba Vitry festival, taking place in a public plaza in the Vitry centre. Three researchers were there to respond to the questions, as well as three students and a representative of the Vitry municipality.
Target group	Citizens and other Vitry associations
Actors to be involved and their	The researchers are involved in the organisation of the

role	stand and activities, students are involved in providing information to the public and collecting data and interviews.
Expected outputs and results	Spread information on flood risk, the project and get in touch with other associations in Vitry.
Feasibility in terms of resources (i.e. time, human resources, financial resources, participants' expertise, etc) required for its preparation and implementation: <i>low, medium and high</i>	High: all the facilities are provided by the organisers and partners are willing to contribute. High: Get visual supports from Seine Grands Lacs, Institute of Urban Planning (IAU) and Vitry municipality to exhibit in the stand during the festival.

3.4 Risks foreseen

The most important challenge is to recruit participants to the actions. This was noticed by the research group since the questionnaires were applied in the Vitry market. Inhabitants lack interest in flood risk; they do not think flood risk is important nor regards them, flood is an event that they are not sure it will happen in Vitry and when, thus they are not ready to invest time and energy to prepare for it. The CEPRI also mentioned this challenge as they have been confronted to it before in other French cases.

The second challenge is to incite the inhabitants to undertake actions for flood risk prevention; the capacity building process works on increasing knowledge and motivation but these capacities does not lead automatically to become an active participant of flood risk preparedness. The Capacity Assessment has shown that inhabitants are interested to get information but not necessarily have will to undertake actions themselves.

A third challenge is to consolidate a group/network of motivated inhabitants working on flood risk over time. Nowadays, the research group has a leading role in organising the actions and keeping a relationship among the different actors, especially not organised citizens; at some point of time it would be expected that the citizens/communities network get autonomy, which is not easy to achieve and requires time, appropriation of the process by the different actors and active involvement of all of them.

Risks foreseen	Level of the probability that risks occur (low/medium/high)	Impact of expected risks on the effectiveness of the action (low/medium/high)	Strategies for mitigating identified risks
Lack of inhabitants participation	high	high	Intensive phoning (250 people contacted) Contact motivated inhabitants involved in previous student work and actions.
Difficulties of inhabitants to pass to action despite increasing knowledge and motivation.	high	high	Understand the citizens position and difficulties to undertake actions and let them to appropriate the theme and process.
Persistence of citizens/communities network (related to indicator N.2)	high	high	Identify the citizens/communities difficulties to provide support, work on increasing motivation to work collectively and motivation dynamics (M.1, M.2 and M.3)

4. Planning, implementing and evaluating the participatory process

The participatory capacity building process was planned in October 2016 with the feedback from inhabitants and the Vitry municipality representatives, especially the Pilot Action 1. The Pilot Action 2 was planned after the first action and taking into account the results obtained in the participatory workshop.

The first action was implemented in February and the second one in June. The application of the questionnaires for evaluation of the specific actions was done in multiple moments: immediately after the workshop with inhabitants (February 2017), during a meeting with authorities (May 2017), a week after the meeting with key community members (June 2017). The evaluation of the general capacity building process was done by looking at the specific actions that different actors undertook to join the network, or to keep collaborating, after the implementation of the two actions.

4.1 Planning the participatory process

The planning process was on itself part of the process of consolidating a collaborative network between the actors, especially with the Vitry municipality. It is worth mentioning that during Task C they have provided support and interviews but were not directly involved in the project nor have appropriated it. The planning process was important to involve them directly in the process and has made an important difference.

The results from the Capacity Assessment were presented to the Vitry authorities, i.e. the representatives of the risks office. They agreed that they are aware of the difficulties to link the citizens to the networks working on flood risk preparedness. They also acknowledge that the population lacks knowledge on flood risk, they have misinformation and have no motivation to prepare for it. They have undertaken some initiatives to spread information (detailed in Task C French case report) but despite these actions the population remains highly vulnerable.

Focus Group - Preparation Action 2. (October 2016)

The inhabitants that participated in the focus group also agreed on the assessment. They recognize that motivated-to-participate inhabitants are a minority and they are aware that citizens in general consider flood risk an irrelevant topic.

The focus group (organized as a flood simulation), which took place few months after a small flood episode in May-June 2016, was useful to identify the needs of the population to act better in case of flood.

The needs identified by inhabitants were:

- General information of why a flood occur in the region and which are the characteristics of that flood.
- Information on how accurate data on the evolution of the flood is transmitted, where to find it and why authorities cannot anticipate the event long time before the episode.
- Improve communication with the authorities; citizens have the feeling that the municipality is not doing good in this specific issue, but they understand it is not simple for the municipality either as they depend on the prefecture and taking the

decision, for example, to evacuate or not implies multiple risks and difficulties for them.

- Information on what to do first, how to protect people, and material belongings, when to evacuate and where to go.

- Realization of the situation in Vitry (no electricity, no possibility to charge the telephone, no transports, traffic jams of people trying to get out, polluted water, etc.) to get consciousness of the importance to anticipate.

The Pilot Action 1. was designed based on these identified needs.

Planning the Pilot Action 1. Participatory workshop (February 2017)

The planning process consisted of the following actions: a meeting with CEPRI and the Lab'Urba to set the objectives and strategy of the workshop; and a meeting with the Vitry authorities (see minutes in annex 5).

It was agreed to work on the needs of the citizens, as stated in the focus group, to develop knowledge on flood risk (indicator K.1) and motivation dynamics related to change the perception of risk (M.3), as this are the main lacking capacities.

The activities taking place during the participatory workshop were designed by the CEPRI with the collaboration of the Lab'Urba. The CEPRI was in charge of the workshop animation, there were interventions from the Lab'Urba researchers and the Vitry-sur-Seine environment service officials to explain flood risk in Vitry to the participants.

Planning the Pilot Action 2. Participatory informal meeting (June 2017)

The Pilot Action 2 intend to use the capacities built in the Pilot Action 1 to advance in the construction of a citizens/institutional network (indicator N.1).

The planning process consisted of: a meeting with two members of Vitry Risks Office, two meetings with representatives of the Red Cross at Vitry and the Cultural Centre of Vitry to understand the possibilities to involve them in the network, interview with the students in charge of the recruitment of inhabitants for the Pilot Action 1 to understand the problems encountered, 8 phone interviews to understand why inhabitants have drop off the workshop in the last moment. Indeed, some difficulties were faced in the organization of the action as despite participants in action 1 have

declared to be motivated to participate in future actions, this motivation revealed limited. After these planning actions, the research group had a meeting to plan the Pilot Action 2.

Some of the important highlights of this process are:

- The Vitry environment service officials are satisfied with the workshop and the involvement of researchers and citizens. They explain that the municipality actions are conditioned by the elections and political times but they want to reproduce the workshop in September 2017 and are ready to engage and support future actions of the research group. The research group had asked the representatives to sign a letter of commitment to respond to a call for projects and they did sign it in a very short time which shows their level of engagement has indeed increased.
- The research group has realized that to create a better link to the community it was necessary to understand which are the key structures that organize the community life, e.g. the Cultural Centre of Vitry, how citizens communicate with each other for collective activities and initiatives (facebook pages, local magazines, events and festivals, etc.), which are the citizens associations that can collaborate with us such as the Red Cross Vitry and Port-à-l'Anglais association.
- The CEPRI has prepared a report to explain the problems with the recruitment of inhabitants for the workshop (see annex 4). The conclusion is that the telephone is not a suitable means for recruitment, especially when inhabitants do not consider this topic important or relevant for them. Time to talk is limited, if the person responds in the first place, they are waiting for someone to sell something so they are not very open to listen about flood risk initiatives. In the cases in which the inhabitants asked for details, the recruiters were not able to give much details on the organization of the workshop nor about flood risk per se as they are not experts on the topic. A different strategy has to be developed to reach the public effectively.
- Several inhabitants had said they will come and had drop out on the last minute, 8 interviews were done to understand why they have not participated. Half of them said they were not interested on the topic, they don't want to receive information by e-mail nor remain in the mailing list; they said they will come to the recruiters but later they decided not to assist. Two interviewees said they would come if they were available but they had other things to do which they consider a priority, they mention there was another event in Vitry on the same day. Another couple explained that they are retired and travel a lot, so they come if they are in the city but sometimes they decide to go somewhere on the same day. Lastly, there was one person who said he

had a personal problem on that day, he is interested on the topic and motivated to continue to participate, he actually participated in the Pilot Action 2. In conclusion, there is little interest on the topic, those who are not interested are very difficult to mobilize; those who are aware of the risk are willing to participate if they are available, mainly to get information on what to do in case of flood, but flood risk is far from being a priority in the community.

- The Port-à-l'Anglais association is a very active community in a flood risk area along the Seine River. Initially, there was a representative of the association in the Pilot Action 1 and she said they would collaborate with us. However, they drop out too. In a phone interview with the president, she said they do not want to participate as they are already running several activities, they are currently overbooked and cannot continue like that. We explained that they are a key resource for the community in case of disaster and insisted in keeping a relationship with them. They said they will try to find someone interested within the association to participate in the activities and give a follow up. They spread the invitation for the Pilot Action 2 through facebook without being ask for their help and we had two participants from the association during the informal meeting.

- One representative of the research group participated in the presentation of the institutional initiative by Seine Grands Lacs and the Val-de-Marne departmental council held on the 24th of May. The idea is to identify citizens and local associations that can play the role of local references and nodes in the network. The intention is to follow up this initiative and eventually link the citizens/community in Vitry with this initiative.

For the Pilot Action 2, we invited motivated inhabitants who already participated in the workshops. We had one key member of the community, he ask for half a day to be able to chat with us, he prepared the meeting and read the CAPFLO reports for all cases, he came with a list of interesting ideas.

The recruitment of the participants was again difficult. The meeting format was an informal discussion between the researchers, citizens and the representatives of the communities, namely the Port-à-l'Anglais Association.

Planning the Pilot Action 3. Stand in Alternatiba Vitry festival (October 2017)

For this Action, the research group was acting as participant not as main organiser. We joined the Alternatiba collective and the other participant associations to jointly organise the event.

The research group invited the municipality to join the researchers on that day to provide explanations to the visitors, they did. A representative of the Vitry Risks Office was there during the three hours to respond to the questions (C. Sénéchal).

We asked to have a stand, with some chairs and supports to exhibit some posters and the organisers helped to get all the requirements. We asked a group of students to help providing information to the public and doing the questionnaires. Three researchers were present during the event (Corinne, Florine and Gilles) in the stand to meet the different people that were curious about the topic and three university students who helped the researchers. A representative of the municipality Risks Office was there too to answer the questions of the visitors.

Seine Grands Lacs provided three visual supports for the stand, the Institute for Urban Planning (IAU) provided a map to put in the floor outside the stand, and Vitry municipality provided a map of the city showing the levels of the risk.

4.2 Implementing the participatory capacity building process

Below is described the implementation of the pilot actions.

4.2.1 Implementing Pilot Action 1

Vitry citizens from the Port à l'Anglais and La Ferme districts have been contacted by phone (around 250 persons) to propose them to participate in the workshop. Twenty of them declare they will come and 17 they will maybe come. Finally only 7 inhabitants of the flood prone areas of Vitry came.

We received 4 women, 3 men, living mainly in La Ferme district (one person coming from Port à L'Anglais and 2 from other places). One person between 18 and 29 years old, 2 between 30 to 39, 2 between 60 to 69 and 2 older than 69 years.

Those persons cannot be considered as really representative of the Vitry's global population. People who accept to dedicate 3 hours on Saturday morning to a flood risk meeting are already aware of and interested by the topic. Some of them are already strongly involved in local associations. We can consider that they are more active for the community (on different topics, not only on flood) than the average of the population.

For the detailed participants list, please refer to the annex 3.

The workshop was organised in 5 main parts:

- The first one was an activity to do in small groups. People received a set of around 30 pictures representing various aspects of floods and were asked to select the 3 closer from their flood risk perception and the one which was, according to them the less representative of flood, according to their own opinion. This allowed the participants to express their own flood risk perception.
- The second was a presentation of flood risk in Vitry and in the Ile de France area, taking in consideration the previously expressed risk perception.
- The third brought the people to perceive the threat that flood represents in order to raise willingness to act and get involved, by making them identified (in small groups) the impacts a major flood have at different scales of the territory.
- Then an open discussion on how to act at personal level to face flood allows to make the people available to discuss the way they wanted to involve themselves in flood risk management.
- The last part was dedicated to a discussion of the actions people wanted to implement and to think about the conditions to implement them.

Implementing activity 1. risk perception

Risk perception was assessed in the 1st part of the workshop: people divided in 2 groups selected among a set of approximately 30 pictures related to floods 3 that represent flood risk for them (according to their own perception of flood risk) and one that does not.

The first group selected the following pictures:

Representing flood			Not representing flood
			

This group explained that for them, flood is “water, houses, human being and rescue also”. The first picture represents 19th century floods in Orleans by the Loire River with “human being in the middle, the water, the distress and the boats”. The second was selected because it represents the devastating effects of floods “the stream of water that bring mud, devastating effect in the streets”. And the 3rd representing flood talk about “the rescue teams, the kid which is striking, it is a pity that there are no elderly people [in the picture, to complete the panel of vulnerable persons]. It is the human aspect of flood, the distress and the rescue activities, authorities are there to bring aid, NGOs also”.

The picture selected because far from their representation of floods is in fact a dike. They selected it because “you cannot see water, it is not shocking”. Furthermore, people did not really understood that the picture was representing a dike.

The second group selected the following pictures:

Representing flood			Not representing flood
			

They see different things in floods, and made the choice to focus on a flood corresponding to the territory of Vitry. For them the most representative picture is the 1910 Paris' flood picture as they feel it "is close from us, as we choose to talk about floods in Vitry". The 2nd picture represents the material impacts with "water in the house and floating goods". Finally as the 1st group did they selected in 3rd position a photography of a rescue team in intervention to highlight the "responsibility of the public authorities, firemen intervention, solidarity and human being"

The less representative picture is the tsunami in Japan in 2011, « it is hard to imagine this kind of risk here [in Vitry sur Seine]": the city is far from the sea and it is rather exposed to slow rising floods.

Both groups selected a **historic picture** (Loire or Seine Rivers), which is logical because major floods have not happened since more than 100 years. But both are far from what reality will be. In Orleans, the local authorities are planning a massive evacuation of the population before the arrival of the water. In Paris, the living conditions (cooking and heating with charcoal) and the complexity and fragility of the technical networks are so different now than 100 years before that pictures of 1910 flood cannot give idea of what it would be nowadays.

Globally the first group choose a picture allowing **them to express a fear of flood**: people in risky situation on canoes, the strength of water stream and its potential devastating effects and the rescue teams. The second group focuses also on the **consequences** with its second picture, showing a concern for the impact and consequences for goods and assets. This could give a room to talk about the duration of the event before going back to a "normal situation" (reconstruction time), but people did not mention this point.

With his 2nd picture the first group illustrate the **influence of the last flood event that the media reported on the 40 last years**: flash floods in the south of France. They impacted strongly the mind of the public opinion. At the point that people settle in large flood plain with long warning time and slow water rise think they are at risk of flash floods.

Both groups, with their 3rd picture express **their expectations of public authorities' intervention in flood management**, they did not mention the actions taken by populations, communities nor the solidarity during and after such an event. Emotional and symbolic aspects of the picture also motivated the people to select it.

It is interesting to note that:

- The perception of what is a flood for the people may be far different from what they are really exposed to.
- Participants relay largely on public intervention for the management of the flood and the crisis.
- Participants do not foresee the medium and long term consequences of floods nor the fact that reconstruction will run on a long period after the event
- The pictures presenting flood management plans or technical issues related to floods are not selected, the discussions in the groups shows that people do not know nor understand, for example, what a “city emergency management plan” is.

Implementing activity 2. knowledge on risk

The second part of the workshop consisted in a presentation of flood risk for Vitry-sur-Seine. The presentation developed the following themes:

- Spatial extension of floods
- Physical characteristics of a major flood, based on 1910: return period (and its signification), prevision and warning time, impact of protection infrastructures and role of the weather in flood generation, water elevations and submersion duration,
- The last “event” : June 2016

Main messages are sometimes difficult to hear, but they can be balanced by positive messages:

- Seine River’s floods are slow floods, in certain places in France people have less than one hour to get prepared. You will have from 1 to 3 days to implement your actions.
- A slow flood means also a flood that will last during many weeks. Flash floods last less, but you cannot get prepared and people may die during such events. This is also important to organise yourself for the “after” period.
- It is an event which magnitude can be decreased by protection infrastructures but anyways, there will be water on the territory.
- Water height may be important, over 3 meters in some places.

-Spatial extension of the event is really important, some cities will be completely overflowed, and this event concerns the entire river basin. It will have a national impact, but this kind of events are “relatively rare”.

The knowledge of all these parameters is necessary to consider the next steps.

Implementing activity 3. realizing impacts of a flood

The third part of the workshop was to bring the participant to find and analyse the possible impacts of a major flood at different scales: regional on one side, city and district or building on the other side. Two groups worked separately and then shared their findings. The objective of the activity was to acknowledge the impacts of a flood.

It is also during this time that the participants had the opportunity to have precise information regarding their personal situation.

The aim of this part was to bring people to perceive the threat that flood represents in order to raise willingness to act and get involved. Being aware of flood impact also participates to ensure that people can do some context adapted proposals for flood risk management in the following step of the workshop.

At the regional scale participants identified stakes of regional interest: Paris Hospitals, some train stations, main roads (motorways A86, A4 and A6, main roads D5 and D148) with probable modifications of circulation on the remaining roads (directions, interchanges...), the line C of the RER3, that would be strongly impacted in case of major flood occurring.

The other networks will also be impacted, directly or not, in the flooded area and also in areas that water will not reach. Electricity, community heating, gas, water supply, sanitation, waste management, food supply, telephone (land lines and mobile phones), internet, ...all this will fall down.

Conclusion the participants drawn is: “just move from here” and “protect what cannot be replaced”.

³ High speed train service linking Paris to the suburbs.

Participants had also an interesting discussion on the subject of protection system. Looking at the flood map at the regional scale allowed them to understand the situation of their city regarding the protection of Paris: Vitry sur Seine is part of a water retention space which allows to protect the capital from floods. The participants were surprised to discover this situation.

At the city and district or building scale, the impacts identified by participants are: schools, transport (including the personal cars), different technical networks, and the most impacted zones of the city (Port à l'Anglais and La Ferme neighbourhoods). They also mentioned the economic sector, the hospitals and some other public services.

For the building the accessibility, electricity, food, sanitary aspects (no drinking water, sanitation, possible diseases) and isolation were mentioned.

The proposed solution is the same than the one of the 1st group: to move to another (safer) place. Some identified obstacles were mentioned: safeguarding of the houses and belongings, having pets...

It was proposed to link the inhabitants of the non-impacted areas of the city to those that will be flooded ("to develop friendship with the people living on the plateau"). And also to take benefit from the existing well developed associations network by a better connection with the city to organise information and solidarity within the population.

Additional information by the municipality and points discussed with participants.

The participants did not really perceive the impact at the national scale a 1910 type flood would have nowadays. We had to present them the fact that the worst event they have in mind regarding the last 30 to 40 years (Vaison la Romaine or Xynthia) is 30 times less expensive than a major flood of the Seine.

Participants expressed questions regarding the evacuation routes. How to make evacuation logistically possible? The point is not clearly defined for the municipality but they know they will have to take in consideration the evacuation of the populations of neighbour cities and even of the whole Paris area. A solution could be to dedicate the motorways to the evacuation.

Another question linked is to know when to go? The answer provided by the municipality integrated the incertitude linked to the meteorological and hydrological previsions. It is important for the credibility of the authorities not to hide this

incertitude and the lack of precision induces in the actions recommendations. Population will have 2 main phases: a “pre-warning phase” and a “warning / departure phase”. In the first they are recommended to inform themselves, in the second, to get prepared and if required, to evacuate. People understood well that the evolution of the situation may bring them to prepare and finally to not evacuate.

Implementing activity 4. open discussion on community involvement

The activity intended to increased willingness to act at personal and at community scales results from the evaluation. Only 2 participants did not increase their willingness to act for themselves. They explained being sufficiently informed before for one and not living in flood prone area for the second.

The reasons that pushed the other are: a better perception of the risk and its reality, the understanding of how to act efficiently and the fact to have tools to do so.

The motivation of all the participants to act for the community increased due to the workshop except for one person who was already involved consequently in her community through associations. The magnitude of the consequences and solidarity are the main motivation factors. Someone told us that understand how to act was giving her the willingness to communicate and another one that he was now feeling better prepared to inform his relatives and that was motivating him. Only 2 persons consider they are not able to invest themselves in the development of a network on risk prevention. And the 7 participants are feeling more motivated to invest themselves in a collective for flood prevention. They point the associations (4 persons), district comities (4 persons) and one person suggest to develop the notion of referent at the neighbourhood scale.

When asking the participants in what kind of action they would like to get involved they proposed:

- Surveys on flood perception,
- Communication on flood risk,
- To be a link between local authorities and population,
- To inform the neighbourhood.

It seems that the workshop participated to solve the problem of a lack of legitimacy the researchers noticed earlier in the project.

Logically those propositions are concerning individual actions for some and collective actions for the others. Only one person considered not having enough time to do so.

The needs people expressed to implement the actions they proposed are: information (that they received) and documents to communicate (maps, synthesis notes, and hard or soft documents).

Globally people consider they have not enough opportunities to participate to flood risk management at the city scale and that they cannot influence the authorities in this field.

If the participants are globally really satisfied with the workshop they suggest to multiply this kind of action and to try to mobilise more persons. Someone also indicate that he would like to see a specific organisation to structure the action of motivated individuals for implementation of actions and the sustainability of flood prevention actions by the communities.

Solving the problem at the personal scale.

A power point and an open discussion to present and discuss the solutions that the participants can undertake by themselves and for themselves were led. They brought the people to understand that some actions have to be implemented in anticipation in order to be ready to act when an event is forecasted and announced. Those are also the actions they can talk about with their relatives or neighbourhood.

It is also an important point to make the things clear for the personal situation of the participants before to go in deep in what they can do for the community.

Propositions to reduce the vulnerability of the community.

The importance to reinforce the links between citizen and local authorities and between citizens themselves was noticed. Participants who solicited the city have always been well ... and received answers to their questions. If not the districts meetings bring solution.

Strengthen the links between people in time of peace, to be stronger in time of flood. Participants consider that people are, in their daily life, in the “every man for himself” mood, but that in case of catastrophic event happening, they can weave links

with the others. They consider possible to strengthen those links by meeting their neighbours, discussing with them about floods and what to do to get ready.

Proposal:

- Develop a network based on relatives and neighbours. Participants do not feel comfortable with the idea to extend their action to persons they do not know

- Participants feel ready to do so. They consider they do not need more information to start informing their relatives and creating links. « We plant a seed and will see what it will become »

- They also consider that the documents they received during the workshop are sufficient to help them to talk about flood risk and adequate behaviours. They would like to receive them via e-mail to ease the further dissemination.

Use the existing network of local associations. This network uses a lot internet. For example, the cultural centre of Vitry has the e-mails of 150 associations and frequently sent them information through this channel. Regarding flood risk it could be used to warn the populations (members of associations will then also inform their relatives).

Proposal:

- Use associations' network in time of flood to warn the populations

- Information « in peace times » can also be provided in this way

- Some of the associations have website or Facebook that can help to disseminate information

- Punctually some association develop tools or knowledge linked with floods, like the "history association of Vitry" which developed a booklet on the 1910 flood.

Develop the use of city means: Vitry website ("Vitry ma ville") could be used to provide information on flood risk on a regular basis. It would be interesting to know the frequentation off this website to know the extent of the population concerned. Some places, buildings of public services, could also host documentation regarding flood, e.g. public libraries.

Develop actions with and by the communities for the preparation at the community scale in order to complete what is done by the other stakeholders. The actions shall

consider normal situation ("peace time"), pre-warning, warning-evacuation and reconstruction.

Proposal:

-Identify 'referents' among inhabitants, this is people who can lead actions in a local area. This requests to be organized before any event occurs, the referents, at block scale, could be identified based on volunteering. Those persons could disseminate information, gather messages from the population and inform the municipality about it, bring some help to people who need it... this request time and that the people know and trust each other.

-This kind of organisation exists in some other cities it is the "*Réserves communales de sécurité civile*". It requests time and organisation.

-See if the measure called 'civic service' could help for this action.

4.2.2 Implementing Pilot Action 2

The discussion started with a presentation of the participants; researchers present themselves and explain the project briefly. There were two participants at the beginning and then two other joined the discussion. The first, who has participated in the action before is a highly motivated inhabitant, linked with two schools in Vitry; the second one is a inhabitant that we saw for the first time, she is motivated to learn more on flood risk and happy to help the researchers; the other two were members of the Port-à-l'Anglais association. They were spreading flyers in the bar for a festival and we asked to join the discussion.

We discuss first how they explain low participation of inhabitants in the participatory workshops. They explain that this is a topic that might reach the sensibility of locals as there are many living in the area who know about the risk, especially those living in old houses, but a communication strategy has to be developed. Especially focusing in the importance to protect those aspects that are important for inhabitants: their house, their belongings and their relatives.

To reach more citizens/ communities they suggest the following ideas: work with Port-à-l'Anglais association. We mentioned our difficulties in building a relationship with them.

Researchers asked to the members of the association Port-à-l'Anglais how they could provide support, they respond they can play the role of passing the information to inhabitants, providing physical space to organize the workshops, bring people to the workshop.

Use the neighbourhood festival (Fête de quartier) to introduce an activity.

Participants mention that it would be a good idea to relate flood risk to some attractive activities going on in the city, especially to culture and art. Vitry is known for its street art, so for example mark the hypothetical level of water in an artistic way might make the inhabitants to reflect on the importance of preparing for flood. In fact, visual references in the city are important and they are lacking.

- Vitry'n urbaine is an association working on street art, they might be interested to collaborate. To create a collective art work could be attractive and a way to involve citizens.

- Another interesting community are children, there are spaces for them such as the centres aérés, centre des loisirs, maternelles, etc. that could be involved; they might talk to adults and build future citizens' capacity for the next generation. The Prefecture of Police with the (Formation Institute for Major Risks) IFFORME organization are targeting schools to implement actions (i.e. PLOUF actions).

- To organize an hecatomb, this is related to the development of applications and tools in co-design with inhabitants.

- Another idea was to work with other services in the municipality, not only the risks office; for example the environmental service is undertaking initiatives in the streets to educate on environmental issues, flood risk could join these initiatives. However, it should be taken into account that flood risk is not part of the citizens everyday life, it is an occasional event, so it cannot be treated in the same way as other issues such as transport or public spaces, etc..

- To capitalize the flood event which took place in June, for example by collecting images and stories.

- Edit some city postcards with those images so that the citizens can visualize and keep memory. Top 47 is a local library and Cd store which is a reference in Vitry, they might be interested in supporting some initiatives.

The discussion then focused on which is the role that the municipality should play and that of the citizens, there were some contradictions. On the one hand participants said that the municipality should leave citizens to undertake some initiatives but on the other they are waiting the municipality to act before they do. They also mention that for them, even if they are motivated, it is not easy to undertake actions as they do not have time to invest, they are already involved in other activities (schools, initiatives such as the Bricolo-café, etc.).

The inhabitants explain that there is a communication problem with the municipality, not only for the flood event in June but also for other aspects such as the construction of a high school in which some important information was not properly presented and citizens felt concerned.

Inhabitants consider that the workshops could be thematic and very specific, for example: 'how to choose the insurance for your home', so that the inhabitants see immediately the interest to participate. These actions and specific workshops can be developed under a general communication strategy displayed over time.

4.2.3 Implementing Pilot Action 3

The installation of the stand was easy as all the supports were provided by the organisers. The stand was strategically located at the entrance of the "village" and was big enough to host the visual supports, a map on the floor showing flood risks in the metropolitan area, and a desk with information on the risks and the project. The stand was attractive and accessible for the public which ensured the coming and going of visitors during the 3 hours of duration of the festival.



Image 1. Alternatiba Vitry festival, flood risk preparedness stand with the map (CL 2017)

The map on the floor was very attractive for the visitors who found it interesting to locate their houses or neighbourhoods in relation to the map and actually visualise the risk. This was a perfect opportunity for the students and researchers to start a discussion with the people. Many of them realised their house or neighbourhood are located in a flood risk area which they ignored before. The researchers, the students and the municipality representative used the visual supports to explain more about flood risks in the area and answer questions.



Image 2. Visitors attracted by the flood risks map in the floor (CL 2017)



Image 3. Father discussing with his son using the map (CL 2017)



Image 4. Other visual supports provided by SGL, IAU and the Vitry municipality (CL 2017)

During the festival there were some giant clowns and music which created an animated, festive environment which was attractive for people and families. The organisers offered food at the end of the event, to thank the participants for their implication in the festival.

A total of 60 questionnaires were applied during the festival. People were willing to answer the questions and there were no difficulties in applying the survey. Few people refuse to answer the questionnaire as they were not Vitry inhabitants. Most of the interviewees were people visiting alone the place, and some of them were families with children. See data analysis in Annexe.

The profile of the visitors to the festival and thus to the stand is not representative of Vitry which has a populations of workers and migrants, the people attracted to this kind of festivals are those who are already sensible to environmental issues. The profile of most of the people that visit the stand, and responded to the questionnaires, are managers (25%), another 25% are retired persons and 19% are professionals.

The most relevant responses to the survey are described in the following paragraphs.

Interviewees tend to think flood risk prevention and preparedness are government tasks not of the citizens. The local journals mention the topic from time to time, some of the professionals were informed about the topic. Indeed, 41% of the interviewees

have some information on flood risks in Vitry, this is not representative of Vitry inhabitants but of the participants to the festival. However, some of the community members were surprised to know that, for example, the flood in 1910 arrived to the church square quite far from the river plain; others knew about this and have experience with flooding themselves. A total of 66% of the interviewees know they live in a flood prone area and 20% don't know if the area where they live is exposed to the risk or not. The maps were very interesting for them to look where they live in relation to the flood risk areas.

Most of the interviewees were ready to give their contact e-mail address and phone number to be informed of further actions concerning flood risk preparedness. In fact, 56% think it is important for the citizens to prepare for a flood event and 20% think it is highly important. This is an important finding of the survey as the acknowledgment of the importance of the risk is necessary to promote proactiveness through citizens and communities to engage actively in further actions.

Despite the level of awareness of the importance to prepare for flood risk, 32 % of the interviewees declare they are ready to participate in information sessions, 10% to become flood risk agent to pass information by, 10% to organise information sessions in their neighbourhood. Many of them, (78%) agree that the local citizens associations play an important role in propagating information and providing support in flood risk preparedness.

After doing a correlation analysis of the data obtained in the Pilot Action 3 data, the researchers got to the following conclusions. The method used for the analysis of the data and correlations was the Khi-2 test and Fisher test, only 47 responses were taken into account, as the questionnaire was complete.

One of the main findings is that there is a meaningful correlation between importance given to citizens' participation in FRM (variable D) and the readiness to participate in flood risk preparedness actions (variable M); the risk to eliminate the hypothesis H0 in this correlation equals 52.51%. Unexpectedly, those who give more importance to flood risk, are not always ready to act proactively in flood risk preparedness.

Those interviewees who recognise the importance of "citizens participation" are those who are willing to engage in proactive actions, especially those concerning discussions on flood risk management with other flood risk actors; there are 5 persons in the category high level of importance and willingness to participate in FRM discussions. A total of 13 out of 36 persons want to engage in actions are willing to participate in an information session.

However, not all the persons who give importance to the risk are willing to participate actively. A total of 5 persons out of 12, those who recognise the importance of risk, are willing to participate in FRM discussions, and 9 out of 33 are willing to help to organise flood risk preparedness actions.

The results of the group of age in relation to other variables are as follows:

The category "more than 65" tend to prefer not to imply in flood risk preparedness, maybe because they are already engaged in other activities for retreated persons presumably linked to leisure activities, 15 persons in this age category, 9 do not want to participate, more negative responses than in the other categories.

The category "more than 65" tend to consider more important flood risk in Vitry than other categories, presumably because they have lived flood episodes themselves or keep memory of their relatives' experiences in the past, 15 responses in this category, 9 of them responses corresponding to "important" or "very important".

The "in between 50 and 65" category is the one in which persons show more interest in get involved in actions, 21 persons in this category, 16 willing to participate, in this category the contrast between positive and negative responses is less strong.

The categories of the younger, this is "less than 35" and "in between 35 and 50", show a tendency to consider the implication of citizens in flood risk preparedness "important" and "very important", 8 out of 9 for the first and 12 out of 14 for the second. In the other categories the distribution of the opinions is less concentrated in those categories, some think it is important but others less or not important.

In relation to the occupation, the results are as follows:

The correlation of the socio-professional category and the importance given to flood risk is relatively high, risk to eliminate the H0 hypothesis is 42,84% in the Khi test. However, the socio-professional category do not condition the willingness to get involved, for example from total of 4 workers, all declared they wish to get involved.

The category "retreated" tend to say that they don't want to get involved in preparedness actions, similar to the managers; those who want to participate prefer to engage in information sessions.

In the category "managers", 12 out of 15 consider citizens' participation as important, which is high, however they tend to consider flood risk as "moderate" (1 person consider it very important, 5 important and 6 moderate). The "professionals" category

have a similar behaviour, 8 out of 11 consider citizens' participation as important; they tend to consider flood risk as "moderate" (2 persons consider it very important, 2 important and 6 moderate). The category "employees" all consider citizens' participation as important, 6 out of 6, and from the 6, 2 persons consider flood risk as very important, 2 important and 1 moderate. The "retreated" category tend to give less importance to citizens participation than the other categories (11 out of 15) from the 15, 6 consider flood risk as very important, 4 important and 3 moderate, which means that although they tend to give more importance to the risk than other categories, they are less ready to participate actively in flood risk preparedness.

The participation in the festival was excellent to get in touch with interested people to recruit for further actions, 61% of the interviewees say they are ready to take actions to prepare for a flood event; this has to be taken carefully as in previous experiences discourse differ from real mobilisation.

4.3 Evaluating the capacity building participatory process

Evaluating the Action 1

Five participants expressed their specific expectations at the beginning of the workshop, they are quoted here after:

- "What is, accurately, my situation regarding flood risk exposure?"
- "To know more about floods: what will happen? What can we do?"
- "To meet Vitriots who are, like me, exposed to floods"
- "I worked for years in the water management for Paris City and would like to participate to these kind of actions"
- "I am part of an association in Port à l'Anglais district, during 2016 event we noticed some troubles, faced some difficulties to get information on the situation, we think the municipality did not communicate enough and I want to see how to overcome this"

Only one person told us that the workshop did not meet his expectations, but he did not specified what his expectations were.

For the 6 others the workshop covered their expectations: to be participative, it allowed interesting discussions and the city representatives were present.

They also fund the information on floods, their impacts and actions to set up, clear explanations regarding the risk management. They got skills to better react in front of an event. Someone wrote in the “answered expectations” part of the evaluation form that he started to think to a further organisation for a network of informed persons to disseminate information within the population and to link population and city representatives.

Evaluating risk perception

After the workshop, during the evaluation phase, people declare that they consider the risk “certain” (4 persons) or “potential but real” (3 persons). This means that all our participants consider that a flood can happen on their territory.

Four persons declared that their perception did not change due to the workshop and 3 that their perception changed. Those whose perception did not change explain that they were already aware of flood risk. One because she came in October to the first meeting held in the frame of CAPFLO and also because of her family history (her grandparents settled in Vitry in 1925); a second one said that the workshop made concrete things she was feeling before. Those whose perception changed, explained that they have better knowledge of the risk and understanding of the different flood phases (correlated with prevision and warning), this information let them understand that they can do things before the water arrives. They also understand the priorities for evacuation, how to prepare for it and finally feel more comfortable and able to act calmly and more adequately. Indeed the citizens' perception of risk is directly related to their motivation to prepare for an event.

Evaluating knowledge on risk

The evaluation shows that for 6 over 7 persons, the knowledge increased during the workshop. They understand that the floods are driven by the weather and that protection cannot prevent it to happen (even if it can decrease its magnitude). They also get the way a flood would happen in the city (chronology of the event and flood characteristics) and that it is useless to try to avoid water to enter the buildings (and that it can be more damaging).

Only 2 persons declare they would like the workshop to discuss more information on risk but they did not detail their expectations.

Evaluating realising flood impacts

After the expression of the necessity to evacuate in the first step of this part of the workshop, the participants questioned the practical organization e.g.: what are the evacuation routes, how is the evacuation organized by local authorities? When will be the population asked to move? They need to understand if that solution is really feasible.

In a second time they questioned the possibility to inform the others inhabitants. They seem to express worry about the fact that they perceive that only few persons exposed to floods are really informed. They request, for example, flyers presenting the recommended actions in case of flood, they question the way to inform people living in pavilions areas...

Discussion brings them to perceive that risk communication is a very complicate matter and to understand that they may have a role to play to spread the information among their relatives and neighbourhood.

Beside the development of the knowledge of the participants regarding flood and its impacts, this exercise was interesting as it brought the people to start making propositions of action.

This shows that before becoming active in case of flood, people need to understand the consequences of such an event. This step appears to be unavoidable to raise the social and civic capacity of the population.

Evaluating the Pilot Action 1 in relation to the Capacity Assessment indicators.

The participatory workshop impacted on certain criteria of the CAPFLO capacity assessment tool, but is not the proper tool for a part of them.

K1 – Flood risk knowledge

It is the base to induce willingness to act at personal level as well as at community level, individually or collectively. People who came to the workshop were already interested by flood thematic and for part of them having already certain knowledge of the risk. What is strongly linked with knowledge is risk perception and the workshop shows that people are starting to think and talk about actions to face flood risk only after they perceived the threat it represents (after the work on the impacts of a major flood).

K2 - Learning capacity

Flood risk is obviously not a major concern for the populations living in Vitry (as well as elsewhere in France). In this case it is difficult to imagine a strong autonomous learning capacity on this thematic. It raised interest for the topic but apparently did not push the inhabitants to learn by themselves. To improve K1, K2 is evidently important.

M1 – Motivation to mitigate flood risk

Strongly linked with flood risk perception. The participants were probably already motivated to act to mitigate flood but the understanding of the characteristics of the flood, its impacts and the knowledge of what can be done increased their motivation to mitigate floods both at personal and community scales.

M2 – Motivation to work collectively

To raise awareness among inhabitants, the participants (whom are involved in associations and used to undertake collective actions) suggest to use the existing communities networks to spread the call and diffuse information. If they all declare they agree to participate in a collective, spontaneously half of the participants only proposed to individually at their neighbourhood scale. To develop the impact of awareness action to work using collectives and associations' network appears to be important.

M3 – Motivation dynamics

The workshop worked on citizens risk perception which is directly related to the motivation dimension, especially with the aim to change perception to move to action. It was found that citizens were able to change their perception of the risk and said that they would like to undertake actions to prepare collectively for flood. However, when contacted around three months later they had lost interest to involve with the intensity they had declared before.

N1 - Network performance

The ultimate objective of the workshop was to build capacities in citizens (mainly knowledge and motivation) so that they can join institutional networks working on flood. The fact that the municipality officials were there as well as CEPRI and the researchers allows to have a first contact between institutions and citizens, but the persistence of this initial network, if it can be call as such, is still at stake.

N2 – Network autonomy

One of the purpose of the workshop was to induce willingness to mitigate flood risk and to launch actions, not to ensure sustainability of incipient organizations. One participant raised the point that the network of associations is well develop in Vitry and very efficient. Nevertheless a relation and support (by providing information and tools for example) would be required from the municipality.

F1 – Flood insurance

Only one person considers not being well insured for personal belongings regarding flood risk.

F2 – Financial resource for community action & F3 – Financial resources dynamics

The workshop did not work on this point. But the first rank of targeted actions does not really request financial means to be implemented.

P1 – Community participation in flood decision making

People feel not having enough opportunity to participate to flood risk management at the city scale and to be unable to influence decision of the local authorities in flood management.

P2 – Participation dynamics

The involvement of the participants of the workshop in awareness raising actions for the communities could bring the authorities to give them a place in the debate on the way to manage the floods at the city scale, but this will take time. It seems being more achievable that they influence the way the municipality will conduct sensitization actions.

In sum, the workshop helped some participants to “go for it” to involve themselves in flood risk management by handling communication actions in direction to the community (mainly their relatives). They agree to participate in actions organized by communities and collectives. It seems to be too soon to consider them as a community. The workshop seems to achieve its first objective.

Mainly the proposed actions by the participants are linked to risk communication. It is interesting to note that they did not propose intervention in other flood risk management fields. Some people already started to talk about flood risk to their neighbourhood, but an important question is to know what could strengthen, develop

and maintain this involvement? Presumably, a first step could be to have documents, to help them to present the information and to give credibility to their discourses. In a second time interaction between involved persons could help to maintain mobilisation and maybe bring them to formalize new actions to implement. The setup and animation of a network of involved citizens could logically be handle up by the municipality of Vitry sur Seine, as it establishes the frame of action in which the citizens can get involved. This could also participate to tackle the lack of legitimacy some inhabitants expressed in previous phases of the project.

By allowing participants to discuss with city representatives, the workshop created or reinforced the links between these 2 groups. Some of the participants remain in touch with the municipality on the flood risk topic since the workshop. The municipality understood the willingness of the citizens to act, in this the workshop allowed the relation to pass from a one way to a two ways relation. In this it achieved its second objective.

The workshop highlighted the importance of the role the local authorities have to play to develop and maintain such initiatives. They can be initiated by other stakeholders but with the current (low) level of citizen involvement in flood risk issues in France, the sustainability seems, today, rely on the municipalities willingness.

Evaluating Pilot Action 2

There was a clear difference between the level of motivation to prepare collectively for flood declared by participants just after the workshop and the actual engagement with proactive actions. One of the participants, who belonged to the Port-à-l'Anglais association wanted to engage her community in the next actions, however this was not achieved. This person helped us to contact the president of the association to talk to her directly and was willing to spread information within members of the association, but not to become a representative of the association for flood risk which implies to take more initiatives. It would be interesting to make the difference between motivation to different levels of involvement.

Initially, the Pilot Action 2 was supposed to be a meeting with representatives of local associations but due to a lack of interest of the latter we changed it to a meeting with motivated inhabitants. A call was sent by e-mail to around 10 local associations, the only one that responded was the Red Cross at Vitry which we met and engage in the process (see minutes in annex 7).

Researchers searched to talk people that know better the associations and community organisation in Vitry to understand how to involve them more efficiently, this was a lacking knowledge from the Capacity Assessment process.

A meeting with the Centre of Culture of Vitry was organised (see minutes in annex 8). They suggested to join an initiative around environmental issues concerning local associations to gain visibility. This is an on-going action.

Concerning the informal meeting, a questionnaire was sent to the 4 participants by e-mail, only one answered to the questions (see annex 9). The person said the meeting was interesting, she would like to participate in more actions concerning flood risk, a dialogue was possible among participants, she confirmed the association is willing to help in the network communication tasks. An interesting remark is that initially she did not intended to join the meeting, she found us at the bar because she was distributing flyers there for the neighbourhood festival and then joined the discussion. This shows that people are interested once they are participating in the actions, but the activity is not attractive enough for inhabitants to make them come to join the activities.

The objective of the action was to establish a dialogue with key community members and brainstorm with them about innovative ways to involve the citizens, this objective was attained.

Evaluating Pilot Action 3

The number of Vitry inhabitants with whom the researchers were able to exchange increased from 13 in the focus group, 7 in the Pilot Action 1, 4 in the Pilot Action 2 to a total of 60 in the Pilot Action 3, which has increased in a considerable way. This is because the Alternatiba festival provided a suitable and attractive environment to attract community members which might be interested in the topic. This strategy is relevant especially in those areas in which motivation to prepare for flood risk is low due to the absence of regular episodes.

The organisation of the stand, especially the map in the floor and its location at the entrance of the village was also a factor of success in attracting people to the stand, and also the fact that researchers, city representatives and the students were there to answer to the questions and engage in discussions with the public.

Researchers got in contact with more people and helped to diffuse information on flood risks in the area and to get personal information to invite people for further

actions. The stand served as "vitrine" for the CAPFLO project related to flood risk preparedness and the emergent flood risk preparedness network including the municipality.

The data obtained in the 60 questionnaires applied is relevant to highlight the following findings:

- People (citizens and communities) are interested in the topic (flood risk preparedness) when they are already sensible to similar issues such as environment, sustainability, community engagement, etc.. This group of people can be reached through local initiatives and structures such as the Alternatiba Vitry festival. The people attracted to visit the stand was defined as a "flood risk prone community", which is characterized in the paragraphs below following the data obtained during the festival. It should be taken into account that the sample was very small to be considered a generalization, but it gives still insights of this community.
- There was a variety of ages and professional profiles; however there was a tendency to have people with higher education such as managers, professional profiles and retired people.
- There was a variety of people coming from the city (Vitry-sur-Seine) and nearby cities, some of the people are living in flood risk prone areas while others don't.
- Three variables were very interesting to observe in relation to the socio-professional categories of the community: importance given to citizens' participation in FRM, readiness to involve themselves in actions and importance given to flood risks in Vitry. The results of the analysis shows that those people who want to involve themselves in proactive flood risk preparedness actions are those who give importance to citizens' participation rather than to the risk itself.
- Retired people tended to give more importance to flood risk in Vitry, however they seem less ready to get involved in flood risk preparedness themselves. Younger categories tend to give less importance to flood risk but tend to give more importance to citizens' participation and show themselves ready to get involved in preparedness actions.
- Most of the visitors willing to get involved in the actions prefer to be involved in information sessions, other activities that require a higher level of involvement such as work as volunteers to organise sessions or get involved in discussions with institutional actors about flood risk preparedness in their neighbourhoods are less popular.

The question of to what extent the visitors who answered the questionnaire are ready to engage in further actions as they said is still a question to answer. Pilot action 3 was important to understand better successful strategies to attract people to the discussion and to understand who can be interested in joining flood risk preparedness initiatives at local scale.

After the implementation of this action, the research group was invited by a group of residents to replicate the stand in another local event: the Port à l'Anglais festival, this reveals that the research group has successfully joined the local community networks in Vitry. However, the research project has come to an end and it will be difficult to give a follow up to the actions over time without funds to continue the actions.

5. Conclusions: knitting a communities/institutional network

The main objective of the French case capacity building process was to create a network related to flood preparedness; a network that links institutional actors to citizens and local communities. The Capacity Assessment had pointed out that capacities are higher in institutional actors, while citizens have lower levels. The period of time of the participatory process (around 10 months) was short to see a meaningful change, but important steps were given and the lessons learned are relevant for future initiatives. Indeed, an incipient network is gradually taking shape, the researchers identified, met and work with potential collaborators at local scale (municipality, cultural centre, associations, and motivated citizens) and those working on culture of risks at the basin scale (mainly Seine Grand Lacs).

Thus, the participatory process worked in the networks dimension (**indicator N1-network performance**, see Task B for the theoretical framework and definition of the indicators). The Lab'Urba researchers were able to establish important relationships with different actors at multiple scales.

The research group confirmed that the citizens/communities and institutions have different capacities, including motivation to work collectively, and many of them participated in the initiatives proposed by the Lab'Urba. The researchers take the lead to knit the network and create spaces to exchange; this role has to be appropriated by local actors if the network wants to consolidate over time, this capacity (**indicator N.2, network autonomy**) is still missing.

The structures that accepted to join the network and participate actively in the researchers' actions are:

- A group of highly motivated citizens are willing to participate in the actions, keep informed and share their ideas, we have identified around 5 people. Three of them have participated in at least two of the actions and keep active in the mailing lists.
- The municipality has expressed they interest to keep collaborating with the Lab'Urba, they engaged in the preparation of a seminar and a workshop in the Autumn 2017. The collaborative relationship established with the municipality as the participatory process unfolded was an important achievement, especially trust and engagement to collaborate over time.

- Seine Grand Lacs develops an initiative with the Val-de-Marne department to make a call for local associations to work on flood preparedness. We have a meeting with the people developing this call to share ideas in July 2017. In fact, the Lab'Urba researchers carried out the CAPFLO actions in the context of the development of a similar initiative at the department scale to work with associations.
- The Port-à-l'Anglais neighbourhood Association, has difficulties in engaging further (unless one member accepts to take this role) but they accept to help in the communication tasks through their facebook site and mailing list.
- The Centre Cultural Vitry (CCV) has proposed the researchers (and their network) to join an initiative called Alternatiba, developed by a group of citizens (*collectif*), regarding environmental issues; this initiative was supported by the CCV. The result was the pilot action 3 consisting in a stand during the festival in October 2017 to interact with the public.
- Red Cross Vitry, they are willing to give a module on risks prevention that lasts for 1 hour for interested inhabitants.

As the network is developing, the research group has faced multiple difficulties, used as learning opportunities. The most important challenge was to recruit citizens to participate in the actions, the relationship was difficult to establish. Despite intense phoning, few people attended to the Pilot Action 1 workshop. The difficulties to mobilize citizens to participate in the workshops was identified in the Capacity Assessment (see Task C French case report for more details) and it is still a capacity to be built.

The Pilot Action 1 was a key moment to put institutional actors, NGOs, authorities and the population to work together. While this was an important achievement, the researchers keep a leading role: they were the ones that mobilize people and structure the participation. The local actors need to take in their hands this leading role. This is nowadays a weak aspect in the case, as the research project has a limited duration and researchers cannot ensure the continuity of actions over time. This is partly due to the fact that flood risk management is considered an institutional affair and citizens are not taken into account as actors in the system.

Regarding the **learning capacity (indicator K3)**, the process was uneven among actors; in fact, each actor has its own learning path and rhythm. Learning is still a challenge for each of the actors. The inhabitants who assisted to the focus group and the Pilot Action 1 learned on flood risk and change their perception as the evaluation showed;

however to participate in the actions citizens need motivation which is almost non-existent in Vitry, with exception of a small group of motivated inhabitants. The researchers learned from the relation developed with different actors and especially when confronted to the difficulty of engaging citizens in a process, nowadays highly dominated by institutional actors.

In general, actors tended to do things in the way they are already doing good but showed limitations in the search of innovation. Actors used their knowledge and current capacities but face more difficulties to produce new knowledge. CEPRI for example used a similar workshop format to what they have been using before in other cases. In an interview with the CEPRI, the interviewee said they were not surprised by the problems with recruitment as they had faced similar difficulties before. On the other hand, they confirmed a set of interesting findings regarding perception of risk. The researchers also tended to reproduce practices linked to their background, researchers searched to mobilize inhabitants to come to a session in a 'classroom' for 3 hours, do some interactive activities with them and listen to the presentations prepared by experts; however, not all the population find this way of interaction very attractive as the topic itself might sound very technical. Thinking and acting out of the box is a challenge of the learning process for all actors.

The municipality and the CEPRI shared their knowledge and expertise with the inhabitants, especially in Pilot Action 1, but the process was dominantly one-way driven. This is partly because to engage in a discussion and co-construction of actions, a minimum level of knowledge and understanding of the risk is required. At the end of the workshop a discussion was engaged with citizens in which they shared their ideas. However, to build a **two-way communication (indicator K1)** is still a challenge in this case. The Pilot Action 2 established a two-way communication, as the community members already had knowledge on floods, they know Vitry and its organization, and they are qualified actors.

The Pilot Action 1 increased the knowledge of risk of those inhabitants that participated in the workshop (**indicator K1 - knowledge on flood risk**), the workshop also helped to change the perception of risk as something citizens can reduce by undertaking individual and collective actions. However, it is difficult for the citizens to take actions by themselves to organize a collective response, even if they are motivated to do so and aware of the risks, without any proposed-from-outside structure. Most of them are already involved in other associations and because flood risk is not frequent at all it cannot stand alone as a topic that creates a bond among local communities.

The Pilot Action 1 increased the motivation of the municipality to keep working with researchers and citizens/communities (**indicator M2 - motivation to work collectively**). As a proof of this engagement, they have signed a letter to keep collaborating with Lab'Urba and agreed with researchers to carry out the pilot action 3 in October 2017. The authorities explained that even though they are motivated, there are some special times in which it is easier to engage in actions than others due to the local elections and/or political agenda. Therefore, good timing is an issue not only for the municipality but for other actors too, namely the time of the research project which is short to observe the progress.

The evaluation of the Pilot Action 1 showed that inhabitants were ready to undertake actions to prepare individually and collectively (**indicator M2 - motivation to work collectively**). They were contacted after three months to know if they wanted to receive more information on flood risk and they accepted, they also agreed on adding them to the mailing list as they wanted to keep informed. However, when we asked to engage with their associations this was more difficult. People who told us they were interested to keep working with us in February (after the Pilot Action 1) they said they were no longer available to mobilize their associations in May for the Pilot Action 2 (three months after). This was due to the fact that the Association Port-à-l'Anglais is involved in many activities and cannot engage in flood risk for the moment. Researchers contacted the associations several times, two members participated in the Pilot Action 2 and at the end they proposed to help with the communications of the actions.

A second objective of the participatory process was to create a community of motivated citizens and associations around flood prevention issues (**indicator P1-community participation**). Despite the fact that there a group of motivated, loyal inhabitants, a community was not formed yet. This is because 'flood risk' is not a strong enough 'bonding element' in the current context. People in Vitry bond more likely around culture, ethnic and territorial issues more linked to the inhabitants everyday life, rather than to an issue they are not sure if it will happen and when.

Therefore, the Pilot Action 1 showed that citizen with more knowledge on flood risk (**indicator K1**), more adapted perception of risk and increased **motivation (indicator M1, M2)** does not necessarily reflects on the ability to move to action (**indicator M3 - motivation dynamics**). There are other factors involved, for example people are already involved in other activities, they have a busy life with their jobs and children so they don't have time to get involved in a more proactive way in this topic. But they can follow up initiatives and participate from time to time to certain actions if available.

The Pilot Action 2 helped to develop some ideas on how to involve better the citizens and communities. Some ideas were given by the participants such as link the topic to street art, very common in Vitry. Another idea is to participate in festivals such as the Fete des Lilas, the most important festival in Vitry, and the Festival de l'Oh or to involve Vitry artists in specific actions to be more attractive to the population. This pilot action revealed the knowledge that citizens have on their own community and its organization, which they are willing to share with researchers. This is highly relevant for the design of the actions to ensure good results in the implementation.

The Pilot Action 3 increased the number of people that get in contact with the research group, this is because the festival offer a suitable environment to spread knowledge on the flood risk in a festive, interactive way. This is the kind of actions which work as a reminder to the public, they are required in the cases where flooding do not occur regularly and thus people feel not concerned or interested by the topic as in the French case.

Two gaps were identified in the capacity building process. The first one regards the lack for a social marketing communication strategy. The ability to communicate and establish a communication strategy among actors was identified in the Capacity Assessment as an essential ability to engage a fruitful participatory process. During the Amsterdam workshop the French team raised the question to consider it as a different indicator due to its importance in the capacity building process. It is worth mentioning that other research groups already identified this element as highly important, namely CapHaz-Net. The CEPRI was aware of the importance of communication and establish carefully a strategy to raise awareness and fuel the discussions during the workshop, which was evaluated as successful; see annexes on the preparation of the pilot action 1. However, the communication strategy was applied to the workshop itself but not in the recruitment phase which is critical to bring more people to the activity.

The telephone is not a good means to recruit people, especially in a context where motivation is low. People who are sensitive to flood risk and consider this an important issue might be receptive to the invitation to participate in the actions. However, those who think this is not for them or not important are not receptive. In some cases they say they will participate but this engagement is very weak and it is easy to drop at the last minute. A minimum of interest should be raised in the first approach, and this is not an easy task, even in a face-to-face interaction. During the Capacity Assessment some interviews were held in the open market in Vitry, the people declared openly they are not interested in the topic, they consider that they are not concerned.

Indeed, flood risk is a particular topic. It is to a certain extent technical and requires understanding of complex issues. Citizens, depending on their social category are worried about what they consider more urgent issues, in some cases they do not give priority to something that they are not sure will happen or when. Many of them they do not speak French or do not know the territory and its risks.

A communication expertise is required in this challenging case. There is some expertise in social marketing used for participatory process, this might be something to look to call the interest of the population. A link to other issues such as festivals, art and culture, city related activities, might be a good idea as a first step to give the message 'this is something important for me, for us'.

The second gap identified during the process concern the need to understand the social fabric and its dynamics to create a community. The network consolidated in the participatory process concerned actors working on flood risks. The topic was a 'bonding' element between very different actors (academia, authorities, NGO consultants). However, the network was acting outside the existing social fabric, very dense in Vitry, and is not relating actors and structures that can be important to make the link to the associations and the population, this gap was bridged in the Pilot Action 2. This link is important to understand more about the dynamics of the specific population and communities (What are they sensible for?, Which are the festivals or events that bring the population together? How they communicate among themselves? Which spaces in the city are meaningful for the communities, etc.?)

The Pilot Action 2 was relevant to understand how to link up to the local communities. **This is something that was not considered in the capacity assessment and revealed important to develop a 'bond' with citizens/communities.** If properly developed this aspect might have an inference in the networks performance (indicator N1), knowledge on flood risk and communication (indicator K1), communities participation and dynamics (indicator P1 and P2).

In sum, it is important to work on multiple capacities to be able to mobilize actors, especially citizens and communities, to undertake initiatives for flood preparedness. Knowledge and motivation are two important starting points, however motivation is difficult to build in non interested communities, it is easier to start working with a group motivated citizens and communities and some key acknowledge community members. To set a good communication strategy is important to involve a diversity of social groups among the population and to get them interested on the topic. An important issue is to take into account what flood risk means at local level, in some

cases where flood is frequent, flood is a matter of concern, while when it is an extraordinary event it is perceived as irrelevant for the population. These different positions require a different approach to the risk to involve citizens. An understanding of local dynamics (festivals, meaningful places and activities, themes that are relevant for communities, etc.) is important to tailor the communication strategy and be effective in the transmission of knowledge. To create spaces in which citizens and communities can exchange with the other flood risk actors is also very important to start knitting a local community on flood risk preparedness.

The capacity building process is a collective construction that requires first of all willingness of a multiplicity of actors to engage in a long term process (beyond the current level of capacities), some of them are easier to bring to the network than others. Important steps can be given in a short time lapse but continuity over time is essential to keep the momentum and reproduce those relationships that have been built and which enable action.

6. References

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7. Annexes

7.1 Annex 1. Minutes planning Pilot Action 1 with city authorities

Réunion du 7 février 2017 à la mairie de Vitry sur Seine pour la réparation de l'atelier participatif du 25 février à la Maison des Projets

Informations générales

Au cours de l'année 2017, la mairie va mettre en place l'affichage réglementaire concernant les inondations. Entre septembre et novembre prochain, elle lance un plan de communication qui sera décliné à travers :

- Un livret de 8 pages inséré dans le journal municipal de septembre
- Une plaquette complémentaire,
- De nouvelles ballades urbaines sur le thème des inondations, des tables rondes,
- Une nouvelle exposition

Le PCS doit passer en bureau municipal en mars dans son intégralité (contrairement à celui de 2008 qui avait été approuvé sans le volet inondation). Le DICRIM a également été actualisé, mais la manière de le faire parvenir à sa cible n'a pas été précisée.

La mairie ne souhaite pas la création d'une réserve communale.

Atelier participatif

Date : 25 février 2017

Lieu : Maison des projets

Durée : 3 heures

Jauge : 15 à 25 participants.

L'atelier est composé de **5 phases**.

Phase 1 : Elle est consacrée à l'expression de la perception du risque d'inondation via des images que les participants choisissent et commentent. Il s'agit également de mettre les participants en situation active d'entrée de jeu.

Phase 2 : Elle porte sur la présentation des grandes caractéristiques du phénomène de crue et d'inondation. Il s'agit aussi d'apporter aux participants des informations concrètes sur ce qui se passe dans leur quartier et de comprendre ce que représente le risque pour eux.

C'est une représentante de la Mairie (Camille SENECHAL ou Virginie BOURJAT) qui fera la présentation de l'aléa et de sa manifestation sur Vitry (10 minutes).

Phase 3 : Elle correspond à un moment de réflexion sur les impacts de l'inondation à trois échelles (l'Île de France, la ville, le quartier), par groupes de 5-6 personnes. Il s'agit ici de faire prendre conscience des effets directs et indirects du phénomène et de faire percevoir la menace que représente l'inondation. La perception de cette menace étant pour beaucoup le point de basculement vers l'action (ou à minima la perception de l'intérêt à améliorer la situation).

Phase 4 : Elle est le temps de construction de l'action. Les participants doivent alors imaginer/exprimer d'abord ce qu'ils peuvent faire chez eux avant de penser à ce qu'ils peuvent entreprendre pour le groupe. Il s'agit là de travailler sur le passage à l'action depuis la sphère privée jusqu'à la sphère collective. C'est aussi un moment d'échange potentiellement privilégié entre la mairie et ses administrés, la première pouvant apporter conseils et remarques aux seconds.

Phase 5 : Débriefing et bilan avec un questionnaire à remplir et un échange.

Le questionnaire est très simple pour ne pas y passer trop de temps. On propose des questions directes pour lesquelles les réponses sont « OUI – NON – NE SAIT PAS », quelques questions laissent également la possibilité de préciser les réponses.

On utilisera le « Capacity Assessment Tool » comme trame au débriefing.

L'atelier est animé par le CEPRI, en lien avec l'équipe CAPFLO.

Il est demandé explicitement à la mairie d'être présente à cet atelier. Il est important que les participants puissent avoir un échange avec elle, qu'ils entendent ses réponses et comprennent dans quel cadre s'inscrirait leur implication.

Besoins matériels

Vidéo projecteur et paper board : voir avec la Maison des Projets.

Carte des zones inondables en Ile de France : demande faite à l'IAU auprès de Ludovic Faytre et Simon Carage pour obtenir un fichier afin de faire un tirage au format A 0 ou au format A 3.

Cartes de la ville découpée en secteurs (format A3) : 10 exemplaires

Carte des inondations sur Vitry (format A 0) : 1 exemplaire

Matériel d'enregistrement : CEPRI et Lab'Urba

Préparation de l'atelier

Confirmer la réservation de la salle.

Sollicitation de la Junior Entreprise de l'EUP pour faire le recrutement : devis à établir sur la base de 200 appels téléphoniques et l'obtention d'un accord de la participation de 15 à 25 personnes.

Rédiger un argumentaire pour les étudiants et un contenu de mail.

Faire une invitation (joindre exemple de l'atelier expérimental du 15 octobre 2016).

Assurer un suivi auprès de la Junior Entreprise.

Diffusion de l'information :

Au groupe d'habitants qui a participé au focus groupe pour un « Save the Date » : Gilles

Invitation à transmettre à la personne qui coordonne les réunions des conseils de quartier : à rechercher

Invitation à transmettre à Vincent CAYOL – Voisins Solidaires – vcayol@voisinssolidaires.fr – pour relayer l'information auprès des adhérents de l'association habitant Vitry : ?

Contribution CEPRI

Dans le cadre de sa participation au projet, le CEPRI :

- pilotera le travail de la junior entreprise pour le recrutement des participants à l'atelier ;

- Préparera l'atelier : production du protocole de l'atelier (transmis à l'équipe de recherche en janvier, les retours ont été intégrés) et traduction du document en anglais – si possible pour le 15/02 ;
- Animation de l'atelier avec le support de l'équipe de recherche et la participation de la mairie de Vitry – atelier prévu le 25/02 ;
- Produira le rapport de restitution de l'atelier (en anglais) incluant notamment la liste des actions que les participants auront dressée ainsi qu'une analyse succincte des questionnaires et de l'échange/débriefing de fin de matinée – draft pour le 10/03, finalisation pour la 1^{ère} quinzaine d'avril.

Liens avec les livrables CAPFLO

Focus Group du 15 octobre 2016 : action liée au « Participatory tool »

Les deux actions pilotes (E4 et E5) qui doivent être implémentées ensuite prendront la forme de :

- l'Atelier du 25 février 2017 ;
- Deux réunions d'échanges avec :
 - o la Mairie pour faire le bilan et voir avec elle ce qui pourrait être mis en œuvre (échelle locale)
 - o l'EPTB Seine Grands lacs pour faire le lien avec les actions du PAPI (échelle francilienne)

Nous envisageons également l'organisation d'un séminaire ouvert pour présenter nos travaux (période à définir) en invitant bien entendu les participants aux ateliers, les personnes ressources rencontrées durant la recherche et d'autres.

La diffusion du livret sur les inondations que prévoit la mairie en septembre pourrait donner lieu ensuite à une enquête pour savoir comment il a été perçu et approprié par la population.

7.2 Annex 2. Organization of the Pilot Action 2

Réunion de l'équipe projet le 8 février 2017 pour la préparation de l'atelier

Dans quel cadre/contexte est proposé l'atelier :

Un projet de recherche qui travaille sur la manière de renforcer les capacités des personnes, des citoyens, à s'investir dans la gestion du risque inondation. Et ainsi à renforcer la capacité de notre société à faire face au risque inondation. Il se mène en parallèle dans 5 pays européens : Espagne, Italie, Pays Bas, Allemagne et France. (www.capflo.net)

Le souvenir de la crue de mai-juin 2016 qui a frappé le Nord et l'Est de la France. Même si elle n'a pas réellement impacté Vitry, cette crue est venue nous rappeler que nous ne sommes pas à l'abri d'une inondation.

Ce que propose l'atelier :

- De s'informer sur le risque inondation sur Vitry et son quartier et d'échanger sur ce sujet, « en toute décontraction »
- De rencontrer d'autres personnes exposées
- D'évoquer les possibilités et les souhaits d'implication des citoyens
- De réfléchir aux conditions et aux moyens nécessaires pour la mise en œuvre d'actions

Où, quand, comment ?

- A Vitry, à la Maison des projets (128 Avenue Paul Vaillant Couturier)
- Samedi 25/02 de 10h00 à 13h00 (avec une petite collation)
- Une alternance de présentations, de temps de réflexion en groupes et d'échanges

Avec qui ?

- Des vitriots qui habitent en zone inondable (15 à 25 personnes pour que chacun puisse, s'il en a envie, s'exprimer)
- Le Centre Européen de Prévention du Risque Inondation (www.cepri.net)
- Les chercheurs de l'équipe française du projet



- Un ou deux représentants de la ville de Vitry sur Seine (agents de la ville du service environnement)

Un programme détaillé sera envoyé aux personnes intéressées (penser à prendre leur adresse mail)

7.3 Annex 3. CEPRI report on difficulties with the recruitment

Compte rendu du 31/03/2017 sur le recrutement des participants à l'atelier

L'atelier participatif a rassemblé 13 personnes à la Maison des Projets de Vitry-sur-Seine.

■ Le recrutement des participants à l'atelier

Quelques chiffres sur la campagne de démarchage téléphonique menée par les étudiants de la Junior Entreprise de l'Ecole d'urbanisme: 238 personnes ont été contactées, seules 149 ont répondu aux appels téléphoniques, soit quelques 62%. Le nombre de réponses global (viendra, pense venir ou ne viendra pas) obtenu est de 104 personnes : 20 personnes ont déclaré qu'elles viendraient, 16 qu'elles pensaient venir et 68 qu'elles ne viendraient pas. Cela représente respectivement : 8,4 ; 6,7 et 28 % du listing total et 13,4 ; 10,7 et 45 % des personnes ayant répondu à l'appel téléphonique.

Sur les 3 listes d'appel, « Pages jaunes », « Enquête 2015 » et « Atelier 2016 » (238 personnes en tout), 7 personnes sont venues à l'atelier : 5 issues de la liste « Pages jaunes » et 2 de la liste « Atelier 2016 ». Comparé aux 37 personnes qui nous ont répondu qu'elles viendraient ou qu'elles pensaient venir, cela semble peu et nous amène à nous interroger sur les raisons du faible taux de concrétisation de l'intention de participer ainsi que, plus généralement, sur les résultats globaux de cette campagne de démarchage téléphonique. Quels sont les pistes d'amélioration de ce type de démarche, peut-on identifier des freins, des facteurs induisant l'envie de participer à ce type de réunion (comment tirer les gens hors de leur quotidien) ? Au contraire, ce qui a été donné comme explication (quand nous avons l'information) du refus. Comment utiliser cet aperçu de la réaction des personnes face au démarchage téléphonique pour le rendre plus efficace ? Et pour, plus généralement, améliorer le recrutement de citoyens dans des démarches type CAPFLO.

Les appels ont été passés principalement entre 19 et 21 heures, des essais ont été réalisés en journée mais sans succès (sauf pour les listes « Enquête 2015 » et « Atelier 2016 » qui comportaient quelques numéros de portables).

Ces listings sont issus du travail d'enquête réalisé par les étudiants de l'école d'urbanisme en 2015 (sélection sur le site internet « pages jaunes ») et du projet CAPFLO. On dénombre 20 numéros non attribués mentionnés par les étudiants sur les 238 personnes de la liste complète.

L'impression globale des étudiants est que les personnes sont intéressées à l'idée de ce genre de réunion (environ la moitié), même si très peu leur semblent au fait de leur situation d'exposition au risque inondation. Malgré cet intérêt global ressenti, peu de personnes se sont engagées à venir et moins encore sont venues.

3 catégories de réponses des personnes appelées

■ Les personnes qui ont répondu qu'elles viendraient (20 personnes)

Le fait d'avoir participé à la première réunion (atelier octobre 2016) incite à avoir envie de revenir (mais il y a des confusions entre le contenu de ces deux ateliers, crainte d'une répétition).

Impression que se sont plutôt des CSP + qui ont répondu positivement.

Certaines personnes (minoritaires et qui ne se sont finalement pas déplacées) veulent profiter de l'atelier pour passer des messages aux élus de la ville, sans lien avec la thématique inondation.

Certaines personnes ont donné un « oui avec sursis », comme si elles demandaient un peu plus d'informations que les recruteurs n'ont pas toujours su donner.

■ Les personnes qui ont répondu qu'elles viendraient peut-être (16 personnes)

Personnes que le discours des recruteurs n'a pas réussi à convaincre suffisamment. Il a semblé aux étudiants que 80% de ces personnes étaient intéressées par l'aspect participatif de la démarche et 20% par le thème des inondations.

■ Les personnes qui ont répondu qu'elles ne viendraient pas (68 personnes)

Les arguments avancés par ces personnes sont une indisponibilité ou non intérêt (le 1^{er} masquant souvent le second).

J'ai relevé (dans le listing « Pages jaunes ») :

14 personnes non intéressées ou ne se sentant pas concernées

10 « indisponibles » (qui ont laissé une impression de masquer leur manque d'intérêt)

6 intéressées mais non disponibles

3 avec des problèmes pour se déplacer (personnes âgées).

Un des points qui fait que ça n'a pas fonctionné : beaucoup d'autres activités organisées par le tissu associatif (très dense à Vitry, à la fois force et faiblesse pour le

projet CAPFLO) : pour certaines personnes, les plus actives, il y avait concurrence entre plusieurs activités la même matinée.

Une partie des personnes ne pouvant venir, mais intéressées auraient souhaité avoir de l'information sur l'inondation par mail. Ces personnes sont surtout intéressées par le sujet des inondations plus que par le dispositif participatif.

■ La communication téléphonique

Le téléphone ne permet pas de créer une proximité avec l'interlocuteur : le fait que la communication se fasse par téléphone rappelle trop le marketing commercial. Et, évidemment, elle ne permet pas contact et la communication visuels.

■ Le discours

Le temps de l'échange téléphonique est court et ne permet pas de développer son propos. Il faut de plus capter immédiatement l'attention de son interlocuteur, sans le braquer. Une ou quelques phrases d'accroche percutantes, qui répondent en anticipation aux questions que se pose forcément une personne qui reçoit un coup de fil de ce type (qui s'adresse à moi ? Est-ce un démarchage commercial, une levée de fond, un acte malveillant, une blague... ?) et génère l'intérêt pour le sujet est à développer. L'idée est de ne pas laisser de place à la réaction naturelle de repli sur soi face à un appel d'une personne inconnue. Il faut aussi prendre garde à utiliser un vocabulaire simple et éviter les termes techniques qui risquent de ne pas être compris.

La question de savoir qui est la personne qui appelle, pour qui elle travaille est très fréquente. Les entrées mairie et recherche passent souvent bien.

Pour mobiliser les gens il faut peut-être tenir un discours un tantinet alarmiste, à minima accrocheur ou plus « rugueux » que celui qui a été tenu par les recruteurs. Attention cependant à la maîtrise de ce genre de communication.

Les questions des personnes ont surtout porté sur le type de participation dont il était question, moins sur les inondations en elles-mêmes. Mettre en avant ce qui intéresse les personnes : 80% l'ont été par l'aspect participatif, 20% par l'aspect inondation.

Il est à noter qu'environ une dizaine de personnes avaient des problèmes avec le français.

■ **Une efficacité assez faible, qui demande la mise en œuvre d'actions de nature différente en parallèle**

Pour compléter le dispositif de recrutement par téléphone, il serait intéressant de **développer un recrutement en face à face**, sur un évènement, une manifestation, en allant distribuer des tracts, rencontrer les personnes. Dans ce cas du « matériel de recrutement » est nécessaire (ex : carte des ZI et autres supports visuels...). Les manifestations peuvent être ciblées selon le type de population que l'on s'attend à y trouver, la thématique (en lien avec la ville, l'environnement, l'implication citoyenne...), ou la localisation géographique.

Créer un évènement sur les réseaux sociaux donnerait probablement une visibilité nettement accrue à la démarche, notamment auprès des plus jeunes.

Des personnes intéressées par les inondations mais moins par l'aspect atelier participatif ont sollicité de l'information par mail. **Ca peut être une piste pour amener ces personnes, en plusieurs étapes, à une participation** (« si vous voulez des infos plus personnelles, venez aux réunions »). A tout le moins c'est une occasion de les sensibiliser au risque, à défaut d'en faire des personnes actives.

Pour les personnes âgées qui se sont souvent montrées intéressées par le sujet, un problème de mobilité s'est posé. **Proposer un service de transport A/R pour leur permettre d'assister à l'atelier** aurait sûrement permis de les avoir avec nous.

Accorder plus de temps pour la préparation des personnes qui vont réaliser le recrutement. D'autant plus si elles ne connaissent pas ce genre d'atelier. Les étudiants ont eu des difficultés à présenter clairement et précisément ce dont il s'agissait à leurs interlocuteurs. Du fait d'avoir suivi l'atelier ils se sentiraient désormais plus armés pour réaliser le recrutement. Cela qui veut dire qu'un briefing d'1,5 à 2 heures présentant en détail la situation d'inondation, les objectifs de l'atelier et les différentes activités prévues n'est malheureusement pas suffisant pour préparer des néophytes. Avoir quelques séquences vidéo d'un atelier aiderait certainement à acquérir une meilleure représentation de la manière dont il se déroule. Construire avec les futurs recruteurs un discours d'accroche plus que de leur expliquer et donner les éléments serait certainement aussi plus efficace. Mais nettement plus chronophage également.

Impliquer les personnes qui ont déjà participé à une réunion de ce type dans le recrutement pour les suivantes. Ces personnes sauront présenter l'intérêt qu'elles ont eu à participer à ce genre de réunion et probablement toucher leurs concitoyens.

Pour donner plus de force et de visibilité à l'atelier, **l'inclure au sein d'une journée thématique** peut être intéressant (comme cela a été fait par la mairie de Vitry lors de l'exercice SEQUANA).

Attention au calendrier, notamment les vacances scolaire, qui ont rendu les personnes plus difficilement joignables et peut-être moins disponibles pour l'atelier.

Quelques remarques sur l'atelier :

Une partie de l'atelier peut être fait sur internet, l'exercice sur la perception du risque inondation notamment.

Entrée « économie » peut être intéressante (à l'échelle du foyer, par exemple le fait qu'il n'est pas nécessaire de dépenser de l'argent dans des batardeaux)

Certaines des cartes étaient compliquées à lire

Idem pour le graphique sur la difficulté de déplacement en fonction de la personne et du couple hauteur/vitesse de l'eau

Difficile de trouver la bonne position pour les étudiants entre participation comme « habitant » ou comme catalyseur de l'échange entre les vrais habitants.

7.4 Annex 4. Minutes meeting with Vitry Authorities (May 2017)

Réunion du 3 mai 2017 à Vitry sur Seine entre l'équipe du projet et la municipalité

Evocation du projet Européen Star Flood

Le projet est évoqué par Corinne dans le but de souligner que, selon les pays, les politiques de gestion du risque inondation ne mettent pas l'accent sur les mêmes volets d'action. Ainsi aux Pays Bas, la culture de la protection reste prégnante. Peu de pays recherchent une implication citoyenne. A ce titre, les démarches belges et anglaises sont intéressantes. Un invariant mérite d'être noté : dans tous les pays finalement, on attend de l'Etat qu'il s'occupe de la gestion du risque.

Retour du CEPRI sur l'atelier (Julien JADOT)

Voir le ppt

La séance d'atelier participatif a été découpée en 5 parties : expression de la perception, présentation du phénomène, perception de la menace, éléments pour faire face, discussion des actions que les personnes souhaitent

Remarque : dans le projet CAPFLO, l'équipe française est la seule à être partie de l'expression de la perception pour « accrocher » les citoyens et enclencher une dynamique.

Retour sur le recrutement des participants pour l'atelier: 250 personnes contactées, 20 ont déclaré venir, 7 sont finalement venues... Pourquoi un tel décalage ? On notera que le jour de l'atelier coïncidait avec un autre événement : Ouverture du centre pour migrants.

Mais parmi les personnes contactées, certaines ont demandé à être informé. Ce qui montre leur intérêt pour le sujet.

Cette expérience d'atelier montrent aussi que les documents cadres (exemple DCS, DICRIM, PPR,...) ne sont pas connus et surtout n'intéressent les gens. En revanche, il reste important d'apporter de l'information (des documents, des brochures). Il apparaît aussi que les personnes informées s'inscrivent dans une démarche de partage des connaissances : « Il faut qu'on en parle à d'autres.... Il ne faut pas garder l'info pour soi ! ».

Autre enseignement de l'atelier : La mairie reste un lieu de référence, d'identification et de proximité ... Ce que va dire la mairie et ce qu'elle transmet sont importants.

Les citoyens ne peuvent pas faire seuls sur la question des risques d'inondation. Ils ne se sentent pas légitime pour agir seul (syndrome de l'imposteur). Mais ils sont prêts à prendre part, à participer selon des modalités à définir. Les rares choses qu'ils exercent en autonomie interviennent juste après l'évènement, de façon spontanée et souvent parce que les pouvoirs publics sont mobilisés sur des questions prioritaires.

La séance d'atelier, malgré le faible nombre de participants, a permis des échanges de qualité et a eu comme effet de faire évoluer le regard que portait l'équipe municipale (Virginie et Camille) sur l'intérêt de « faire avec les habitants et non faire seulement pour les habitants ».

Questions en suspens....

Quel retour d'expérience du côté citoyen ?

Comment aller plus loin ?

Comment faire venir les gens ?

- Un point a été fait avec les étudiants qui ont fait le « phoning »
 - o Associer à un évènement
 - o Utiliser les réseaux sociaux
- Recontacter les gens qui avaient dit qu'ils viendraient et ne sont pas venus, pour avoir leur retour : qu'est ce qui aurait fait qu'ils seraient venus ?

Cette expérience d'atelier conduit à s'interroger d'une part, sur la façon de mobiliser/de motiver les gens à venir (l'invitation par appel téléphonique ou par mail n'est pas forcément adaptée) et d'autre part, sur la teneur du message d'invitation. Ainsi, dresser un tableau noir de la situation est démobilisateur (parler de risque n'est pas vendeur). Dire que l'Etat s'occupe de tout l'est aussi..... Il faut arriver à faire passer le message selon lequel les individus ont des capacités d'action (que l'on cherche à caractériser et développer). Il faut donner envie d'agir pour le collectif : avec et pour les communautés locales. Il faut mettre en avant qu'il s'agit d'une démarche citoyenne et convaincre de l'intérêt de participer et de s'informer.

Seconde action pilote à mener :

Faire un travail avec les associations : Aller vers les responsables associatifs pour les pré-impliquer.....

Mais quelles associations ? Voir à ce sujet la démarche engagées par Seine Grands Lacs et le Conseil Départemental 95 (cf. compte rendu).

21 mai : fête des Lilas des associations..... Difficile de mobiliser à cette période...
Virginie voit avec son élue mais pas évident.

Moins de relais du côté de la Ferme / Port à l'Anglais

Associations en lien avec les populations vulnérables ? Croix Rouge.

Vitry lance un appel à bénévole sur une opération « moisson solidaire » pour redistribution des invendus. Mais il est trop tôt pour s'appuyer sur ce réseau.

Autres actions

Sept – décembre : actions de la mairie de sensibilisation et communication sur les risques en général. Le DICRIM doit être repris. Le PCS doit être présenté en Conseil Municipal en octobre et adopté. Un affichage en immeuble doit être réalisé. Des panneaux SEVESO doivent être produits.

Voir comment proposer quelque chose à cette occasion. Imaginer un autre atelier en **novembre** : avec d'autres personnes ; voir comment on implique.... Comment on a vu les choses et comment vous pouvez y participer, apporter des choses – sur certains volets du PCS : alerte, évacuation, diffuser former des ambassadeurs.

Printemps 2018 : une communication sur les inondations et le fleuve va être menée par la mairie. Proposer un panel d'action.

CAPFLO 2

Le projet portera sur le développement d'un système informatique + training package. Il ne concernera pas seulement l'inondation et intégrera d'autres risques (sécheresse, glissement de terrain) car l'AO est multirisque.

Travailler avec étude de cas CAPFLO 1 et prendre d'autres cas.

Informations diverses

Le dépôt pétrolier localisé à Vitry doit publier une plaquette et la distribuer aux populations.

Dossier loi sur l'eau en ce moment pour l'opération ZAC Seine Gare Vitry.

Vitry éligible au prix mis en place par DRIEE Ile de France (jury le 20 juin) catégorie sensibilisation (ballade urbaine).

Résumé

1. Un retour auprès de ceux qui ne sont pas venus.... La seconde chance
2. Voir avec l'association du Port à l'anglais si possibilité de mobiliser les troupes pour une action spécifique sur leur rôle concret en tant qu'association (voir la date et le lieu avec eux). Repartir du mémo distribué par le CEPRI
3. Contact avec des responsables d'associations y compris Croix-Rouge (Mr PEYTREMANN – voir Camille) ; Secours Catholique

4. Autre atelier en novembre à prévoir. Vitry nous dit comment s'organiser. On peut mobiliser du temps pour appeler et animer.

7.5 Annex 5. Minutes meeting SGL/ Departmental Council 94 (May 2017)

Réunion du 24 mai 2017 au Conseil Départemental 94 pour étudier comment mobiliser le monde associatif comme relais pour sensibiliser les habitants aux inondations

Cette réunion a été organisée à l'initiative de l'équipe d'animation du PAPI de la Marne et de la Seine franciliennes. Elle rassemblait des agents du Conseil Départemental du Val de Marne, des membres de Seine Grands Lacs et de l'équipe CAPFLO.

Pour information

Le département du Val de Marne est très actif en matière de gestion du risque d'inondation. Il gère des ouvrages de protection de proximité (murets anti-crues, stations de pompage et de refoulement). Il mène des actions de réduction de la vulnérabilité de son territoire au risque d'inondation.

Par ailleurs, ils soutient activement le monde associatif en tant que vecteur de développement de la démocratie participative. C'est dans ce contexte qu'il est proposé de s'appuyer sur le réseau associatif pour sensibiliser la population aux inondations et mobiliser des citoyens dans ce domaine.

Nous pouvons citer deux structures sur lesquelles nous pouvons nous appuyer :

Vivacités Ile-de-France (Association loi 1901, agréée Jeunesse Éducation Populaire) est un réseau d'acteurs qui se rejoignent autour d'une charte régionale pour promouvoir et développer l'éducation à l'environnement urbain sur le territoire francilien. Le réseau est un laboratoire d'idées, un lieu d'échanges et de formation, qui explore, par la pédagogie, de nouveaux modes d'intervention sur la ville.

Proi'aide est un service du CD94 qui coordonne et accompagne les projets associatifs et citoyens.

Contexte

Dans le cadre du PAPI de la Seine et de la Marne en Ile de France, des actions de sensibilisation auprès de différents acteurs (élus, habitants,...). Concernant les

habitants, Seine Grands Lacs se tourne vers le Conseil Départemental 94 dont l'expérience en matière de participation citoyenne est reconnue.

Les personnes du CD94 qui participent à cette réunion sont impliquées sur ces questions.

Mélinda TELLIER, en charge des questions de vulnérabilité aux inondations dans le Val de Marne, a mis en place depuis plusieurs années un exercice de gestion de crise en interne.

Dans le cadre du **Festival de l'Oh**, le département du Val de Marne accompagne différentes manifestations de sensibilisation à l'eau et à l'environnement. Elles ont eu lieu cette année les 28 et 29 mai.

Dans le cadre du **Plan Bleu**, le département a associé les habitants via des cycles de tables rondes. C'est ainsi que 90 partenaires ont signé une charte de l'eau. A l'occasion des 5 ans du Plan Bleu, un état d'avancement de la politique de l'eau du département a été réalisé. L'inondation est un sujet qui est évoqué à cette occasion.

Parmi les partenaires du Plan Bleu, certaines associations peuvent être des relais pour la sensibilisation : Association Nature et Société ; Au fil de l'eau.

La participation citoyenne est un objectif politique affiché par le CD94. Une charte de participation a été élaborée à cet effet.

Une démarche « Val de Marne pour le climat » a été lancée via la Direction de l'Evaluation, des Méthodes et des Organisations (DEMO).

Objectifs

Fédérer les associations du Val de Marne autour de la question du risque d'inondation pour qu'elles deviennent des relais auprès des citoyens

Quelles associations mobiliser ?

S'il existe des associations ayant pour objet la question des inondations, ce sont des associations de défense (des riverains, des victimes).

Ne pas seulement considérer les associations mais aussi des acteurs de proximité : gardiens d'immeubles (une expérience est lancée à Paris) ; maisons de quartiers ; conseils citoyens ; chargés de mission de services municipaux,....

Quelle échelle considérer ?

Doit-on se mobiliser seulement les associations présentes dans les communes concernées par les inondations ou aller au-delà pour construire des solidarités ?

Quelle démarche ?

Seine Grands Lacs – dans le cadre de son PAPI – s’inscrit dans une logique de « production d’outils de sensibilisation » via une commande passée à des prestataires de services et réalisée dans des délais impartis : « *On a jusqu’à la fin de l’année 2017 pour mobiliser et créer des outils* ».

La méthode envisagée par SGL est la suivante : les prestataires élaborent des outils de sensibilisation qu’ils présentent à un panel d’association pour avoir leur avis...

Les discussions s’engagent sur l’idée d’une co-construction d’outils pour assurer leur appropriation. Il est considéré que la démarche de co-construction est aussi importante que l’outil lui-même.

Tout le monde convient qu’il serait intéressant d’avoir une démarche sous la forme d’ateliers avec des représentants de diverses associations. L’idée du « *design thinking* » est évoquée.

Méthode et planning

Organiser une rencontre de lancement le 3 juillet au Pavillon des Archives entre 17 :30 et 19 :30 (invitation lancée via les mailing listes) :

- Film sur la crue de juin 2016 (5 mn)
- Echange à chaud : vécu, représentation, perception du risque (25 mn)
- Discussion sur les enjeux et les objectifs de la rencontre (30 m)
- Présentation de la méthode des ateliers et du planning (15 mn)

Mettre en place des ateliers avec des associations volontaires pour co-construire des outils de sensibilisation (les participants pouvant devenir les personnes relais sur le terrain.

Remarque :

Au-delà des grands principes, la démarche n'est pas bien définie. L'animation des ateliers doit faire partie des missions du groupement qui sera choisi dans le cadre du marché de prestation.

7.6 Annex 6. Minutes meeting with the Red Cross Vitry (June 2017)

Entretien du 22 juin 2017 avec la Croix Rouge (antenne de Vitry-sur-Seine).

Que peut faire la Croix Rouge en matière de sensibilisation aux risques d'inondation ?

La Croix Rouge Vitry a un module de formation aux risques de 1h, il s'agit d'apprendre aux gens les gestes de base en cas d'inondation (prise de conscience, comment s'informer, comment alerter les secours, comment réagir, besoins essentiels, le Catakit, élaboration d'un plan familial) . Ce module fait partie des formations aux premiers secours (PSC1). Le module s'appelle « Initiation a la Réduction des Risques ».

L'équipe de la Croix Rouge peut mobiliser un formateur pour faire le cours aux habitants de Vitry si cela les intéresse, ce n'est pas compliqué à organiser et mettre en place.

- Comment peut se faire la mobilisation de la population ?

- C'est difficile de passer un message et après faire venir les gens en salle, pour la sensibilisation grand public il est mieux de la faire en passant un message très ciblé, type "flash" sur un dépliant ou sur le Vitry Hebdo. Sinon, les moments forts à Vitry c'est la Fête des Lilas, le Festival de l'Oh, un stand en lien avec un côté festif, solidaire, ludique pourrait attirer les gens, il faut aussi penser à bien placer le stand.

- La Croix Rouge travaille avec d'autres associations comme les resto du cœur quand il faut mobiliser les bénévoles, par exemple pour tenir un centre d'évacuation, mais c'est la commune qui les mobilise et la CR qui encadre et c'est surtout en cas de crise, pas en phase prévention.

- Notre interlocuteur aussi l'impression que les gens ont oublié l'événement de juin 2016, difficile de garder mémoire.

- Le problème le plus grave pour lui c'est que les gens ont perdu le bon sens, ils ont du mal à faire évacuer car les gens craignent le pillage (c'est arrivé en juin dernier), ils mettent leur vie en danger pour sauver leur biens matériels, c'est une vulnérabilité aussi.
- Il y a des groupes ethniques très difficiles à sensibiliser. Notre interlocuteur parle d'un exemple d'un groupe Africain qui, face à un incendie, a sur-réagi par peur du danger et dans ce genre des cas il y a eu plusieurs défenestrés. Il pense qu'à Vitry certaines populations seront très difficiles à sensibiliser.
- **Remarque:** la CR depuis environ 4 ans s'investit beaucoup sur la phase prévention, tandis qu'avant elle était présente surtout en phase crise et après crise.

7.7 Annex 7. Minutes meeting with Vitry Cultural Centre (June 2017)

Réunion du 23 juin 2017 au Centre culturel de Vitry sur Seine.

- Le CCV nous propose de joindre l'initiative Alternatiba (organisé par un collectif à Vitry), il s'agit d'une "caravane" qui partira de Vitry et se dirigera à Alfortville. Elle est programmée pour le 7 octobre, la caravane s'arrêtera à des endroits où il y aura des animations autour des thématiques liées à l'environnement, à l'eau, à la consommation responsable, etc.. Nous pouvons avoir un stand dans une des étapes. Ils attendent la participation de 100/200 personnes.
- Il nous invite à prendre part à une réunion avec les associations qui participent le 3 juillet à 19h au CCV.
- Le CCV soutient cette initiative (aussi financièrement).
- A Vitry sur Seine, il y a 110 associations parmi lesquelles 30 sont vraiment actives. Les associations sont concentrées sur leur propre survie donc parfois il est compliqué de compter sur elles pour d'autres initiatives.
- Le CCV édite un magazine d'information : le Relais, qui ne communique que sur ce qui concerne la vie associative. Si on lance un appel à artistes par exemple on peut le faire sur Le Relais, mais autrement pour d'autres types de communications il faut passer par Vitry Hebdo (plus légitime aussi).
- Le CCV a moyen de communiquer rapidement avec les associations, il les connaît.

- En dehors des fêtes de quartiers, le temps fort pour les associations de la ville de Vitry c'est la fête des Lilas. Le festival de l'Oh, qui est une action du département du Val de Marne, est moins actif à cause de manque des financements.
- Si nous souhaitons faire appel aux graphesurs street-art, il faut contacter Vitry'n Urbain.

Les associations qui pourraient s'intéresser à notre sujet mais sur un plan environnemental sont : Planète Lilas (jardins et pomiculture) et Couleurs Lilas (plus animal mais aussi un peu jardins)

- Sur le plan participatif, il faut faire attention à que ça ne soit pas juste un "coup de communication", mais quelque chose de durable. Il y a eu des initiatives auparavant mais sans réel succès, il faut un soutien politique engagé des élus qui suivent aussi les initiatives car les citoyens difficilement feront eux-mêmes sans un minimum de cadrage (ils ont eu des expériences au passé) sur d'autres thématiques. Pour l'initiative "flowers of change" (fête des Lilas de cette année, faire des fleurs à partir des bouteilles de recyclage) c'était principalement un artiste, Pierre Estève (de l'association Art Science 21) qui a conduit cette action. C'était vendeur car ludique, beau, facile (2000 fleurs faites par les habitants) mais les citoyens se sont sentis un peu utilisés et des fois commencent à se lasser de ce côté "faux participatif".
- Il ne faut pas oublier que la population de Vitry est constituée principalement par des ouvriers, ils ont d'autres préoccupations que les inondations, ils cherchent plutôt à s'évader qu'à rajouter des préoccupations.

7.8 Annex 8. Minutes informal meeting with key community members

Rencontre avec des habitants et des membres de l'association du Port à l'Anglais à Vitry sur Seine le 14 juin 2017 au Bar « La Terrasse ».

Le thème de la réunion peut être décrit ainsi : comment aller plus loin que les ateliers participatifs et comment enclencher des actions permettant un engagement citoyen ?

Pour l'invitation à cette réunion, l'équipe CAPFLO s'est appuyée sur la mailing list réalisée pour les ateliers participatifs. La présidente de l'association du Port-à-l'Anglais a transmis l'information sur Face Book.

Stéphane et Sabine ne sont pas membres de cette association. En revanche, ils connaissent bien ses activités. Deux personnes de l'association nous ont rejoints.

Stéphane est impliqué dans une association de parents d'élève. Il participe aux réunions de conseil de quartier (Port à l'Anglais).

Sabine vit dans une maison dont elle connaît l'exposition au risque. Si elle est informée du risque d'inondation, elle ne connaît pas nécessairement son ampleur ni ses impacts potentiels. Selon elle, « malgré les campagnes d'information, il n'y a pas de conscience du risque ».

Cette réunion a permis de confirmer que les habitants de Vitry concernés par le risque d'inondation pouvaient être mobilisés au-delà de la simple sensibilisation et impliqués dans des actions collectives (à définir) ; que la collectivité avait toute sa place dans le développement de cette capacité civique et sociale mais que son rôle devait être d'accompagner, d'être un « facilitateur », de dynamiser mais pas de faire à la place (sachant qu'en cas de crise, ses missions sont définies et sa mobilisation focalisée sur certains types d'actions : à préciser pour savoir ce qu'il manque (complémentarité).

Pour les personnes présentes, la mairie est dans son rôle en ce qui concerne les actions d'anticipation (comme par exemple, l'ouverture d'un gymnase pour accueillir des sinistrés), d'organisation des secours, de prévention (réalisation des documents type DICRIM, PCS),...

Le rôle de la mairie peut être d'accompagner, d'apporter un soutien mais pas de faire à la place...

Stéphane suggère de s'appuyer sur le tissu associatif et de capitaliser à partir d'actions existantes plutôt qu'inventer autre chose (même si ces actions ne portent pas sur l'inondation).

Pour lui, l'association du Port à l'Anglais est un bon relais. Elle est très active et propose différents types d'intervention : fête du quartier (samedi 17 juin 2017), animation de quartier pour les enfants, Bricolo-Café, opérations de vide grenier, mise en place d'un composteur de quartier.

Il se dit prêt à s'engager dans cette association qu'il juge « dynamique ».

Le risque d'inondation, compte tenu de la faible fréquence des phénomènes majeurs, n'est pas un moteur de mobilisation. Il faut s'en servir comme point d'entrée pour des actions qui peuvent être par exemple d'ordre culturel, artistique.

Il peut ainsi être intéressant de représenter la présence du risque sur le territoire, visualiser les hauteurs d'eau par exemple pour se rendre compte du phénomène.

Le Street Art peut être un bon moyen. D'autant qu'à Vitry, il y a une association très active dans ce domaine (Vitry'n urbaine qui invite des artistes internationaux à venir s'exprimer) et un artiste connu (Avast).

Côté jeune public, il est noté que les centres aérés ont souvent des activités en lien avec l'environnement. Ils réalisent des « œuvres ». Quelqu'un précise que les animateurs des centres aérés sont aussi des habitants de Vitry....

Autres idées émises par les participants :

Réaliser une carte collaborative des zones inondables.

Capitaliser sur l'épisode d'inondation de 2016 : rassembler les photos et les vidéos réalisées par les habitants ; recueillir des témoignages.

Ecrire une intrigue, proposer un serious game.

Organiser un hakathon

Voir l'Explora-dôme (le musée où il est interdit de ne pas toucher)

S'appuyer sur la librairie Top 47 non loin de l'église dont le responsable édite des lithographies et des cartes postales de la ville réalisées par des artistes

Si une réunion publique est organisée : inviter les assureurs.

Créer une réserve citoyenne, identifier les personnes les plus vulnérables.

Supports de communication : J'aime Vitry sur Face Book et Tweeter.

Point de vigilance pour l'équipe de recherche

Dans le quartier de Port-à-l'Anglais, la question d'un nouvel établissement scolaire (collège) est source de conflit entre les habitants et la municipalité, mais aussi le département du Val de Marne (maître d'ouvrage de la construction des collèges). Ce conflit peut freiner une collaboration entre habitants de ce quartier et municipalité autour du risque d'inondation.

Pour resituer le problème : Un projet de construction d'un nouvel établissement était prévu sur un terrain pollué (ancien site de dépôt de la SNCF). La pollution des sols a nécessité des travaux d'excavation d'un montant de 8 M€ (sur un total de 23 M€). L'ouverture est semble-t-il prévue pour la rentrée 2019.

Pour compléter ces éléments de contexte, voici des informations parues dans le journal Le Parisien.

Le Parisien, 23 mars 2016

L'histoire se répète, et comme dans beaucoup de territoires marqués par leur passé industriel, elle s'écrit à l'encre polluée. A Vitry, l'ouverture du collège du Port-à-l'Anglais va devoir être reportée. Une nappe d'hydrocarbures a été découverte sur le terrain qui doit l'accueillir, à l'angle des rues Edith-Cavell et Berthie-Albrecht.

C'est la deuxième fois que l'ouverture d'un collège va être décalée en raison d'une pollution sur ce secteur : à Ivry, le collège situé dans la ZAC Confluences devait ouvrir en septembre 2015. Elle a été reportée après la découverte d'une pollution au mercure. Il faut désormais attendre 2017 pour déterminer les responsabilités.

2017, c'est la date à laquelle première date à laquelle les quelque 650 collégiens du quartier du Port-à-l'Anglais — un quartier en pleine transformation, où deux ZAC vont être construites dans les années qui arrivent — devaient prendre possession de leur nouvel établissement. C'est en tout cas ce qui avait été annoncé par le conseil départemental. « Notre souci, c'est d'assurer la sécurité des élèves, avance Evelyne Rabardel, élue (PCF) à Vitry et première vice-présidente du conseil départemental en charge des collèges. Il n'est pas question d'engager des travaux tant que nous n'en saurons pas davantage sur cette pollution. »

De multiples entreprises se sont installées sur cette zone industrielle. La responsabilité n'incombe donc pas « forcément à la dernière » qui l'a occupée, précise-t-on à l'EpaOrsa, l'aménageur, qui ajoute que le fait que ces terrains soient pollués « n'est une surprise pour personne ».

S'il est trop tôt pour déterminer l'origine de la pollution, il est en revanche déjà possible d'estimer ce que coûtera le « nettoyage » du terrain : plus de 5 M€. Soit « un cinquième du prix de construction du collège », déplore Frédéric Bourdon, élu d'opposition écologiste à Vitry. Il dénonce un « déficit de communication » vis-à-vis de la population, ce que réfute l'aménageur : « Nous ne pouvons communiquer que sur des choses précises. Or nous attendons les résultats d'expertise. » L'attente est la même à Vitry. « Le collège doit ouvrir dans les meilleurs délais mais dans le respect de la sécurité des élèves », explique-t-on au cabinet du maire.

Où iront les élèves qui devaient occuper l'établissement ? « Leur accueil pourra se faire au collège Romain-Rolland (NDLR : dont l'extension vient d'être inaugurée) et en partie

au collège Casanova de Vitry, précise Evelyne Rabardel. Ils ne seront pas dans la nature. »

Le Parisien, 3 décembre 2016

Ils n'étaient pas venus pour discuter confort hygrothermique, isolation aux bruits aériens ou chasses d'eau économes. Et ils l'ont rapidement fait savoir. Une centaine de parents ont assisté jeudi à une réunion consacrée au futur collège du Port-à-l'Anglais organisé par la ville de Vitry, l'EPA ORSA, l'aménageur, et le conseil départemental. En mars, ce dernier avait révélé la présence d'une nappe d'hydrocarbures sur le terrain où doit être construit l'établissement, à l'angle des rues Edith-Cavell et Berthie-Albrecht, dans la future ZAC Seine Gare Vitry. Un collège qui doit « apporter une réponse » pour les familles du quartier, a rappelé le maire (PCF) Jean-Claude Kennedy.

Il a été confirmé que la première rentrée des 650 collégiens n'aurait pas lieu en septembre 2017, mais bien deux ans plus tard, suscitant la colère de nombreux parents. « C'est le énième report, a déploré une maman d'élève. Ça fait des années qu'on l'attend ! » D'ici là, leurs enfants iront au collège Romain-Rolland à Ivry, ou dans un autre collège de Vitry. Le coût de la dépollution est plus élevé que prévu : 8 M€ au lieu de 5 M€, soit un tiers du coût de construction de l'établissement.

7.9 Annex 9. Inhabitants evaluation of the Pilot Action 2

Questionnaire d'évaluation suite à la réunion du 14 juin au Bar « La Terrasse ».

Réponse d'une habitante, membre de l'association de quartier du Port à l'Anglais

Quelles ont été vos motivations pour participer à cette réunion?

-Faisant partie de l'asso du quartier, je m'intéresse à toute étude sur le quartier, je me suis retrouvée un peu par hasard parmi vous, car je faisais du tractage pour la fête du quartier ... étant au courant de cette réunion, j'ai fait une courte apparition ...

2. Que pensez vous de la réunion, par exemple a-t-elle été : intéressante, satisfaisante, frustrante,...?

- Intéressante, et comme je n'ai pas pu assister à l'intégralité de celle-ci ... frustrante ...

3. Est-ce que la réunion a été utile? Si oui, pouvez-vous nous préciser en quoi ?

-elle a permis d'en remettre une « couche » sur le manque de conscience du risque réel.

4. Est-ce que les échanges entre participants étaient à la hauteur de vos attentes?

Je n'attendais rien, au départ je ne comptais pas assister à votre réunion.

5. Est-ce que la réunion vous a donné envie d'en savoir plus sur le risque inondation?

-Oui

6. Est-ce que la réunion vous a donné envie de vous préparer individuellement à une inondation?

-Je n'ai pas été assez présente à votre réunion pour être à ce point sensibilisée ...

7. Est-ce que la réunion vous a donné envie de continuer à participer à ce genre de réunions?

Oui

Si vous avez d'autres commentaires, n'hésitez pas, et merci encore de votre participation!

-L'asso du quartier se porte volontaire pour communiquer au sujet de vos enquêtes

Réponses d'un habitant de Vitry, engagé au conseil d'école du quartier Port-à-l'Anglais mais pas dans l'association du Port à l'Anglais

1. Quelles ont été vos motivations pour participer à cette réunion?

Poursuivre la démarche initiée en février dernier. M'informer sur la suite du projet.
Déterminer mon implication future

2. Que pensez vous de la réunion, par exemple a-t-elle été : intéressante, satisfaisante, frustrante,...?

Intéressante pour me mettre à jour sur le sujet et le projet, satisfaisante car j'ai pu exprimer mes idées, frustrante par le manque d'autres habitants.

3. Est-ce que la réunion a été utile? Si oui, pouvez-vous nous préciser en quoi ?

Utile pour me donner envie de continuer et d'essayer d'impliquer mon voisinage

4. Est-ce que les échanges entre participants étaient à la hauteur de vos attentes ?

Frustrant vu notre faible nombre mais 2 personnes aux points de vue complémentaires du mien.

5. Est-ce que la réunion vous a donné envie d'en savoir plus sur le risque inondation ?

Non puisque j'ai déjà été correctement sensibilisé avant par le biais d'autres réunions et de la documentation partagée, ou de recherches personnelles



6. Est-ce que la réunion vous a donné envie de vous préparer individuellement à une inondation?

Oui

7.Est-ce que la réunion vous a donné envie de continuer à participer à ce genre de réunions?

Oui

7.10 Annex 10. Data analysis of 60 questionnaires filled in during PA 3.

CAPFLO - Questionnaire habitants Vitry-sur-Seine

1. ID entretien _____
2. Vous habitez quel quartier? _____
3. Votre habitation se trouve en zone à risque d'inondation par crue de la Seine? oui non ?
4. Quel niveau d'importance vous accordez au risque d'inondation à Vitry-sur-Seine ?
1 (pas important) 2 (faible) 3 (moyen) 4 (important) 5 (très important)
5. Avez vous vécu un épisode d'inondation dans la région? oui non autre
6. Connaissez vous les impacts d'une inondation de la Seine à Vitry? oui non
par exemple: _____
7. Avez vous connaissance des actions de sensibilisation sur le risque inondation à Vitry?
oui non
8. Avez-vous connaissance de la documentation sur le risque inondation à Vitry? oui non
9. Par quel moyen avez vous eu connaissance de ces actions / documentation?

10. Pensez vous que les initiatives des citoyens sont importants pour préparer une situation de crise?
1 (pas important) 2 (faible) 3 (moyen) 4 (important) 5 (très important)
11. Seriez prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?
oui non autre
12. Si vous êtes prêt à vous engager, dans quel mesure le seriez vous? 1. pas prêt
2. (participation à des séances d'information / formation)
3. (devenir relais d'information)



4. (volontaire pour organiser des actions de sensibilisation)

5. (implication dans les réseaux institutionnels pour discuter des actions de prévention adaptés au contexte local)

13. Pensez vous que les associations jouent un rôle important pour transmettre l'information ou bien pour les impliquer dans la sensibilisation du risque inondation? oui non autre

14. Pouvez-vous mentionner des associations qui pourrait s'impliquer?

15. Laissez nous vos coordonnées si vous êtes intéressé(e) dans notre démarche:

Téléphone:

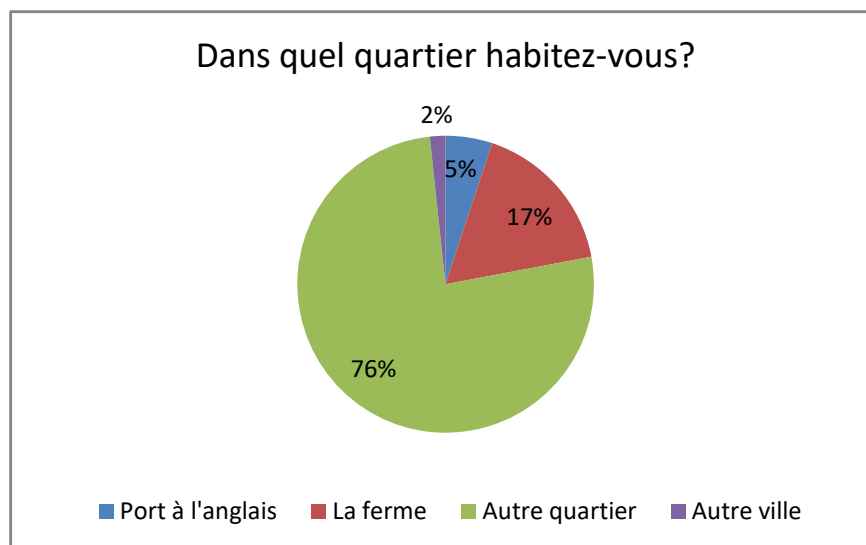
Mail:

Associations dont vous faites partie:

MERCI!

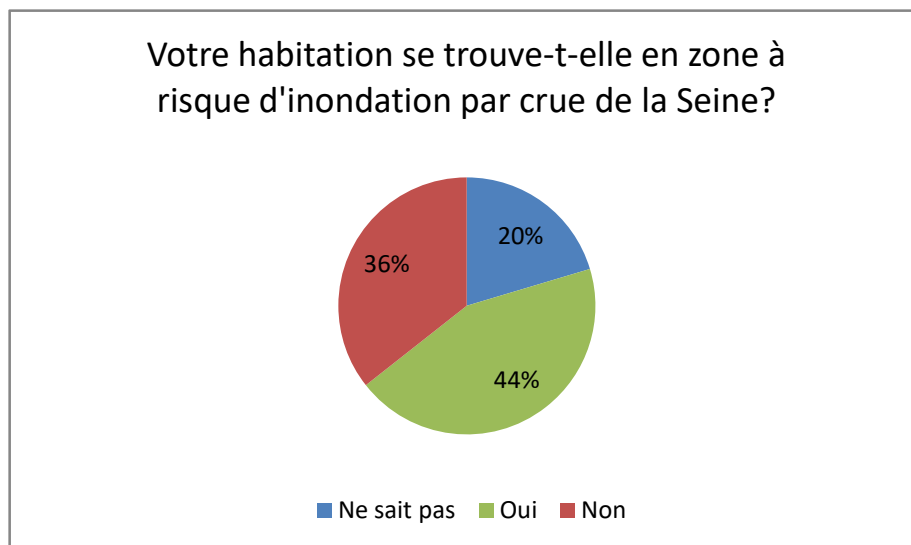
Simple distribution of responses to the questionnaires (total of 60):

Question B	Dans quel quartier habitez-vous?
Port à l'anglais	3
La ferme	10
Autre quartier	45
Autre ville	1
Total général	59



> La majorité des personnes interrogées, 78%, ne vit pas dans les quartiers où les travaux de CAPFLO ont eu lieu.

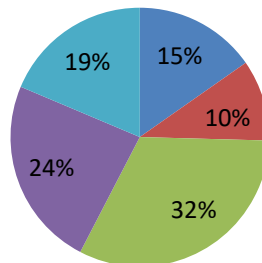
Question C	Votre habitation se trouve-t-elle en zone à risque d'inondation par crue de la Seine?
Ne sait pas	12
Oui	26
Non	21
Total général	59



> 44% des personnes interrogées savent que leur habitation se trouve en zone à risque d'inondation par crue de la Seine et 36% savent que non.

Question D	Quelle importance accordez-vous au risque d'inondation à Vitry-sur-Seine?
Pas important	9
Faible	6
Moyen	19
Important	14
Très important	11
Total général	59

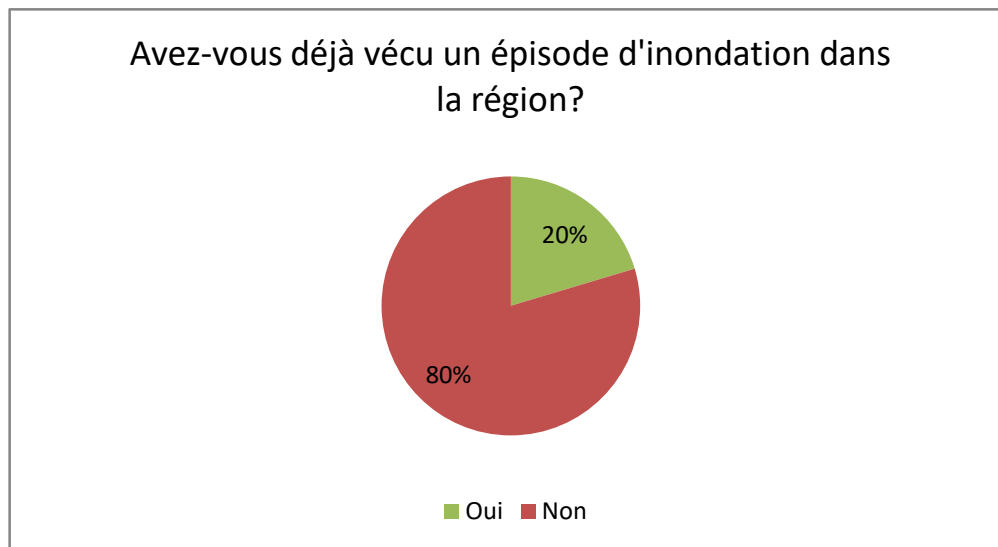
Quelle importance accordez-vous au risque d'inondation à Vitry-sur-Seine?



■ Pas important ■ Faible ■ Moyen ■ Important ■ Très important

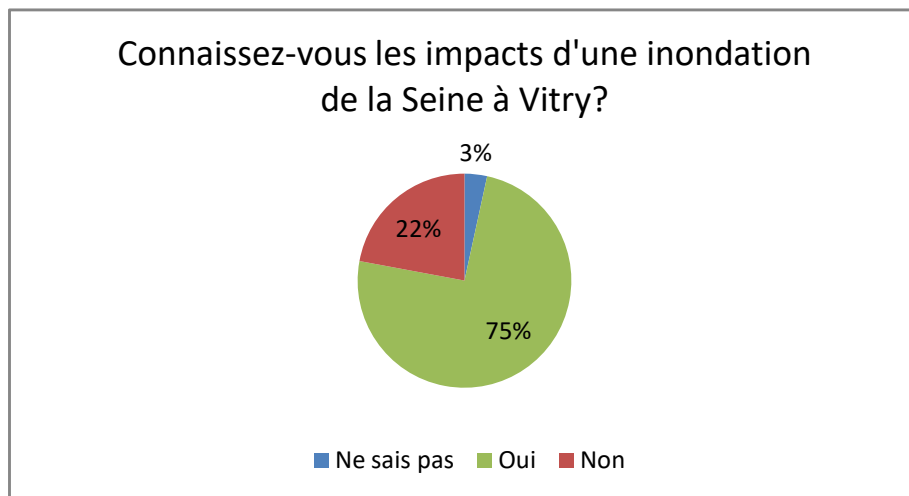
> Un tiers des personnes interrogées accorde une importance moyenne au risque d'inondation à Vitry-sur-Seine et 43% y accordent une forte à très forte importance.

Question E	Avez-vous déjà vécu un épisode d'inondation dans la région?
Oui	12
Non	47
Total général	59



> La grande majorité des personnes interrogées, 80%, n'a jamais vécu d'épisode d'inondation dans la région.

Question F	Connaissez-vous les impacts d'une inondation de la Seine à Vitry?
Ne sais pas	2
Oui	44
Non	13
Total général	59

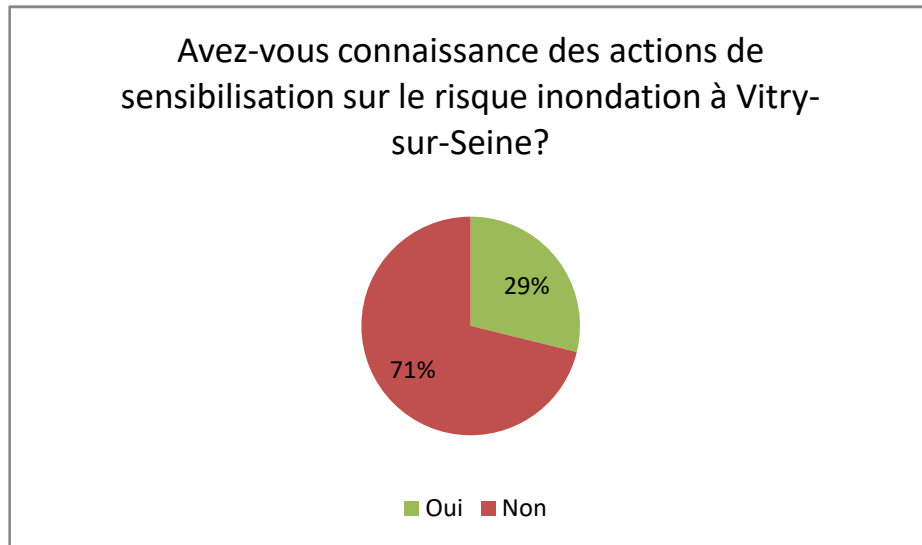


> Une grande majorité des personnes interrogées, 75%, connaît les impacts d'une inondation de la Seine à Vitry-sur-Seine.

Question G/ Si oui, par exemple:

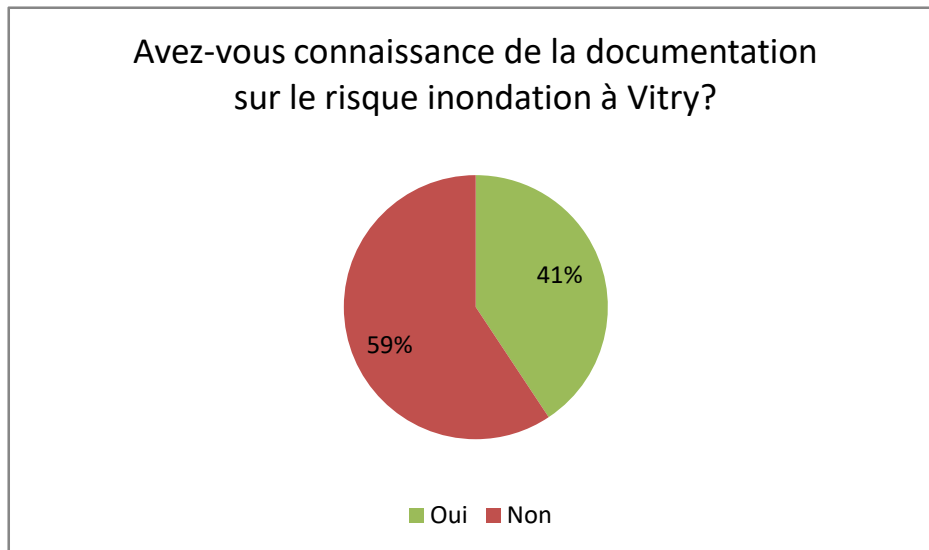
Dégradations des habitations, des commerces, des exploitations agricoles, de la nature, « désastre écologique » ;
Coûts humains ;
Coûts matériels ;
Problèmes de transports et de circulation (bus, gares,...) ;
Problème de chauffage, d'électricité, d'éclairage ;
Influences sur l'économie ;
Fuite des gens qui ne voudraient plus revivre ça ;
Problème pour les assurances ;
Risques de maladies ;
Dysfonctionnement des secours ;
Marque sur l'Eglise ;
Submersion des berges ;
Réponses un peu à côté: périmètre inondable, 1910, 2016, bassins de rétention

Question H	Avez-vous connaissance des actions de sensibilisation sur le risque inondation à Vitry-sur-Seine?
Oui	17
Non	42
Total général	59



> Une grande majorité des personnes interrogées, 71%, connaît des actions de sensibilisation sur le risque inondation à Vitry-sur-Seine.

Question I	Avez-vous connaissance de la documentation sur le risque inondation à Vitry?
Oui	24
Non	35
Total général	59



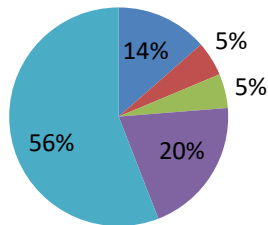
> Plus de la moitié des personnes interrogées, 59%, n'a pas connaissance de la documentation relative au risque d'inondation à Vitry-sur-Seine.

Question J/ Si oui, par quel moyen en avez-vous eu connaissance:

Médias (x6)
Bulletins municipaux (x3)
Via les ateliers (x2)
Par le biais de ma formation universitaire (x2)
Exposition sur les dernières inondations (x2)
Association et laboratoire
Maison des projets, livres de Vitry
Bouche à oreille
Via l'école des enfants
Par mail

Question K	Pensez-vous que les initiatives des citoyens soient importantes pour se préparer face à une situation de crise?
Pas important	8
Faible	3
Moyen	3
Important	12
Très important	33
Total général	59

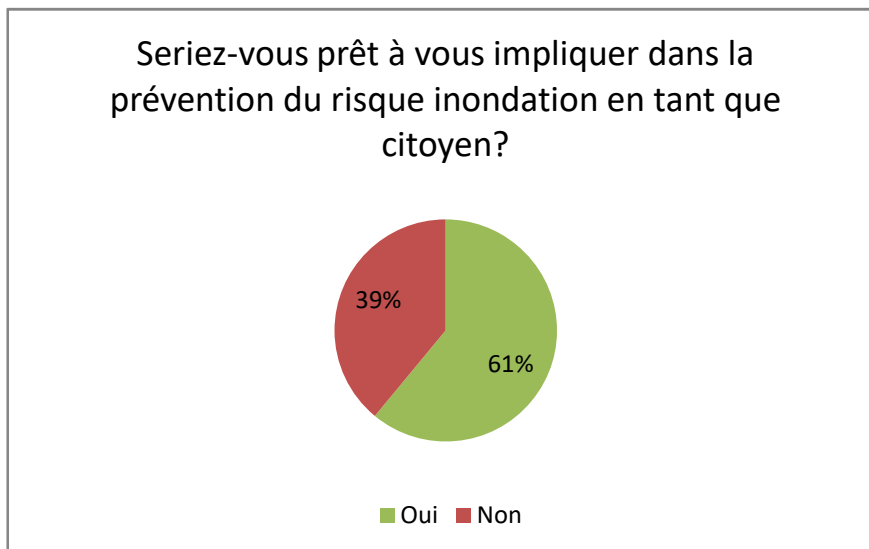
Pensez-vous que les initiatives des citoyens soient importantes pour se préparer face à une situation de crise?



■ Pas important ■ Faible ■ Moyen ■ Important ■ Très important

> Plus de la moitié des personnes interrogées, 56%, considère comme très importantes les initiatives citoyennes pour se préparer face à une situation de crise.

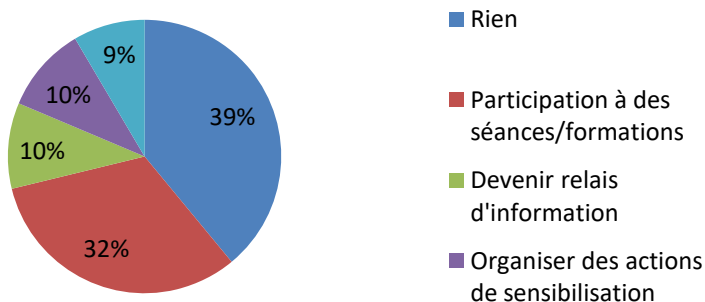
Question L	Seriez-vous prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?
Oui	36
Non	23
Total général	59



> Plus de la moitié des personnes interrogées, 61%, serait prête à s'impliquer dans la prévention du risque inondation.

Question M	Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?
Rien	23
Participation à des séances/formations	19
Devenir relais d'information	6
Organiser des actions de sensibilisation	6
S'impliquer dans les réseaux institutionnels	5
	59
Total général	

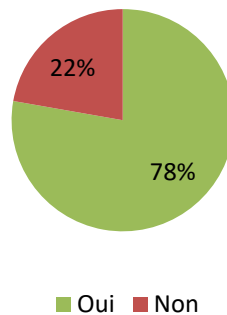
Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?



> Plus d'un tiers des personnes interrogées, 32%, serait prêt à participer à des séances d'information ou des formations mais en parallèle, 39% ne s'engageraient pas

Question N	Pensez-vous que les associations jouent un rôle important dans la sensibilisation au risque d'inondation?
Oui	49
Non	14
Total général	63

Pensez-vous que les associations jouent un rôle important dans la sensibilisation au risque d'inondation?

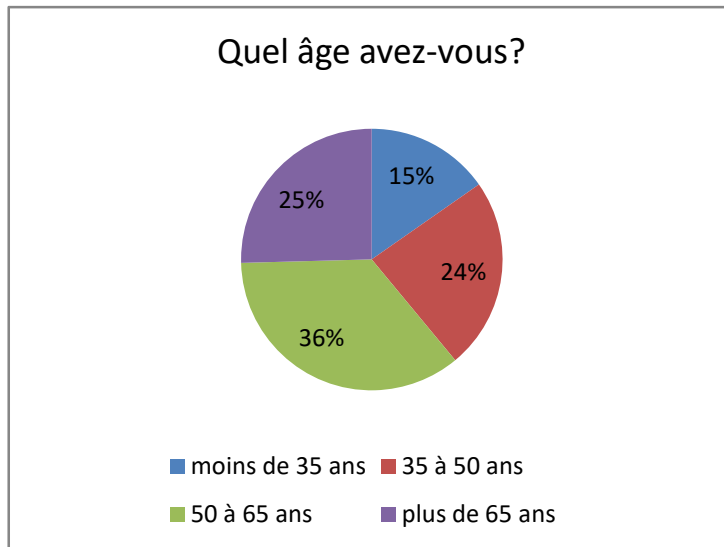


> La majorité des personnes interrogées, 78%, pense que les associations ont un rôle à jouer dans la sensibilisation au risque d'inondation.

Question O/ Si oui, par exemple:

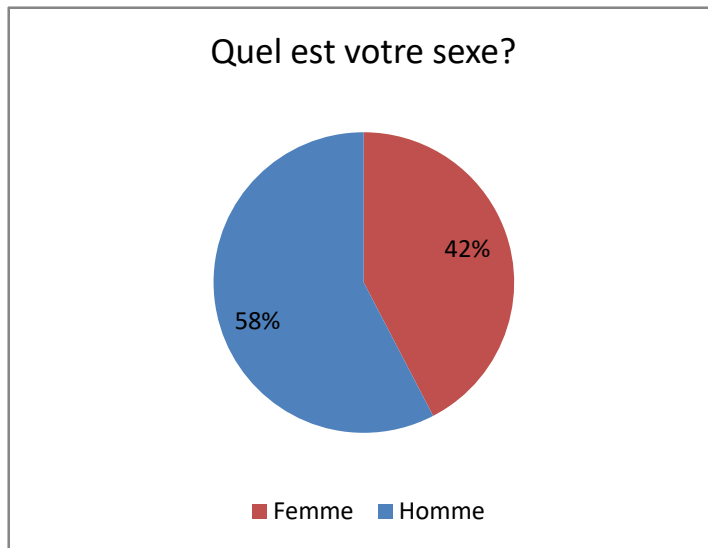
Alternatiba (x4) ;
Associations de quartier (x4) ;
Associations impliquées dans l'écologie (x3) ;
Planète Lila ;
La croix Rouge ;
La Maison des associations ;
Le centre social Balzac ;
Les associations kabyle et des algériens de Vitry.

Question P	Quel âge avez-vous?
moins de 35 ans	9
35 à 50 ans	14
50 à 65 ans	21
plus de 65 ans	15
Total général	59

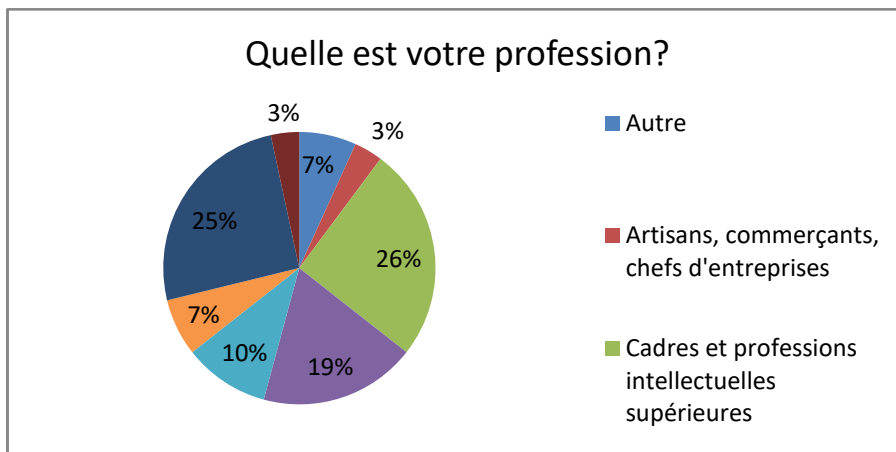


> Plus de la moitié des personnes interrogées, 61 %, avait plus de 50 ans et plus d'un tiers avait entre 50 et 65 ans.

Question Q	Quel est votre sexe?
Femme	25
Homme	34
Total général	59

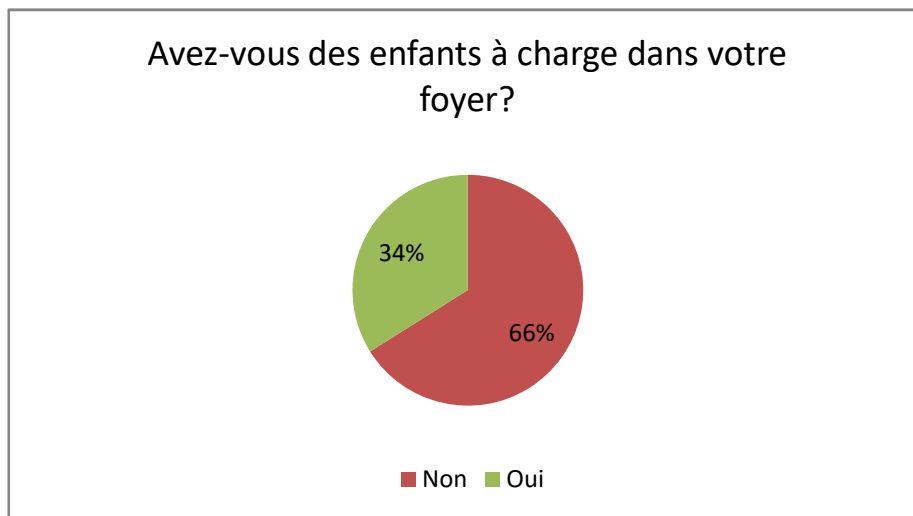


Question R	Quelle est votre profession?
Autre	4
Artisans, commerçants, chefs d'entreprises	2
Cadres et professions intellectuelles supérieures	15
Professions intermédiaires	11
Employés	6
Ouvriers	4
Retraités	15
Lycéens-étudiants	2
Total général	59



> Un quart des personnes interrogées est à la retraite et un autre quart fait partie de la catégorie des cadres et professions intellectuelles supérieures.

Question 5	Avez-vous des enfants à charge dans votre foyer?
Non	39
Oui	20
Total général	59



> Les deux tiers des personnes interrogées ne possèdent pas d'enfant à charge dans le foyer.

Croisements relatifs à la catégorie socio-professionnelle de l'interrogé								
Colonnes [C] Votre habitation se trouve-t-elle en zone à risque d'inondation par crue de la Seine?								
NB - ColonneR	ColonneC							
ColonneR	0	1	2	(vide)	Total Résultat			
0		1		1	2			
2		1			1			
3			8	5	13			
4		2	5	2	9			
5			3	2	5			
6			1	1	2			
7		4	4	5	13			
8			1	1	2			
(vide)								
Total Résultat		8	22	17	47			
Colonnes [D] Quelle importance accordez-vous au risque d'inondation à Vitry-sur-Seine?								
NB - ColonneR	ColonneD							
ColonneR	0	1	2	3	4	(vide)	Total Résultat	
0		1	1				2	
2		1					1	
3		3		4	5	1	13	
4			1	4	2	2	9	
5			1		2	2	5	
6		1		1			2	
7		1		3	4	5	13	
8				1	1		2	
(vide)								
Total Résultat		7	3	13	14	10	47	
Colonnes [E] Avez-vous déjà vécu un épisode d'inondation dans la région?								
NB - ColonneR	ColonneE							
ColonneR	1	2	(vide)	Total Résultat				
0		2		2				
2			1	1				
3		4	9	13				
4		3	6	9				
5		1	4	5				
6			2	2				
7		2	11	13				
8		1	1	2				
(vide)								
Total Résultat		11	36	47				

Colonnes [K] Pensez-vous que les initiatives des citoyens soient importantes pour se préparer face à une situation de crise?							
NB - ColonneR	ColonneK						
ColonneR	0	1	2	3	4	(vide)	Total Résultat
0	1				1		2
2			1				1
3	2		1	2	8		13
4	1	1	1	2	4		9
5				1	4		5
6					2		2
7	3			2	8		13
8					2		2
(vide)							
Total Résultat	7	1	3	7	29		47
Colonnes [L] Seriez-vous prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?							
NB - ColonneR	ColonneL						
ColonneR	1	2	(vide)	Total Résultat			
0	1	1		2			
2	1			1			
3	6	7		13			
4	6	3		9			
5	3	2		5			
6	2			2			
7	6	7		13			
8	1	1		2			
(vide)							
Total Résultat	26	21		47			
Colonnes [M] Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?							
NB - ColonneR	ColonneM						
ColonneR	0	1	2	3	4	(vide)	Total Résultat
0	1				1		2
2		1					1
3	7	4		1	1		13
4	3	3	1	2			9
5	2	1		1	1		5
6		2					2
7	6	4	2		1		13
8	1	1					2
(vide)							
Total Résultat	20	16	3	4	4		47

Croisements relatifs à la tranche d'âge de l'interrogé						
Colonnes [C] Votre habitation se trouve-t-elle en zone à risque d'inondation par crue de la Seine?						
NB - ColonneP	ColonneC					
ColonneP	0	1	2	(vide)	Total Résultat	
1		4	2		6	
2		3	5	3	11	
3		1	10	6	17	
4		4	3	6	13	
(vide)						
Total Résultat	8	22	17		47	
Colonnes [D] Quelle importance accordez-vous au risque d'inondation à Vitry-sur-Seine?						
NB - ColonneP	ColonneD					
ColonneP	0	1	2	3	4	(vide) Total Résultat
1		2		2	2	6
2		1	2	4	2	11
3		3	1	3	7	17
4		1		4	3	13
(vide)						
Total Résultat	7	3	13	14	10	47
Colonnes [E] Avez-vous déjà vécu un épisode d'inondation dans la région?						
NB - ColonneP	ColonneE					
ColonneP	1	2	(vide)	Total Résultat		
1		3	3	6		
2		4	7	11		
3		2	15	17		
4		2	11	13		
(vide)						
Total Résultat	11	36		47		

Colonnes [K] Pensez-vous que les initiatives des citoyens soient importantes pour se préparer face à une situation de crise?							
NB - ColonneP	ColonneK						
ColonneP	0	1	2	3	4	(vide)	Total Résultat
1					1	5	6
2		1		1	2	7	11
3		3	1	2	2	9	17
4		3			2	8	13
(vide)							
Total Résultat	7	1	3		7	29	47
Colonnes [L] Seriez-vous prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?							
NB - ColonneP	ColonneL						
ColonneP	1	2	(vide)	Total Résultat			
1		3	3	6			
2		5	6	11			
3		13	4	17			
4		5	8	13			
(vide)							
Total Résultat	26	21		47			
Colonnes [M] Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?							
NB - ColonneP	ColonneM						
ColonneP	0	1	2	3	4	(vide)	Total Résultat
1		3	3				6
2		6	3		1	1	11
3		4	6	2	3	2	17
4		7	4	1		1	13
(vide)							
Total Résultat	20	16	3	4	4		47

Croisements relatifs à l'importance qu'accorde l'interrogé au risque d'inondation par crue de la Seine

Colonnes [E] Avez-vous vécu un épisode d'inondation dans la région							
NB - ColonneD	ColonneE						
ColonneD	1	2	(vide)	Total Résultat			
0	2	5		7			
1	1	2		3			
2	1	12		13			
3	2	12		14			
4	5	5		10			
(vide)							
Total Résultat	11	36		47			
Colonnes [L] Seriez-vous prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?							
NB - ColonneD	ColonneL						
ColonneD	1	2	(vide)	Total Résultat			
0	2	5		7			
1	3			3			
2	3	10		13			
3	11	3		14			
4	7	3		10			
(vide)							
Total Résultat	26	21		47			
Colonnes [M] Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?							
NB - ColonneD	ColonneM						
ColonneD	0	1	2	3	4	(vide)	Total Résultat
0	5	2					7
1		1	1		1		3
2	9	3			1		13
3	3	6	2		2	1	14
4	3	4			1	2	10
(vide)							
Total Résultat	20	16	3	4	4		47

Croisements relatifs à l'implication citoyenne

Colonnes [K] Pensez-vous que les initiatives des citoyens soient importantes pour se préparer face à une situation de crise?

Colonnes [L] Seriez-vous prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?

Colonnes [M] Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?

Colonnes [K] Pensez-vous que les initiatives des citoyens soient importantes pour se préparer face à une situation de crise?

Colonnes [L] Seriez-vous prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?

NB - ColonneK	ColonneL						
ColonneK	1	2	(vide)	Total Résultat			
0	2	5		7			
1	1			1			
2	2	1		3			
3	4	3		7			
4	17	12		29			
(vide)							
Total Résultat	26	21		47			

Colonnes [L] Seriez-vous prêt à vous impliquer dans la prévention du risque inondation en tant que citoyen?

Colonnes [M] Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?

NB - ColonneL	ColonneM						
ColonneL	0	1	2	3	4	(vide)	Total Résultat
1		15	3	4	4		26
2	20	1					21
(vide)							
Total Résultat	20	16	3	4	4		47

Colonnes [K] Pensez-vous que les initiatives des citoyens soient importantes pour se préparer face à une situation de crise?

Colonnes [M] Si vous êtes prêt à vous engager, dans quelle mesure le seriez-vous?

NB - ColonneK	ColonneM						
ColonneK	0	1	2	3	4	(vide)	Total Résultat
0	5	1			1		7
1			1				1
2	1	2					3
3	3	2	1		1		7
4	11	11	1		2	4	29
(vide)							
Total Résultat	20	16	3	4	4		47



TE: Participatory Tool, French case