

Reconnecting Iris – A Community-Led Approach to Urban Safety



Executive Summary

The 2NITE Investment Plan presents a strategic framework for strengthening perceived safety, social cohesion and community participation in the Iris neighbourhood of Cluj-Napoca. Rather than focusing on large-scale physical investments, the plan complements ongoing urban regeneration by addressing the social and governance dimensions that influence how residents experience and use public space after dark.

Over the past decade, Iris has undergone significant transformation through major public and private investments, including the regeneration of Feroviarilor Park, the development of new public spaces and mobility improvements, as well as large-scale redevelopment projects. While these interventions have substantially improved the physical environment, research conducted during the 2NITE project highlights that residents' perceptions of safety, neighbourhood identity and community belonging remain equally important for creating vibrant and inclusive public spaces.

Building on the transfer of good practices from the City of Turin, Cluj-Napoca adapted the 2NITE methodology to local needs by placing **community intelligence, participatory governance and evidence-based decision-making** at the centre of its intervention model. The Investment Plan therefore proposes a complementary approach that combines community intelligence, participatory governance, socio-cultural prescriptions and institutional learning to strengthen the relationship between residents and their neighbourhood.

The proposed actions are organised around six strategic activities that support both the implementation of the current project and the long-term institutionalisation of its results. These include the development of storytelling as a participatory tool, the establishment of a citizen perception monitoring methodology, the creation of a local indicator framework, the preparation of future procurement mechanisms for perception services, the development of sustainable financing approaches for citizen diplomacy initiatives, and the scaling-up of the methodology through the emerging Urban-Rural Hub.

Implementation is based on a collaborative governance model bringing together the Municipality of Cluj-Napoca, Babeş-Bolyai University, the Centre for Social Wealth, community organisations, local stakeholders and residents through the

Urban Local Group. Monitoring combines quantitative indicators with qualitative assessment, ensuring continuous learning and evidence-based adaptation throughout implementation.

By complementing existing regeneration investments with social innovation and participatory governance, the Investment Plan demonstrates how relatively small-scale interventions can generate long-term institutional change. Beyond the implementation of the 2NITE project, the proposed methodology establishes a replicable framework that can support future neighbourhood regeneration initiatives in Cluj-Napoca and contribute to more inclusive, safe and resilient urban communities.

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Pilot Area: Iris Neighbourhood – Cluj-Napoca

SECTION 1 – The policy context

1.1 Needs analysis in the territorial context

The Iris neighbourhood has a long and distinctive history within Cluj-Napoca. Developed during the early and mid-20th century as an industrial and working-class district, Iris grew around several major factories, railway infrastructure and production facilities that shaped both its urban form and its social structure. A defining presence in this evolution was the Iris Porcelain Factory, one of the city's most important industrial enterprises, which not only provided employment for generations of residents but also gave the neighbourhood its name. For decades, the area functioned as a relatively cohesive community where housing, work and daily life were closely interconnected. Public space played a secondary yet familiar role, embedded in everyday routines, informal networks and strong neighbourly relations typical of industrial districts.

Iris covers approximately 4.5 km², representing roughly 4% of Cluj-Napoca's total municipal area. As of the most recent census data and local administrative records, the neighbourhood is home to approximately 30,000–35,000 residents, making it one of the more densely populated districts outside the city centre. Over the past decade, driven largely by new residential construction on former industrial land, the population of Iris has grown by an estimated 25–30%, significantly above the city-wide average. This rapid demographic shift underpins the "old neighbour / new neighbour" dynamic that lies at the heart of the 2Nite intervention.

As part of the data collection and contextual analysis underpinning this Investment Plan, the project team drew on *The Management of Brownfields Redevelopment: A Guidance Note* (World Bank, 2010), a study that specifically references Cluj-Napoca's industrial corridor and maps both polluted sites and brownfield locations across the city (pp. 15–16) Figure 4 ("Polluted Sites in Cluj-Napoca") and Figure 5 ("Brownfields in Cluj-Napoca") from that study provide authoritative historical evidence of the industrial legacy that shaped the

Iris neighbourhood; the team recommends reproducing these maps (or an adapted version citing the original source) in the final Investment Plan to illustrate the scale of post-industrial transformation underlying current social fragmentation.

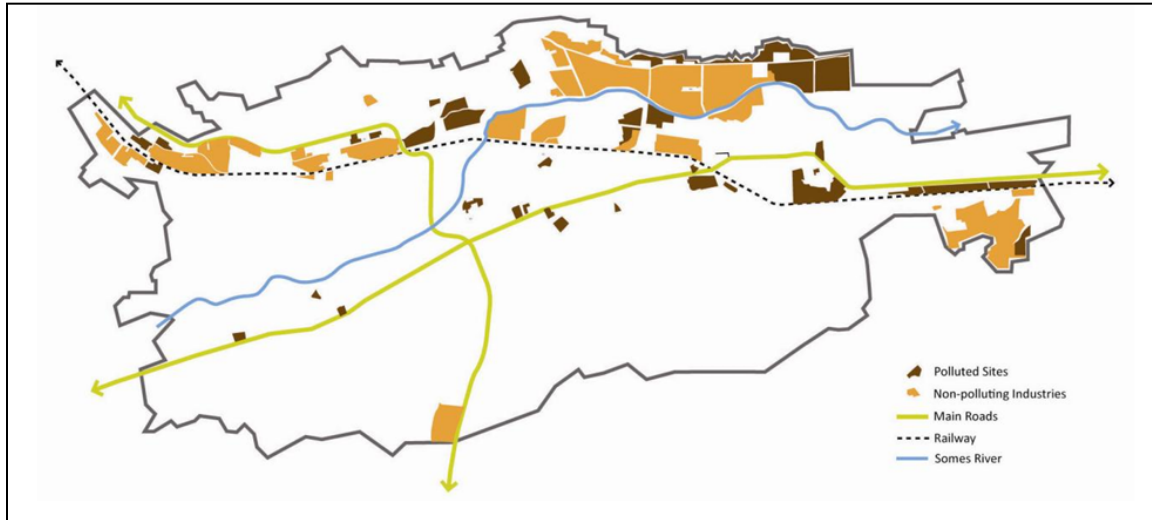


Figure 1. Industrial legacy of Cluj-Napoca: polluted sites and brownfields (World Bank, 2010).

Several of the sites identified in the study fall within or adjacent to the Iris neighbourhood, which developed around major industrial facilities including the Iris Porcelain Factory. The study proved directly relevant to the 2Nite project for two reasons: first, it provides an independent, evidence-based record of the post-industrial transformation that has reshaped Iris's physical and social landscape over the past three decades; and second, its frameworks for community engagement, phased regeneration, and long-term monitoring of social outcomes in post-industrial urban contexts are highly synergistic with the community-led approach adopted by 2Nite. Key elements from the study - including its emphasis on stakeholder involvement as a precondition for sustainable redevelopment outcomes, its phased implementation model, and its mixed-methods approach to monitoring - have informed the design of the present Investment Plan.

Following the decline of industrial activities after 1990, Iris entered a prolonged period of transition. Industrial sites were progressively dismantled, repurposed or left underused, while new residential developments began to emerge unevenly across the area. In the past decade, this transformation has accelerated significantly. New housing projects have attracted residents with different socio-economic backgrounds, education levels and lifestyles, reshaping the demographic profile of the neighbourhood.

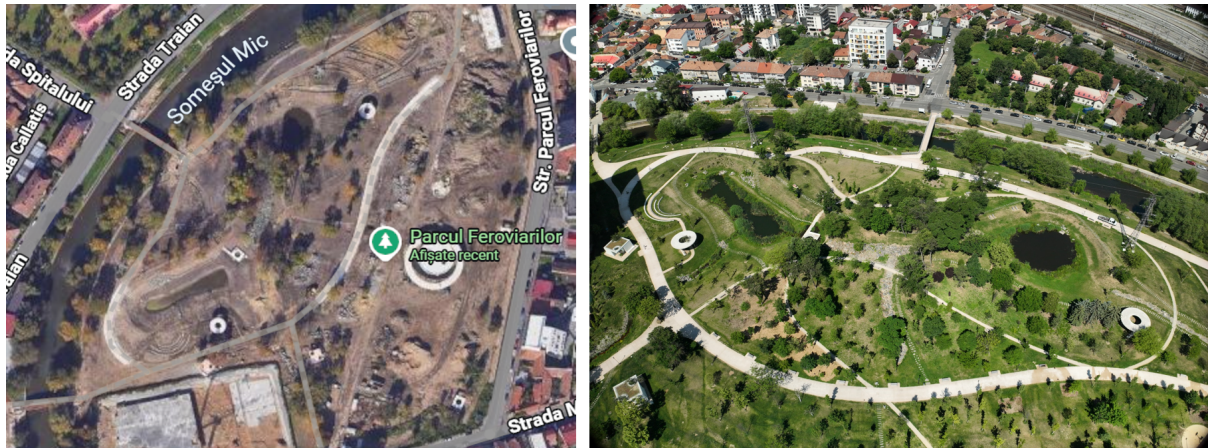


Figure 2. Transformation of Feroviarilor Park and the Iris neighbourhood. **Source:** Google Maps (pre-regeneration) and Municipality of Cluj-Napoca.

This rapid change has generated a fragmented social landscape. Long-term residents and newcomers coexist in close proximity, yet interaction between them remains limited. Each group relates differently to the neighbourhood and its future. New residents often associate Iris with development opportunities, improved services and new commercial investments, while long-term inhabitants tend to value stability, familiarity and lower levels of congestion. These divergent expectations do not necessarily result in open conflict, but they contribute to mistrust, parallel use of space and a weakened sense of collective identity.

At the same time, the quality and use of public space have not evolved in line with demographic growth. Several areas remain underused, poorly activated or perceived as unsafe during evening hours. These perceptions vary across gender, age and personal experience, but they appear to significantly influence how residents move through and inhabit the neighbourhood after sunset. Reduced presence in public spaces reinforces feelings of insecurity and further limits opportunities for social interaction.

Between late 2025 and January 2026, a perception-of-safety survey was carried out in Iris, gathering 142 responses from residents. The results show noticeable differences across gender and age groups, especially regarding evening safety. Low lighting, limited activity after dark and poorly maintained spaces were most frequently mentioned. Participatory mapping also identified several areas repeatedly perceived as problematic, confirming the need for targeted interventions.

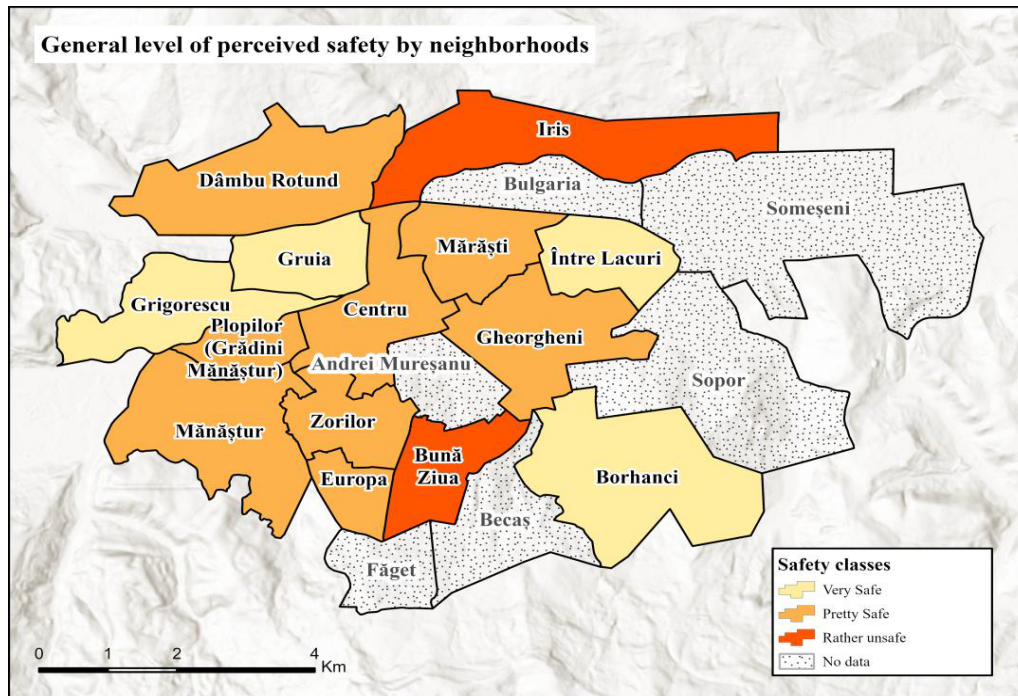


Figure 3. Distribution of perceived safety across Cluj-Napoca neighbourhoods. Source Analiza percepțiilor privind siguranța din spațiile publice din Cluj-Napoca, Municipality of Cluj-Napoca, 2025

As Jane Jacobs famously argued in *The Life and Death of Great American Cities*, safety in urban neighbourhoods is not a consequence of surveillance or physical control, but of social presence, familiarity and everyday interaction. Public spaces become safer when they are actively used, visible and embedded in the daily rhythms of the community. In Iris, the perception of insecurity during evening hours reflects precisely the absence of these conditions. Demographic change, reduced informal contact between long-term residents and newcomers, and the weakening of traditional social networks have decreased the “eyes on the street” effect that once characterised the area. The 2Nite approach responds directly to this dynamic by rebuilding social interaction and reactivating public spaces through community-led engagement.

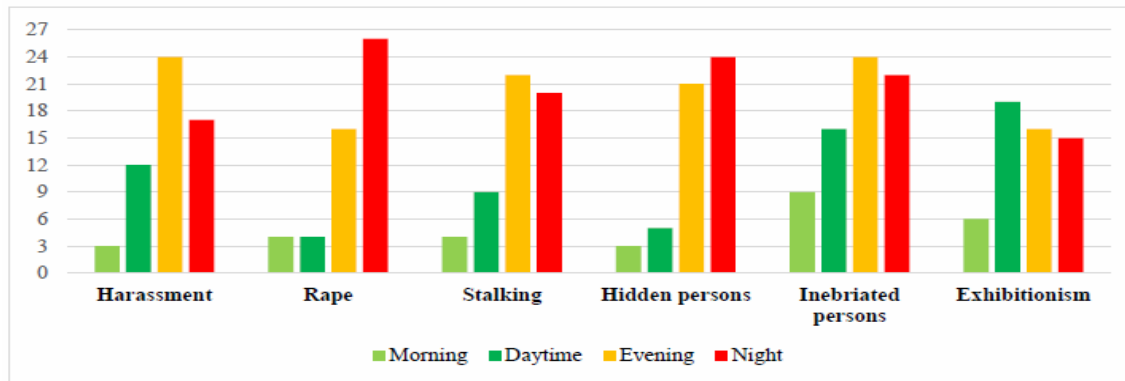


Figure 4. Survey findings indicate a clear increase in fear-related perceptions during evening hours, supporting the need for targeted activation and community presence after dark. Source *Analiza percepțiilor privind siguranța din spațiile publice din Cluj-Napoca, Municipality of Cluj-Napoca, 2025*

Beyond quantitative evidence, the project recognises that perceptions of safety are also shaped by personal experiences, memories and everyday interactions. For this reason, the diagnosis of neighbourhood needs combines survey data with storytelling methods inspired by the URBACT Storytelling Toolkit. Stories are treated not simply as communication outputs, but as qualitative evidence that helps explain why places are experienced differently by different groups of residents. This combination of statistical and narrative evidence provides a richer understanding of the social dynamics influencing safety in Iris.

1.2 The policy response

The proposed policy response builds on the experience of the UIA ToNite project implemented by the City of Turin, adapting its good practice to the specific social, spatial and institutional context of the Iris neighbourhood. Rather than replicating individual activities, the Investment Plan translates the core principles of the ToNite approach into a governance framework that reflects Cluj-Napoca's local priorities and builds on its previous experience in participatory urban development through URBACT. Building on Cluj-Napoca's experience with participatory urban development through previous URBACT projects, the initiative adopts a community-centred and evidence-based approach.

Cluj-Napoca's overarching goal through the 2NITE project is to institutionalise a community-centred approach to urban safety and social cohesion in neighbourhoods undergoing rapid demographic change. Rather than addressing safety primarily through physical interventions, the municipality seeks to integrate participatory governance, evidence-based decision-making and long-term

community engagement into its urban policies. In this context, 2NITE functions as a strategic vehicle for embedding new governance practices that strengthen municipal capacity to respond to complex urban challenges while fostering trust and collaboration between local authorities, citizens and community stakeholders.

To achieve this objective, the project contributes to institutionalising three complementary components of local governance: **storytelling as a participatory governance tool**, **evidence-based perception monitoring**, and **citizen diplomacy as a mechanism for community leadership**. Together, these components establish a governance framework that strengthens the municipality's capacity to understand neighbourhood dynamics, co-design responses with residents, and embed community knowledge into future urban policies.

The first component, **storytelling**, represents a methodological innovation in the way Cluj-Napoca approaches neighbourhood regeneration. Rather than considering storytelling as a communication activity or a series of community workshops, the project adopts the approach promoted by the [URBACT Storytelling Toolkit](#), which recognises storytelling as a tool for participation, collective reflection and institutional learning. Within the 2NITE project, stories are understood as a source of qualitative evidence that complements statistical data by capturing how residents experience public spaces, perceive safety, develop trust and build a sense of belonging.

This approach responds directly to one of the central challenges identified in the Iris neighbourhood. While quantitative research can identify where people feel unsafe and which population groups are most affected, it cannot fully explain **why** these perceptions exist or how they are shaped by everyday experiences, memories and social relationships. Storytelling therefore provides an additional layer of understanding by documenting residents' lived experiences, revealing the social meanings attached to places and identifying shared concerns that might otherwise remain invisible within conventional surveys.

Building on the recommendations of the URBACT Storytelling Toolkit, the project treats storytelling as a continuous process integrated throughout the implementation cycle rather than as a standalone activity. Stories collected from long-term residents, newcomers and local stakeholders inform the diagnosis of neighbourhood needs, support dialogue between different social groups, contribute to the design of community activities and generate qualitative evidence for future policy development. In this way, storytelling becomes both a

mechanism for strengthening social cohesion and a practical tool for improving evidence-based decision-making.

The project therefore combines **quantitative evidence** generated through perception surveys and participatory mapping with **qualitative evidence** emerging from residents' stories. Together, these complementary forms of knowledge provide a more comprehensive understanding of neighbourhood dynamics than either approach could achieve independently. This mixed-methods approach enables the municipality not only to monitor changes in perceptions of safety over time but also to understand the social processes that influence those changes.

The second component consists of the institutionalisation of a recurring protocol for measuring residents' perceptions and societal needs. Developed in collaboration with Babeş-Bolyai University and the Centre for Social Wealth, this protocol provides the municipality with a replicable methodology for systematically assessing perceptions of safety, neighbourhood belonging, social cohesion and community priorities. By integrating quantitative indicators with qualitative narrative evidence, the protocol supports more adaptive, evidence-informed urban policies.

The third component focuses on **citizen diplomacy**, understood as an innovative governance practice that empowers residents to act as facilitators of dialogue, cooperation and mutual understanding within their communities. Through storytelling activities, neighbourhood events and participatory governance processes, residents become active contributors to shaping their neighbourhood rather than passive beneficiaries of public investment. This approach strengthens local ownership, builds trust between citizens and public institutions, and contributes to the long-term resilience of neighbourhood communities.

Together, these three components establish a lasting governance framework that extends beyond the duration of the 2NITE project by embedding participatory methods, narrative evidence and community leadership into municipal practice. This institutionalisation strategy is consistent with international evidence demonstrating that successful urban regeneration depends on combining public, private and community resources while embedding citizen participation from the earliest stages of policy design. As highlighted by the World Bank (2010), community engagement should constitute a core component of urban regeneration rather than an additional consultation activity, providing the foundation for sustainable, inclusive and resilient urban transformation. Likewise, the URBACT Storytelling Toolkit demonstrates that stories are not merely a

means of communicating projects, but an essential resource for understanding places, connecting communities and informing better urban policies. The methodology applied throughout the 2NITE Investment Plan has been developed with these principles in mind, while its practical implementation is documented in [Annex 1 – Community Storytelling Toolkit, a ready-to-use operational procedure and set of templates that enable municipal staff to apply storytelling consistently across future projects. \(see attached\).](#)

Drawing inspiration from the UIA ToNite project in Turin, the proposed policy response adapts its underlying principles to the specific context of the Iris neighbourhood and to Cluj-Napoca's broader urban development agenda. Rather than replicating individual activities, the Investment Plan builds on ToNite's emphasis on understanding residents' perceptions, community participation and the activation of public spaces to develop a governance framework tailored to local needs. Through the institutionalisation of storytelling, perception monitoring and citizen diplomacy, the project transforms these principles into long-term municipal practices that strengthen social cohesion, support evidence-informed decision-making and enhance the municipality's capacity to address complex neighbourhood challenges.

SECTION 2 – The investment proposal

2.1 Background to the proposal

Cluj-Napoca's urban regeneration portfolio – the foundation for 2NITE

Cluj-Napoca's engagement with participatory urban development spans more than a decade and includes a range of EU-funded and locally driven initiatives that have progressively built institutional capacity and community trust. **AGORA (URBACT)** focused on the regeneration of public spaces through co-design with residents, establishing the municipality's first systematic approach to participatory planning. **proGleg (Horizon 2020)** introduced nature-based solutions in post-industrial areas through community gardens, green corridors and ecosystem restoration, demonstrating how former industrial sites can be reimaged through physical intervention and community stewardship. **URBREATH (Horizon Europe)** advances green infrastructure planning with a focus on climate resilience and liveability, while **CO4CITIES** explores co-creation methodologies for urban spaces, emphasising the role of cultural and creative industries in shaping inclusive neighbourhoods.

Together, these initiatives have provided Cluj-Napoca with substantial experience in infrastructure-led urban regeneration, public space activation and participatory planning, improving lighting, accessibility, green infrastructure and the overall quality of public spaces. Rather than replicating these approaches, **2NITE builds on this experience by addressing an area that has received less attention so far: the social and perceptual dimensions of urban safety.** The project focuses on strengthening community ownership, social cohesion and evidence-based decision-making, complementing previous investments rather than replacing them.

International experience confirms this approach. As highlighted by the World Bank (2010), successful regeneration extends beyond physical redevelopment, requiring active community participation and local ownership to ensure long-term sustainability. Community engagement should move beyond information sharing towards consultation, active participation and empowerment of local stakeholders (World Bank, 2010, pp. 50–51).

Why 2NITE in Iris?

Building on the municipality's previous regeneration experience, the investment proposal recognises that **the main challenge in Iris is no longer the provision of public space or the implementation of physical regeneration initiatives.** Significant investments have already transformed the neighbourhood, including the regeneration of Feroviarilor Park and improvements delivered through complementary urban projects.

The remaining challenge is to ensure that these **regenerated spaces become socially meaningful**, actively used and collectively owned by the community. Rapid demographic change has brought together long-term residents and newcomers with different experiences and expectations. Without opportunities for interaction, public spaces risk remaining places people pass through rather than places where communities are built.

This dynamic becomes particularly visible during the evening, when lower activity levels reinforce perceptions of insecurity despite improvements in the physical environment.

Drawing on the experience of the UIA ToNite project in Torino, the proposal assumes that relatively small-scale social interventions, combined with continuous community engagement, can generate broader changes in perception and behaviour over time. Rather than introducing predefined solutions, the

approach starts by understanding residents' perceptions, building trust through participation and activating public spaces through community life. These actions complement previous physical investments by strengthening the social conditions that allow public spaces to become vibrant, inclusive and safe.

The role of 2NITE within the wider regeneration process

Within the URBACT framework, 2NITE directly supports activities aimed at understanding local needs, testing participatory approaches and creating the evidence base for future action. These activities include:

- the perception-of-safety survey and participatory mapping;
- storytelling workshops and community engagement activities;
- the development of cultural prescriptions as replicable engagement formats;
- the public activation event organised during Cluj Days;
- the design and testing of the perception monitoring protocol;
- the evaluation process and preparation of the Integrated Investment Plan.

These activities represent the core contribution of the project and provide the knowledge, methodologies and partnerships needed to guide future interventions.

Complementary actions enabled by 2NITE

The role of **2NITE extends beyond the activities directly financed through the project**. Through the Urban Local Group and the participatory process established during implementation, the project identifies local priorities, validates community needs and generates recommendations that inform future municipal investments and policy decisions.

Based on this evidence, complementary actions can be implemented through municipal programmes and other European-funded initiatives. These include:

- small-scale public space improvements such as lighting, seating and wayfinding financed through the municipal budget;
- physical regeneration projects implemented through initiatives such as **AGORA**, **proG!reg** and **URBREATH**;
- longer-term institutional developments, including new public procurement mechanisms for citizen participation, support for citizen diplomacy and the future scaling of the approach to other neighbourhoods and urban-rural contexts.

In this way, 2NITE acts as a catalyst rather than a standalone investment. It generates the evidence, community knowledge and local partnerships needed to make future investments more targeted, inclusive and responsive to residents' needs. This reflects the World Bank's observation that regeneration projects should function as "catalysts for wider investment and development" (World Bank, 2010, p. 10).

Social and mental wellbeing as complementary measures

Finally, the proposal recognises that **perceptions of safety are closely linked to social and mental wellbeing, and a decisive factor in achieving the city's strategic goals regarding the increase in the quality of life of all citizens.** Feelings of isolation, anxiety and weak neighbourhood attachment often contribute more strongly to perceived insecurity than deficiencies in the physical environment itself.

For this reason, the Investment Plan promotes storytelling, community activation and cultural participation not as standalone events, but as long-term tools for strengthening social cohesion, encouraging informal interaction and supporting a stronger sense of belonging. By increasing the social use of public spaces, particularly during the evening, these actions contribute to creating neighbourhoods that are not only better designed, but also more inclusive, resilient and perceived as safer.

2.2 Our starting point

Iris is a neighbourhood undergoing rapid urban transformation. Post-industrial land conversion has brought an estimated 7,500–9,000 new residents over the past decade, representing a population increase of approximately 25–30%, well above the city-wide average (see Section 1.1). This rapid demographic change has transformed the social composition of the neighbourhood, creating new opportunities but also new challenges for community cohesion.

The perception-of-safety survey (142 respondents) identified evening safety as one of the main concerns among residents. Low lighting, limited activity after dark and underused public spaces were the most frequently reported issues, while participatory mapping highlighted specific locations consistently perceived as less safe. Although long-term residents and newcomers share the same neighbourhood, opportunities for interaction remain limited, resulting in parallel social networks rather than a shared community. This is the starting point for the Investment Plan.

Complementary Action	Programme / Source	Est. EUR Value	Timeline	Link to 2Nite
Public lighting upgrades in Iris (priority areas from mapping)	Municipal budget / PNRR	120.000 Euro	2026–2027	Perception survey identifies priority zones
Green space rehabilitation – Parcul Feroviarilor	proGireg / URBREATH / ClimaGEN	1.135.500 EUR	2025–2028	2Nite activates the space socially
Pedestrian and cycling infrastructure improvements	SUMP / Municipal budget	900.000 EUR	2026–2028	Mapping data informs routing priorities
CCTV and smart urban furniture	Smart City programme	220.000 EUR	2026–2027	2Nite ensures community-building complements surveillance

Table 1. Complementary Investments Linked to the 2NITE Investment Plan

The complementary investments presented above demonstrate that Iris is already benefiting from significant physical regeneration. The role of the Investment Plan is therefore not to duplicate these interventions, but to ensure that future investments are informed by residents' perceptions, local priorities and stronger community participation. The findings presented above provide the baseline against which future changes in perceptions, social cohesion and the use of public spaces will be monitored.

2.3 The adapted version of the innovative practice

The adaptation of the ToNite Good Practice goes beyond replicating individual activities. Cluj-Napoca has developed an integrated methodology that combines evidence generation, participatory governance and community activation to address perceived safety in neighbourhoods undergoing rapid social transformation. The adapted model builds on three complementary pillars that reinforce one another throughout the project lifecycle.

Pillar 1 - Building Community Intelligence

The first pillar focuses on building community intelligence by integrating quantitative and qualitative evidence on residents' perceptions, wellbeing and lived experiences to support more informed urban decision-making. By bringing together perception monitoring, wellbeing and social wealth indicators, participatory mapping and residents' lived experiences, the project generates the evidence needed to support informed, responsive and community-centred decision-making.

Quantitative evidence is generated through the perception-of-safety surveys developed by Consultiverse and Babes Bolyai University experts, participatory mapping exercises and recurring perception monitoring protocols. These are complemented by the social wellbeing and social wealth indicators developed together with the Centre for Social Wealth and the Consultiverse methodology, enabling the municipality to understand not only how safe residents feel, but also broader dimensions of belonging, trust, participation and quality of life.

Alongside these quantitative tools, storytelling—drawing on the principles of the URBACT Storytelling Toolkit—captures residents' lived experiences, memories and everyday interactions. Stories therefore become a source of qualitative evidence that explains the human experiences behind statistical patterns and helps identify issues that conventional surveys may not reveal.

Rather than treating these evidence sources separately, the project integrates them into a single knowledge framework that supports more responsive and evidence-informed decision-making.

Pillar 2 – Building Community capacity

Building on the evidence generated through perception monitoring, wellbeing indicators and narrative inquiry, the second pillar focuses on strengthening social cohesion by creating opportunities for residents to actively participate in shaping the future of their neighbourhood. The project recognises that safer public spaces are not created solely through physical improvements but through stronger relationships, greater trust and a shared sense of responsibility among the people who use them.

Storytelling constitutes one of the principal participatory methodologies supporting this objective. Storytelling is used to facilitate dialogue between long-term residents, newcomers, local organisations and public authorities.

Rather than functioning as a communication exercise, storytelling creates structured opportunities for residents to share experiences of everyday life, reflect on neighbourhood change and identify common aspirations for Iris. These narratives contribute to building empathy, reducing social distance and strengthening neighbourhood identity.

Storytelling is complemented by a broader set of participatory approaches developed through the 2NITE project, including cultural prescriptions, citizen diplomacy and community co-creation activities. Together, these approaches encourage residents to move beyond consultation and become active contributors to neighbourhood development. The Urban Local Group provides the institutional framework through which these perspectives are continuously integrated into project implementation and future municipal decision-making.

The participatory process is further strengthened through the collaboration between the Municipality of Cluj-Napoca, Babeş-Bolyai University, the Centre for Social Wealth, Consultiverse and local civil society organisations. This multidisciplinary partnership ensures that scientific evidence, community knowledge and institutional expertise are combined throughout the implementation process, creating a governance model that values both technical analysis and citizens' lived experience.

Pillar 3 – Community Action and Institutional Learning

The third pillar focuses on transforming the knowledge generated through perception monitoring, wellbeing assessment and participatory engagement into targeted community interventions and long-term institutional change. Rather than treating community participation as an end in itself, the project establishes a continuous learning cycle in which evidence generated with residents informs the design of interventions, the mobilisation of local resources and future municipal decision-making.

The integrated evidence framework combines perception-of-safety surveys, participatory mapping, wellbeing and social wealth indicators developed with FSPAC, Consultiverse and the Centre for Social Wealth, as well as qualitative insights emerging from storytelling and narrative analysis. Together, these sources provide a more comprehensive understanding of the factors influencing residents' sense of safety, belonging, participation and neighbourhood cohesion. The resulting evidence forms the basis for developing responses tailored to the specific challenges identified in the Iris neighbourhood.

A key element of the Cluj-Napoca adaptation is the exploration and development of Socio-cultural Prescriptions, referred to in the project as Cultural Prescriptions, as a mechanism for connecting identified community needs with existing local resources. Building on the [emerging Romanian framework for socio-cultural prescriptions](#), the mechanism creates structured pathways towards cultural, educational, recreational, civic and community activities that can respond to challenges such as social isolation, weak neighbourhood attachment, limited participation in community life and reduced use of public space.

Unlike conventional cultural programming, Cultural Prescriptions are not intended to create parallel services or a separate programme of one-off events. Their purpose is to identify, mobilise and better coordinate the existing ecosystem of community assets available in the neighbourhood and across Cluj-Napoca. These assets may include cultural institutions, libraries, museums, neighbourhood organisations, community centres, public spaces, festivals, volunteering initiatives, educational programmes, sports and recreational activities, local associations and informal community networks.

Based on the needs identified through the project's evidence framework, residents or groups of residents may be connected with activities and opportunities that are relevant to their circumstances, interests and barriers to participation. This approach allows existing local resources to be used more strategically while strengthening cooperation between municipal services, cultural actors, universities, civil society organisations and neighbourhood communities.

For example, perception indicators and storytelling analysis may reveal that newcomers have limited attachment to the neighbourhood, while wellbeing indicators may identify reduced participation or weak social connections. Possible responses could include neighbourhood heritage walks, storytelling circles, community gardening, volunteering initiatives, cultural events or activities encouraging residents to discover and use local public spaces together. Similarly, where social isolation affects older residents, the mechanism could facilitate access to intergenerational programmes, cultural activities and community-led initiatives already provided by local organisations.

In this way, Cultural Prescriptions translate community intelligence into practical, place-based pathways for participation and belonging. They also support the sustainability of the 2NITE transfer by making better use of resources, organisations and programmes that will remain available after the project's completion.

The same integrated evidence base informs complementary spatial interventions. Perception mapping, wellbeing indicators and narrative analysis help identify locations where small-scale improvements—such as enhanced lighting, seating, temporary installations, accessibility measures or improved wayfinding—could increase comfort, visibility and opportunities for social interaction. Physical interventions therefore complement community activation rather than replace it, ensuring that investments respond to residents' lived experiences and locally identified priorities.

Beyond the implementation of pilot actions, the project seeks to embed this integrated methodology within the working practices of the Municipality of Cluj-Napoca and its local partners. The perception monitoring protocol, the wellbeing and social wealth indicator framework, the storytelling methodology, the Cultural Prescriptions mechanism and the citizen diplomacy approach together form a transferable governance model for neighbourhood regeneration.

The lessons generated through implementation will inform future municipal programmes, partnership arrangements, public procurement mechanisms and evidence-based urban policies. They will also provide a methodological basis for adapting and scaling the approach through the Urban–Rural Hub and other neighbourhood or metropolitan development initiatives.

Ultimately, the innovation of the Cluj-Napoca adaptation lies not in any individual activity, but in its capacity to transform community knowledge into coordinated community action. By combining quantitative evidence, qualitative narratives, wellbeing assessment and participatory governance with a structured mechanism for activating existing local resources, the project establishes a sustainable model for improving perceived safety, strengthening neighbourhood belonging and enhancing quality of life.

2.4 The integrated approach and the participative process

The implementation of the Investment Plan follows an integrated and iterative approach that connects evidence generation, participatory governance and community action into a continuous learning cycle. Rather than treating research, participation and implementation as separate project phases, the methodology establishes a feedback loop through which community knowledge continuously informs local interventions and future municipal decision-making.

The process begins with the development of an integrated evidence base. Perception-of-safety surveys, participatory mapping, wellbeing and social wealth

indicators, together with storytelling and narrative inquiry, provide complementary forms of quantitative and qualitative evidence that capture both measurable trends and residents' lived experiences. This combination enables a more comprehensive understanding of neighbourhood dynamics than any single method could provide independently.

The knowledge generated through this evidence framework is then translated into participatory governance processes. Through the Urban Local Group, storytelling activities, citizen diplomacy and community co-creation initiatives, residents, researchers, civil society organisations and municipal representatives jointly interpret the findings, identify priorities and co-design appropriate responses. Participation therefore becomes an ongoing mechanism for collective learning rather than a one-off consultation exercise.

The third stage translates community knowledge into evidence-informed action. Drawing on the needs identified through the integrated evidence framework, the project explores the use of Socio-cultural Prescriptions (Cultural Prescriptions) as a mechanism for connecting residents with existing cultural, educational, recreational and civic opportunities available within the neighbourhood and the city. At the same time, the evidence generated through perception monitoring and participatory engagement informs complementary spatial improvements, ensuring that physical investments respond directly to residents' experiences and priorities.

Monitoring and evaluation complete the cycle by measuring changes in perceptions of safety, social cohesion, neighbourhood belonging and public space use. The lessons generated through implementation are fed back into municipal planning processes, allowing the methodology to evolve over time and supporting its transfer to other neighbourhoods and future regeneration initiatives.

This integrated approach positions the 2NITE Investment Plan as more than a collection of isolated project activities. It establishes a governance framework through which the Municipality of Cluj-Napoca continuously transforms community knowledge into coordinated action and institutional learning.

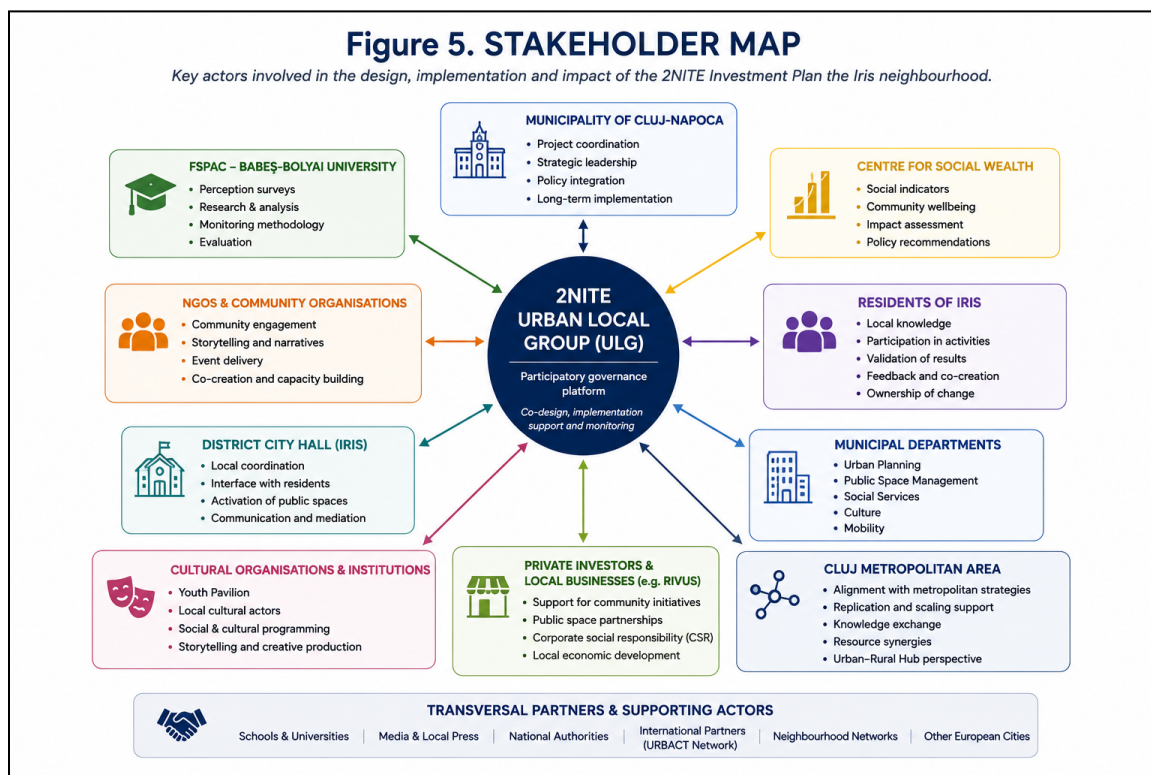


Figure 5. Stakeholder Map of the 2NITE Investment Plan for the Iris neighbourhood .

The stakeholder map illustrates the complementary roles of the organisations involved in the Investment Plan. While the Municipality of Cluj-Napoca provides strategic coordination and policy integration, academic partners contribute research and monitoring expertise, community organisations facilitate engagement and storytelling activities, and residents actively participate in the co-creation and validation of interventions. The inclusion of municipal departments, cultural organisations, private investors and metropolitan stakeholders strengthens the integrated governance model and supports the long-term sustainability and scalability of the proposed actions.

2.5 Intervention Logic of the Investment Plan

The previous sections have outlined the key challenges affecting the Iris neighbourhood, the adaptation of the ToNite Good Practice and the integrated participatory approach underpinning the Investment Plan. Together, these elements form the intervention logic that explains how the proposed actions are expected to generate immediate outputs, medium-term outcomes and long-term institutional change. Figure 6 illustrates this causal pathway, showing how local challenges are translated into coordinated actions that contribute to improved

perceived safety, stronger community cohesion and more evidence-informed urban governance.

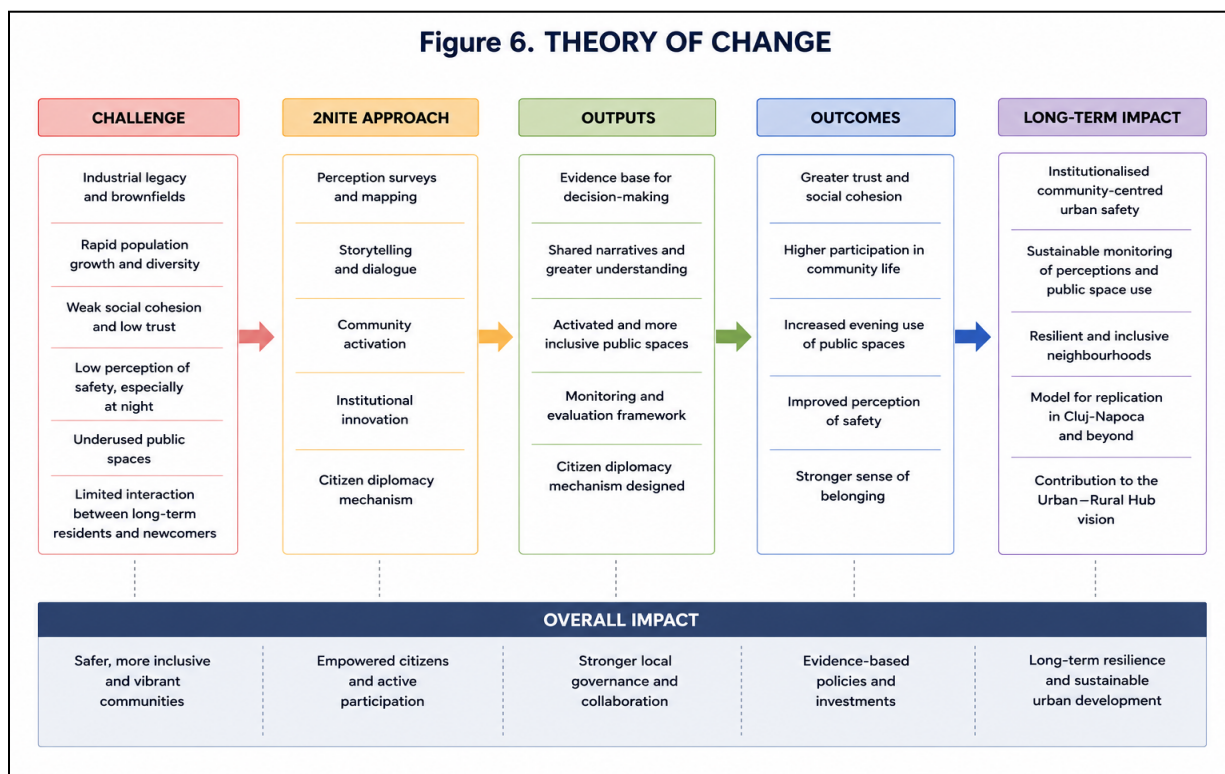


Figure 6. Intervention Logic of the 2NITE Investment Plan

SECTION 3 – The adapted innovation project

3.1 The Value Proposition

The value proposition of the 2NITE Investment Plan lies in establishing a transferable governance model for neighbourhood regeneration that complements physical investments with community intelligence, participatory governance and evidence-informed action. The methodology adopts a broader understanding of perceived safety, recognising that it emerges from the interaction between the physical environment, social relationships, community participation and residents' lived experiences, rather than relying exclusively on infrastructure or surveillance measures.

The adapted methodology combines quantitative evidence, qualitative narratives, wellbeing assessment and participatory governance into a continuous learning cycle that enables the Municipality of Cluj-Napoca to better understand neighbourhood dynamics, co-design responses with residents and translate

community knowledge into coordinated action. Through this approach, the Investment Plan strengthens both local community resilience and the municipality's long-term capacity for evidence-based urban governance.

Its innovation therefore lies not in any individual activity, but in creating a scalable governance framework that can support future neighbourhood regeneration initiatives in Cluj-Napoca and beyond.

3.2 The workplan

Phase	Period	Main Activities	Expected Output
Phase 1	January 2026	Perception survey & mapping	Baseline data
Phase 2	Feb–Apr 2026	Storytelling & community engagement	Shared narratives & identified needs
Phase 3	29 May – 1 June 2026	Public activation event (Cluj Days)	Pilot testing of cultural recipes
Phase 4	Summer 2026	Small-scale spatial interventions	Improved comfort & visibility
Phase 5	Autumn 2026	Evaluation & consolidation	Final Investment Plan refinement

Table 2. Implementation Phases Overview

The workplan for the 2Nite project in the Iris neighbourhood is structured as a progressive and iterative process that links research, community engagement, spatial activation and evaluation. The sequencing of activities is designed to first build understanding and trust, and only afterwards introduce actions that require collective participation and shared ownership.

The initial phase focuses on research and diagnosis. A perception-of-urban-safety survey was implemented at neighbourhood level, with data disaggregated by gender, age and socio-demographic profile. This

approach allows the project to identify differentiated perceptions of insecurity and to understand the underlying reasons that make certain groups feel unsafe in specific spaces or at particular times. In parallel, participatory mapping exercises will identify areas perceived as unsafe, as well as spaces with potential to function as meeting points or community anchors.

The second phase concentrates on **storytelling and community engagement**. Based on the research results, storytelling activities will be organised to address mistrust and social distance between long-term residents and newcomers. These activities aim to humanise differences, highlight shared concerns and foster empathy. Storytelling is understood not as a communication campaign, but as a participatory tool that enables residents to see one another as individuals rather than as abstract groups.

The third phase involves the activation of key public spaces in the neighbourhood through a set of structured “cultural recipes”. These are small-scale, replicable formats of community engagement designed to stimulate interaction, shared experiences and collective presence in public space, particularly during evening hours. Two strategic locations are prioritised: the area near the district city hall and the Youth Pavilion in Parcul Feroviarilor. These spaces host activities based on participatory cultural formats – such as storytelling circles, intergenerational workshops, neighbourhood dinners and thematic evening gatherings – specifically designed to bring together long-term residents and newcomers in informal and inclusive settings. Where appropriate, these initiatives are connected to existing city-wide events such as *Zilele Clujului* or *Jazz in the Park*, while maintaining a strong neighbourhood focus.

An important milestone of this phase was the public event organised in Parcul Feroviarilor during Cluj Days (21–24 May 2026). Building directly on the storytelling and community engagement activities, the event translated the ideas and experiences collected during the previous phase into participatory activities in public space. It brought together long-term residents and newcomers in an informal and inclusive setting, providing an opportunity to test the proposed cultural formats in a real-life context. The event was also linked to the wider Cluj Days programme, creating synergies with other initiatives, increasing the visibility of the Iris neighbourhood at city level, while maintaining its strong local focus.

The fourth phase focuses on consolidating community activation by expanding and refining the cultural recipes tested during the previous phase. Based on the feedback collected from residents and local stakeholders, successful formats will be adapted and replicated in different public spaces across the neighbourhood.

The emphasis remains on strengthening social interaction, increasing community presence and encouraging a greater sense of familiarity and ownership of public space. Where appropriate, the findings may also inform complementary small-scale environmental improvements delivered through synergistic municipal initiatives or future investment projects. In this approach, safety is understood as the result of sustained social use, inclusive participation and stronger community connections, building on the physical improvements already delivered through previous regeneration initiatives.

Activities and Timeline

The Investment Plan is structured around six key activities that translate the adapted ToNite Good Practice into the local context of Iris:

1. Developing, testing and scaling storytelling as a participatory tool for community engagement in Iris and future neighbourhood initiatives.
2. Establishing a recurring protocol for measuring residents' perceptions and creating a consistent perception monitoring framework.
3. Developing and adopting a local indicator framework, in cooperation with the Centre for Social Wealth, to assess social cohesion, perceptions of safety and community needs.
4. Introducing a new public procurement mechanism for citizen perception and advisory services (*long-term action, post-project*).
5. Developing a policy proposal for financing citizen diplomacy and creating a structured participation mechanism to reduce participation fatigue (*long-term action, post-project*).
6. Scaling the methodology to the urban-rural level through the Rural Urban Hub approach (*long-term action*).

The table below presents these six activities together with the corresponding components transferred from Torino, their adaptation to the Cluj-Napoca context, the implementation timeline and the organisations responsible for delivery.

Nr.	Key Activity	Torino Component	Cluj Adaptation Actions	Timeline	Lead Partners /
1	Storytelling as participatory tool	Community engagement & cultural activation	Develop, test and scale storytelling as a key engagement activity in community events in Iris and beyond	Feb–Jun 2026	Municipality + NGOs + FSPAC
2	Perception measurement protocol	Evidence-based diagnosis & monitoring	Establish baseline and consistent measuring protocol for safety perception	Jan–Mar 2026 (baseline); Autumn 2026 (follow-up)	Municipality + FSPAC + Centre for Social Wealth
3	Indicator framework	Impact assessment & social wealth indicators	Develop and adopt indicator framework in cooperation with Centre for Social Wealth to measure societal needs	Mar–Jun 2026	Centre for Social Wealth + Municipality
4	Public procurement for citizen perception services	Institutional innovation for citizen services	Introduce new type of public procurement for support and advisory services for citizen perception	LONG TERM (post-project)	Municipality
5	Policy for citizen diplomacy financing	Governance & resource allocation innovation	Policy proposal for mechanism allocating resources to citizen diplomacy; consistent participation procedure to avoid fatigue	LONG TERM (post-project)	Municipality + ULG

6	Urban-Rural upscaling	Territorial scalability	Upscaling policy to Urban-Rural scale through rural urban hub model	LONG TERM (post-project)	Municipality + Metropolitan Area
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Table 3. Overview of the proposed activities and expected outputs.

3.3 Governance and delivery model

The governance model should be expanded to specify stakeholder roles across three functions: design, delivery, and monitoring & evaluation. The following table provides an indicative mapping:

Stakeholder	Design	Delivery	Monitoring & Evaluation
Municipality of Cluj-Napoca (Lead Partner)	Strategic direction; policy alignment; resource allocation	Overall coordination; public space access; logistics	Oversight; integration of findings into policy
FSPAC – Babes-Bolyai University	Survey design; research methodology; indicator framework	Data collection; analysis; academic validation	Lead role in M&E framework development; follow-up surveys
Centre for Social Wealth	Indicator framework; societal needs assessment methodology	Support in data interpretation	Co-development of social wealth indicators
Local NGOs & Cultural Operators	Co-design of cultural recipes and community formats	Facilitation of storytelling; event organisation; outreach	Participant feedback collection
Residents (long-term & newcomers)	Participatory input via ULG; needs identification	Active participation; co-creation of events	Survey respondents; feedback providers
Iris District City Hall	Local knowledge; spatial priorities	Venue access; local coordination; community liaison	Local observation; continuity post-project

Table 4. Governance responsibilities of stakeholders involved in the 2NITE

The governance model of the 2Nite project in Iris is based on shared responsibility and multi-level coordination. The Municipality of Cluj-Napoca acts

as the main coordinator, ensuring alignment with local policies, administrative coherence and integration with existing urban strategies.

A central role is played by the **Urban Local Group (ULG)**, which functions as a platform for dialogue, co-design and validation. The ULG brings together representatives of the local administration, universities, community organisations, cultural operators, residents (both long-term and newcomers) and other relevant stakeholders. Its role is not only consultative, but actively participatory, contributing to the definition, implementation and evaluation of actions.



Figure 7. Stakeholder engagement through Urban Local Group meetings

The local governance model is further reinforced through the transnational cooperation established within the 2NITE Transfer Network, coordinated by the City of Turin and involving the partner cities of Riga, Pentagono Urbano (Portugal), Sant Boi de Llobregat (Spain) and Cluj-Napoca. This collaboration extends the local governance framework beyond the municipal level by creating a continuous process of peer learning, knowledge exchange and mutual capacity building among European cities addressing similar urban challenges.

The Urban Local Group and the municipal project team have benefited from this collaborative environment by testing ideas, comparing governance approaches and adapting the ToNite good practice to the specific context of the Iris neighbourhood. The persona mapping exercise conducted during the transnational meeting hosted in Cluj-Napoca (Figure 8) is one example of how international exchange has directly informed the local planning process. Insights generated through the network have also contributed to refining the storytelling methodology, the perception monitoring framework and the participatory governance model presented in this Investment Plan.

Beyond supporting local implementation, participation in the Transfer Network strengthens Cluj-Napoca's institutional capacity, embeds the city within a wider

European community of practice and increases the transferability and long-term sustainability of the methodologies developed through 2NITE.



Figure 8. Persona mapping exercise organized during the transnational meeting held in Cluj-Napoca

Operational delivery of activities is supported by local NGOs, cultural actors and community facilitators who have experience working at neighbourhood level. These actors contribute to outreach, engagement, facilitation of storytelling activities and the organisation of public events. This distributed delivery model supports flexibility, responsiveness and strong local anchoring.

The governance structure supports transparency, continuous feedback and adaptive decision-making. Regular meetings and informal exchanges allow the project to respond to emerging needs and adjust actions accordingly.

This governance model also facilitates continuity beyond the duration of the 2Nite project, increasing the likelihood that successful formats will be integrated into regular neighbourhood programming.

While Table 4 defines the responsibilities of each stakeholder throughout the project lifecycle, Figure 9 illustrates how these actors interact during implementation. It highlights the coordination mechanisms, decision-making processes and continuous feedback loops that support adaptive management and the long-term institutionalisation of the Investment Plan.

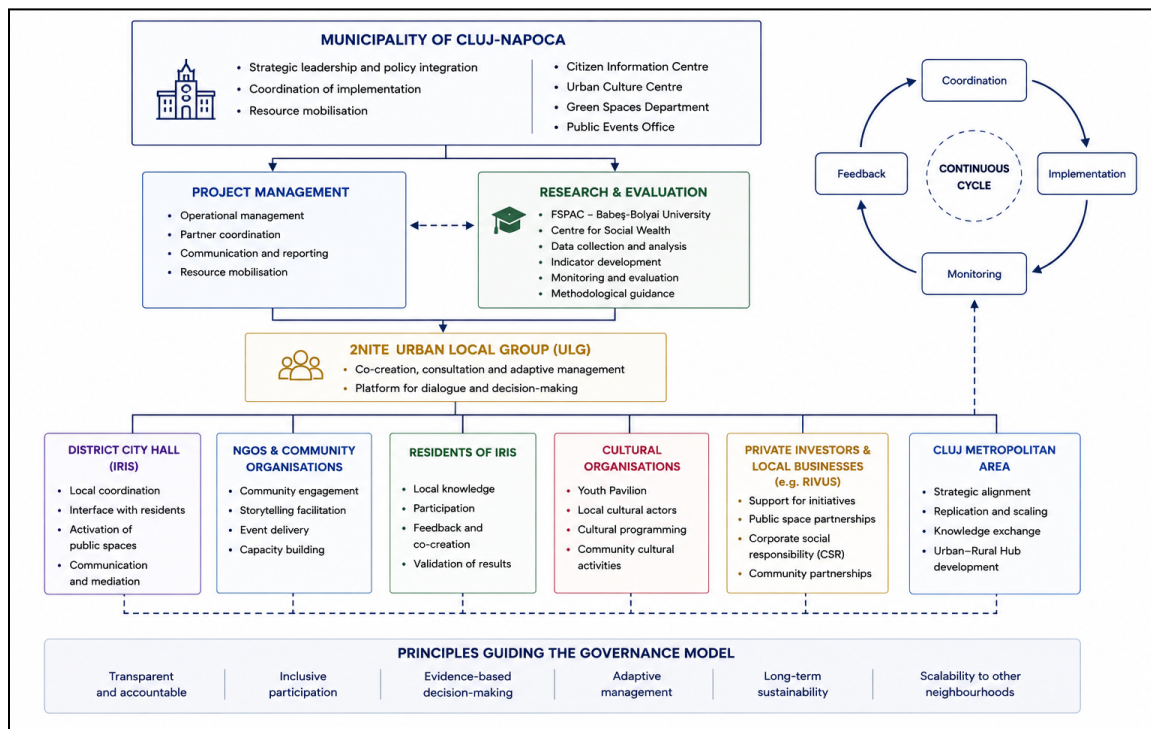


Figure 9. Governance Structure of the 2NITE in Cluj-Napoca

3.4 Overall project schedule

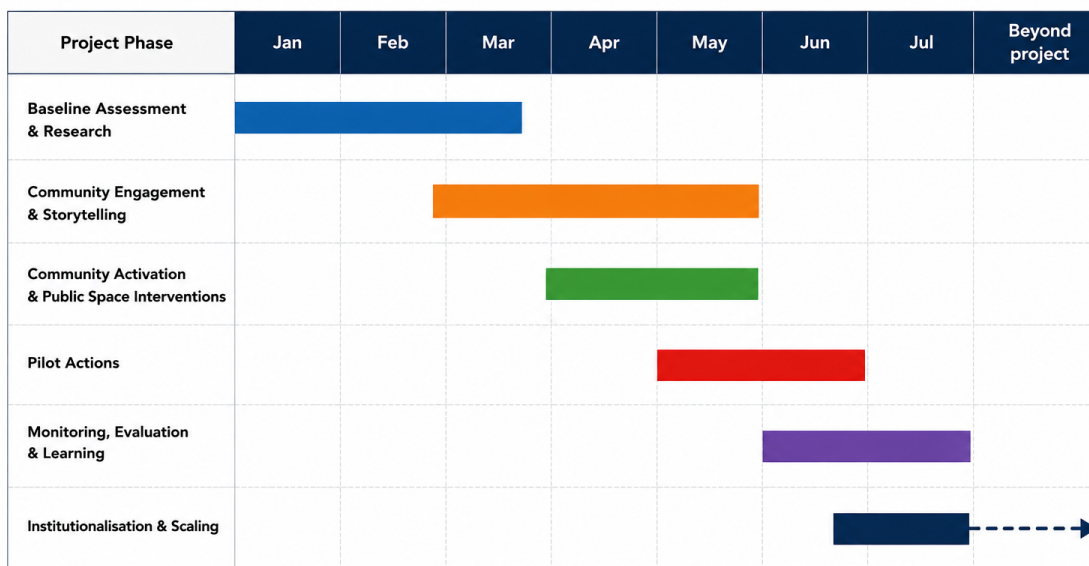


Figure 10. Timeline of 2NITE in Cluj-Napoca

The implementation schedule follows the overall timeline of the URBACT 2NITE Transfer Network and is designed to support the gradual development of the adapted methodology. The sequence of activities reflects a progressive approach, beginning with baseline research and community engagement, followed by community activation and pilot actions, and concluding with monitoring, evaluation and institutional learning.

The schedule intentionally allocates sufficient time for trust-building, participatory processes and continuous learning. This reflects the understanding that improvements in perceived safety, neighbourhood cohesion and community participation require sustained engagement rather than isolated interventions.

The final phase extends beyond the formal project period through the institutionalisation and scaling of the methodologies developed within 2NITE. By integrating perception monitoring, storytelling, participatory governance and Cultural Prescriptions into municipal practice, the Investment Plan establishes a foundation for future neighbourhood regeneration initiatives in Cluj-Napoca and supports the transfer of the approach to other local and metropolitan contexts.

SECTION 4 – Budget

4.1 Project costs

The 2Nite project focuses its direct investment on research, community engagement, and the development of replicable participatory tools. Physical spatial interventions in the Iris neighbourhood are addressed through the municipality's broader investment portfolio, which includes dedicated programmes for public lighting, green space rehabilitation, and infrastructure modernisation (see Complementary Actions Table in Section 2.2). The 2Nite project articulates with this physical regeneration portfolio by providing the community intelligence – perception data, participatory mapping results, and resident priorities – that makes physical investments more targeted and responsive to actual needs.

This complementary relationship ensures that while 2Nite concentrates on the social dimensions of urban safety, physical improvements proceed in parallel through appropriate funding channels. More ambitious physical interventions are programmed for the medium-term implementation plan (2027–2029) and will draw on ERDF, national co-financing, and municipal resources.

Project costs are structured around the specific components required to deliver the 2Nite approach in the Iris neighbourhood. Activities related to research and data collection (such as the perception-of-safety survey, the mapping of unsafe areas and the analysis of gender/age-disaggregated results) were covered through the URBACT budget, together with the facilitation of storytelling workshops and the coordination support needed for community engagement.

In contrast, the practical organisation of neighbourhood activities and public space activation relies primarily on local resources. The municipality will use existing public spaces already available in the area (such as the District City Hall surroundings and the Youth Pavilion in Parcul Feroviarilor), while additional costs associated with events (logistics, materials, promotional tools) will be supported through the local budget, partnerships and sponsorships. Several activities will also benefit from volunteer involvement, local associations and contributions from cultural operators already active in Cluj.

Table 5 presents the indicative budget structure for the main strategic activities proposed through the Investment Plan. Several long-term actions extend beyond the duration of the URBACT project and will require additional municipal and external funding.

#	Key Activity	Timeline	Indicative Budget	Sources
1	Storytelling as participatory tool	Feb–Jun 2026	9000 Euro	URBACT budget
2	Perception measurement protocol	May 2026–May 2027 (baseline); Autumn 2026 (follow-up)	10000 Euro	URBACT budget Local Budget Partnerships (including volunteer involvement for follow-up)

3	Indicator framework	July 2026- December 2026	8000 Euro	Local Budget Partnerships
4	Public procurement for citizen perception services	LONG TERM (post-project)	20.000-40.000 Euro (Municipal Budget / future EU funding opportunities)	Local budget Sponsorships
5	Policy for citizen diplomacy financing	LONG TERM (post-project)	10.000-25.000 Euro (Municipal Budget / future EU funding opportunities)	Local Budget
6	Urban-Rural upscaling	LONG TERM (post-project)	10.000-20.000 Euro (Metropolitan Area resources and future EU programmes)	Urban-Rural Hub Partnership Sponsorships

Table 5. Indicative budget and funding sources for the implementation of the 2NITE Investment Plan.

The proposed budget reflects the complementary role of the 2NITE Investment Plan within the wider regeneration strategy for the Iris neighbourhood. Over the past decade, physical regeneration has progressed more rapidly than the social processes needed to strengthen neighbourhood cohesion, participation and residents' sense of belonging. Through the implementation of this Investment Plan, the Municipality of Cluj-Napoca aims to ensure that social regeneration progresses in parallel with future physical investments by strengthening community intelligence, participatory governance and institutional learning. This integrated approach enables future regeneration initiatives to respond not only to spatial needs, but also to residents' perceptions, lived experiences and aspirations, creating a more balanced and sustainable model of neighbourhood regeneration.

4.2 Investment sources

Funding for the 2Nite Investment Plan is expected to come from a combination of European, national and local sources. ERDF funding supports the overall framework of the project, while national co-financing and the municipal budget of Cluj-Napoca contribute to implementation.

Additional resources may also be mobilised through partnerships with cultural operators, universities, event organisers and local initiatives, particularly for community activities linked to existing city-wide programmes and events. Beyond the current project, the Municipality of Cluj-Napoca intends to further develop and refine the 2NITE framework, ensuring that its methodologies and tools continue to evolve in response to changing societal needs and urban challenges. Future European funding opportunities—such as URBACT, CERV, Horizon Europe and other relevant programmes—may support the further testing, adaptation and scaling of this framework, enabling it to remain an effective and transferable tool for evidence-based urban regeneration.

SECTION 5 – Monitoring and Evaluation

5.1 Monitoring Methodology

Monitoring and evaluation will employ a participatory mixed-methods approach combining quantitative data collection with qualitative assessment. Building on the baseline established through the 2026 perception survey, the framework is designed to support adaptive project management while generating evidence for future policy development and institutional learning.

Monitoring will employ a mixed-methods approach combining quantitative data collection with qualitative assessment. The methodology is structured around three complementary components:

Component 1 – Perception surveys: Repeated administration of the perception-of-safety questionnaire developed in Phase 1. The baseline survey (January 2026, n=142) provides the reference point. Follow-up surveys will be conducted at six-month intervals (target: Summer 2026, Winter 2026/27, Summer 2027) to track changes in perceived safety, belonging, and public space use. Surveys will maintain the same disaggregation by gender, age, and socio-demographic profile to enable longitudinal comparison.

Component 2 – Systematic observation: Structured observation protocols for selected public spaces (District City Hall area, Youth Pavilion / Parcul Feroviarilor) will track pedestrian counts, user diversity, and temporal usage patterns (daytime vs. evening). Observations will be conducted monthly during project implementation and, subject to available resources, may continue on a quarterly basis as part of the Municipality's longer-term perception monitoring framework.

Component 3 – Qualitative assessment: In-depth interviews and focus group discussions with a sample of residents (both long-term and newcomers), ULG members, and community facilitators will capture narrative evidence of change. These will be conducted at two key milestones: mid-project (after Phase 3) and end-of-project (Phase 5).

5.2 Monitoring Frequency and Schedule

Monitoring Tool	Frequency	Responsible Party	Data Use	Expected Outcome
Perception-of-safety survey	Annually post-project	FSPAC (Babes-Bolyai University) + Municipality	Longitudinal tracking of perception change	Evidence of positive trends in perceived safety and neighbourhood belonging (qualitative)
Pedestrian counts & space observation	Monthly (quarterly post-project)	Municipality + community facilitators	Usage trends; evening activation effectiveness	Increased use and diversity of public space during daytime and evening hours
Focus groups / interviews	Twice during project (mid-point + final)	FSPAC + Centre for Social Wealth	Qualitative depth; narrative evidence	Qualitative evidence of strengthened neighbourhood cohesion and belonging
Event participation tracking	Per event	NGOs + Municipality	Reach; inclusivity; diversity metrics	10% increase in participation year over year

ULG progress review	Quarterly	Municipality (ULG coordinator)	Adaptive management; course correction	Continuous stakeholder engagement and evidence-informed decision-making
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Table 6. Monitoring and Evaluation Framework

5.3 Monitoring Responsibility

Primary responsibility for the M&E framework lies with the Municipality of Cluj-Napoca as lead partner, supported by FSPAC (Babes-Bolyai University) which provides the academic methodology and analytical capacity. The Centre for Social Wealth contributes the societal needs assessment indicators. Operational data collection is distributed among ULG members, community facilitators, and NGO partners involved in event delivery. The ULG serves as the regular forum for reviewing monitoring data and adjusting project activities accordingly.

This distributed monitoring model reflects the World Bank’s recommendation that “monitoring responsibilities should be shared among project stakeholders, with academic or technical partners providing methodological quality assurance, while local actors contribute contextual knowledge and ground-level observation” (World Bank, 2010, p. 39). The study’s framework for long-term monitoring of brownfield outcomes (environmental, economic, and social indicators tracked over 5–10 years post-intervention) also provides a model for extending the 2Nite perception monitoring beyond the project’s formal timeline.

5.4 Evaluation Indicators

The implementation of the Investment Plan will be evaluated through a combination of quantitative and qualitative indicators. Together, these indicators will assess changes in public space use, community participation, perceptions of safety and neighbourhood cohesion. Results will be compared against the baseline established through the 2026 perception survey.

Quantitative indicators

- Number of storytelling workshops and community events organised
- Number of participants involved in community engagement activities
- Percentage increase in evening use of selected public spaces (based on observational counts)

- Percentage of residents reporting that they feel safe in public spaces after dark
- Percentage of residents reporting a stronger sense of belonging to the neighbourhood
- Percentage of residents reporting increased interaction with neighbours from different social groups
- Number of organisations actively participating in the Urban Local Group (ULG)
- Number of complementary physical interventions implemented following the participatory process

Qualitative indicators

- Residents' perceptions of trust and openness within the community
- Feedback collected during storytelling workshops and community events
- Perceived inclusiveness and attractiveness of activated public spaces
- Narratives illustrating changes in how the neighbourhood is experienced
- Stakeholder assessment of the effectiveness of the participatory process

Follow-up perception surveys will be conducted using the same methodology as the 2026 baseline, enabling longitudinal comparison over time. By applying a consistent monitoring framework, the Municipality of Cluj-Napoca will be able not only to assess the impact of the Investment Plan but also to continuously refine the methodology in response to evolving societal needs, creating a robust evidence base for future urban regeneration policies and investment programmes.

SECTION 6 - Institutionalisation Strategy and Future Outlook

6.1 From Project to Municipal Policy

The implementation of the 2NITE project has demonstrated that strengthening perceived safety in neighbourhoods undergoing rapid urban transformation requires more than physical regeneration. While Iris has benefited from substantial investments in public infrastructure, mobility and public space, the transfer process confirmed that long-term urban resilience also depends on strengthening community relationships, participation, trust and residents' sense of belonging.

Throughout the implementation of the URBACT Transfer Network, Cluj-Napoca successfully adapted the ToNite Good Practice to its local context by **integrating**

community intelligence, participatory governance and evidence-informed decision-making into a coherent methodological framework. The project tested new approaches for understanding neighbourhood dynamics through perception monitoring, storytelling, participatory mapping, wellbeing assessment and community activation, while simultaneously strengthening cooperation between the municipality, academia, civil society and local communities.

The principal outcome of the project is therefore not represented by the individual pilot activities delivered during implementation, but by **the lessons generated through their application and the governance model emerging from this experience.** The methodologies developed through 2NITE provide the Municipality with practical instruments for understanding community needs, improving public participation and supporting more adaptive urban policies.

A first concrete result of this institutionalisation process has already been achieved. The community storytelling methodology developed and tested during the project has been consolidated into a standardised, ready-to-use operational tool – the Community Storytelling Toolkit (Annex I). The toolkit enables municipal staff to plan, conduct, document and analyse storytelling activities and to translate residents' lived experiences into Community Intelligence for use in co-design, consultation, impact assessment and the monitoring of soft indicators, across any policy area or neighbourhood. It represents the first replicable instrument of the framework proposed below and demonstrates that the transition from project-based innovation to permanent municipal practice is already underway.

The Investment Plan therefore proposes moving beyond project implementation towards the institutionalisation of these methodologies within the regular operations of the Municipality of Cluj-Napoca. The objective is to establish a permanent framework through which community knowledge continuously informs neighbourhood regeneration, public service delivery and local policy development.

The transition from project implementation to institutional practice represents the principal investment proposed through this Investment Plan and constitutes the long-term legacy of Cluj-Napoca's participation in the URBACT 2NITE Transfer Network.

The ambitions the Municipality intends to carry forward beyond the current transfer - including the further development of the night-time economy dimension

and the participation of children and young people as future citizens - are set out in Section 7.

6.2 Policy Proposal for Institutionalising the 2NITE Methodology

Building upon the lessons generated through the implementation of the 2NITE project, the Municipality of Cluj-Napoca **proposes the institutionalisation of a permanent Community Intelligence and Participation Framework embedded within its existing administrative structures.**

Rather than creating a new municipal department, the proposal builds upon existing institutional capacity by positioning the **Citizen Information Centre Department** as the operational hub responsible for coordinating community intelligence, citizen participation and neighbourhood engagement across the municipality. As the primary interface between citizens and the local administration, the department is well positioned to facilitate the systematic collection of community knowledge while ensuring that residents' experiences are integrated into municipal decision-making.

The proposed framework establishes a continuous governance cycle in which community intelligence generated through perception monitoring, storytelling, participatory mapping, wellbeing indicators and community dialogue is synthesised and shared across relevant municipal departments. The resulting evidence supports the identification of local priorities, informs investment planning, guides neighbourhood interventions and contributes to continuous policy improvement. The Community Storytelling Toolkit (Annex I) already provides a working template for how each of these components can be standardised, documented and embedded in day-to-day municipal operations.

Implementation of the framework will rely on close cooperation between the Citizen Information Centre Department and the municipal departments responsible for urban planning, public space, mobility, culture, social services, environmental sustainability, public safety and community development. Rather than operating independently, these departments will jointly use community intelligence to improve the design, implementation and evaluation of municipal programmes affecting neighbourhood life.

The proposed framework also creates the institutional conditions necessary **for integrating future innovations such as recurring perception monitoring, socio-cultural prescriptions, citizen diplomacy initiatives and participatory evaluation into regular municipal practice.** In this way, the Municipality

progressively transforms project-based innovation into a permanent governance capacity capable of responding to complex urban challenges through evidence-informed and citizen-centred decision-making.

6.3 Community Intelligence Ecosystem and Governance Partnerships

The successful institutionalisation of the 2NITE methodology depends upon maintaining the multidisciplinary partnerships established during the project and transforming them into a permanent Community Intelligence Ecosystem supporting municipal governance.

The Municipality of Cluj-Napoca, coordinated through the Citizen Information Centre Department, will act as the convener of this ecosystem, facilitating collaboration between municipal departments, academic institutions, cultural organisations, civil society and neighbourhood communities.

Within this ecosystem, **Babeş-Bolyai University – Faculty of Political, Administrative and Communication Sciences (FSPAC)** will continue to provide expertise in research methodology, perception monitoring, survey design, qualitative analysis and evaluation, ensuring the scientific robustness of the Community Intelligence Framework.

The **Centre for Social Wealth** will contribute to the continuous development and application of wellbeing and social wealth indicators, enabling the Municipality to evaluate broader dimensions of community resilience, participation, belonging and quality of life.

Consultiverse and the faculty of Geography within Babes-Bolyai University will support the refinement of citizen perception methodologies, participatory evaluation tools and community intelligence instruments, contributing to the ongoing development of evidence-based public policies.

The **Cluj Cultural Centre** will coordinate the cultural dimension of the framework by facilitating the implementation of Socio-cultural Prescriptions, mobilising the city's cultural ecosystem and strengthening connections between residents, cultural participation and neighbourhood life.

The **Cluj Cluster of Education (C-EDU)** will connect schools, universities, educational organisations and innovation partners with neighbourhood development initiatives. Through its **City Science and Innovation Office (CISO)** and its collaborative education ecosystem, C-EDU will support lifelong learning,

civic education, intergenerational participation, citizen science and community engagement while contributing to the dissemination, continuous improvement and long-term sustainability of the Community Intelligence Framework.

Storytelling experts, facilitators and community practitioners will continue to strengthen municipal capacity by providing methodological guidance, facilitator training and quality assurance for participatory processes and qualitative evidence generation.

Civil society organisations, neighbourhood associations and community groups will remain essential partners for community outreach, participation, co-design and local implementation, ensuring that neighbourhood knowledge continues to inform municipal decision-making.

Together, these organisations establish a permanent Community Intelligence Ecosystem capable of generating evidence, supporting collaborative governance and continuously improving neighbourhood regeneration policies throughout Cluj-Napoca.

6.4 Scaling and Transferability

Although developed through the experience of the Iris neighbourhood, the principal innovation emerging from the 2NITE project is not a collection of individual participatory activities but a transferable governance framework capable of being adapted to different territorial contexts.

The Community Intelligence and Participation Framework combines recurring perception monitoring, storytelling, wellbeing assessment, participatory governance and socio-cultural prescriptions within a single operational model that can support evidence-informed urban development. Because the methodology builds upon existing municipal structures and local partnerships rather than creating new institutions, it can be progressively adapted to neighbourhoods with different demographic, social and spatial characteristics.

Within Cluj-Napoca, the framework provides a practical basis for extending community intelligence methodologies to other neighbourhood regeneration initiatives and integrating citizen-generated evidence into future municipal programmes.

At metropolitan level, the experience gained through 2NITE will inform the development of the Urban–Rural Hub, creating opportunities to adapt the

methodology to peri-urban and rural communities facing similar challenges related to demographic change, social cohesion and community participation.

More broadly, the governance model contributes to the wider European discussion on people-centred urban regeneration by demonstrating how relatively small-scale participatory innovations can strengthen institutional capacity, improve evidence-based decision-making and generate long-term policy change.

The enduring legacy of the 2NITE Investment Plan therefore lies in establishing a permanent Community Intelligence and Participation Framework that enables the Municipality of Cluj-Napoca to transform community knowledge into coordinated action, adaptive governance and more resilient neighbourhoods well beyond the lifetime of the project.

SECTION 7 – Lessons Learned, Limitations and the Forward Agenda

7.1 A learning-oriented reading of the transfer

Consistent with the URBACT method, the Municipality of Cluj-Napoca treats the 2NITE transfer not only as a set of delivered activities but as a learning process. This section records, transparently, the ambitions the city set out with, what it was able to consolidate within the timeframe and resources of the transfer, and - importantly - the aspects it was not yet able to develop as fully as intended.

7.2 What the transfer confirmed

The transfer confirmed that storytelling and perception-based evidence can be integrated into municipal practice; that the Urban Local Group functions as a genuine forum for co-design rather than consultation; and that community intelligence can be captured in reusable instruments, of which the Community Storytelling Toolkit (Annex I) is the first. These results provide a solid foundation on which the two ambitions below can still be realised.

7.3 Ambitions the transfer was not able to fully develop

7.3.1 From perceived safety towards the night-time economy. The 2NITE initiative originates in Turin's ToNite good practice, whose central concern is the vitality, use and economy of public space after dark. During adaptation to the Iris context, Cluj-Napoca deliberately prioritised the social and perceptual dimensions of night-time safety and cohesion. This focus was justified, but it

meant that the **night-time economy dimension in the narrower sense - evening cultural and commercial activity, the programming and animation of public space after dark, support to local venues, services and businesses, and the evidence base on how residents use (or avoid) the neighbourhood at night - remained comparatively under-explored.** The Municipality would have valued the opportunity to design and test concrete night-economy pilots and to gather dedicated data on night-time uses and needs. This ambition is carried forward: perception monitoring (Section 5) can be extended with indicators on evening activity and local economic vitality, and the Cultural Prescriptions mechanism and the Cluj Cultural Centre (Section 6.3) provide ready channels to pilot after-dark activation in future phases.

7.3.2 Children and young people as envolved future citizens. The Municipality also intended to bring **children and young people into the participatory process itself - familiarising them with URBACT mechanisms and tools such as the Urban Local Group, co-design methods and impact measurement - so that the city's youngest residents begin to acquire, early, the civic habits of collaborating, co-designing, participating and assessing impact.** The premise is straightforward: the sooner future citizens are onboarded into these practices, the better equipped the city will be to become genuinely inclusive and participatory over the long term. Within the transfer, this ambition was only partially realised; structured, age-appropriate involvement of children in the ULG and in the storytelling and evaluation activities was not fully implemented. It remains a priority for the city, and one for which Cluj-Napoca is unusually well positioned: through the Cluj Cluster of Education (C-EDU) and its City Science and Innovation Office (CISO), already recognised as ecosystem partners in Section 6.3, the Municipality can develop child - and youth-friendly formats of the storytelling toolkit, school-based co-design and citizen-science activities, and a junior strand of the Urban Local Group, embedding intergenerational participation in the permanent Community Intelligence and Participation Framework.

7.4 Turning unfinished ambitions into next steps

Ambition to carry forward	What remains to be done	How it will be taken forward	Lead / partners

Night-time economy activation	Design and pilot after-dark cultural/economic activation; build a night-time uses evidence base	Extend perception monitoring with evening-activity indicators; pilot through Cultural Prescriptions	Municipality; Cluj Cultural Centre; local businesses
Children as future citizens	Age-appropriate participation formats; junior ULG; school-based co-design and impact measurement	Adapt the Community Storytelling Toolkit for children; integrate into the Framework (Section 6)	C-EDU / CISO; schools; Municipality

Beyond the Project

Having set out the policy context, the adapted methodology, the workplan, budget, monitoring framework and institutionalisation strategy, together with the ambitions the city still intends to realise, the Investment Plan closes with a wider reflection on what the 2NITE transfer means for Cluj-Napoca. This final section steps back from the individual activities to consider the plan's deeper purpose: not a fixed set of interventions in the Iris/Feroviarilor neighbourhood, but **a lasting change in how the Municipality listens to, learns from and works with its communities**. The principles below distill the thinking that has guided the adaptation of the ToNite good practice and that the Municipality intends to carry into all future neighbourhood regeneration.

Projects deliver outputs. Cities build legacies.

Every investment plan is ultimately judged not only by the activities it delivers, but by the changes it enables. The 2NITE Investment Plan proposes more than a series of interventions for the Iris neighbourhood—it introduces approaches that strengthen the Municipality's capacity to understand communities, respond to local needs and continuously improve future regeneration policies.

Transfer is not replication. It is adaptation.

The experience of Cluj-Napoca demonstrates that successful transfer is achieved by translating good practices into local realities. Rather than reproducing an existing model, the Municipality adapted the 2NITE methodology to its own institutional context, community priorities and long-term development ambitions, creating a framework that can continue to evolve beyond the project.

Better neighbourhoods begin with better understanding.

The Investment Plan recognises that evidence extends beyond statistical indicators. Residents' perceptions, everyday experiences and local knowledge provide an essential foundation for designing public policies that are responsive, inclusive and sustainable. By embedding these perspectives into municipal practice, Cluj-Napoca strengthens both the quality of decision-making and the relationship between local government and the communities it serves.

The greatest investment is the capacity to keep learning.

The long-term legacy of 2NITE is therefore measured not only by improvements in public space, but by the institutional capacity it leaves behind. Through perception monitoring, participatory governance and community intelligence, the Municipality has established a practical framework for ensuring that neighbourhood regeneration remains an ongoing process of listening, learning and adapting.

"Cities have the capability of providing something for everybody, only because, and only when, they are created by everybody."

Jane Jacobs

The Death and Life of Great American Cities (1961)

Annex I

Community Storytelling Toolkit

Standard Operating Procedure (SOP) for Citizen Engagement and Community Intelligence

Municipality of Cluj-Napoca

*A practical tool for co-design, consultation, impact assessment and gathering citizen
feedback*

June 2026

1. What this tool is for

Surveys and administrative data tell us what is happening and where. They rarely tell us why - why a renovated square stays empty, why newcomers and long-term residents don't mix, why people feel unsafe in a place that is objectively well-lit. Storytelling fills that gap. Following the URBACT Storytelling Toolkit, we treat a story not as a communication output but as qualitative evidence: a structured record of how people actually experience a place, a service or a proposed change.

This toolkit turns that idea into a simple, repeatable municipal routine. Any department can use it, on any topic, whenever a decision would benefit from understanding residents' lived experience. The end product is always the same: Community Intelligence - patterns drawn from many stories that can sit next to technical and statistical evidence when a decision is made.

Use it for four kinds of work:

Use it to...	What storytelling gives you
Co-design a space, service or programme	Residents' ideas, priorities and red lines, in their own words, before a design is fixed
Consult on a policy proposal	How a proposal lands with different groups; concerns and support a yes/no survey would miss
Assess impact of a completed intervention	Whether and how life actually changed for residents - the story behind the numbers
Gather soft indicators over time	Narrative evidence on trust, belonging, perceived safety and participation, across repeat rounds

Golden rule: storytelling is never a stand-alone event. Every activity supports a specific decision, and every participant is told how their contribution will be used and what changed as a result.

2. The process at a glance

Six steps, from a clear question to a decision and back to the community. Small activities can move through them in a week; larger ones over a few months.

**1. FRAME → 2. PLAN → 3. LISTEN → 4. CAPTURE
→ 5. MAKE SENSE → 6. ACT & FEED BACK**

Responsibility stays with the Municipality throughout.

External facilitators or researchers can help, but interpreting the findings and acting on them is a municipal job.

3. The six steps

Step 1 - FRAME

Before anything else, write one sentence: *“We are collecting stories to help decide ____.”* Then note:

- the project/decision the activity supports (e.g. redesign of a square, a new parking policy, evaluating a completed park);
- what you need to understand (e.g. how people use the space after dark; barriers to service; what “belonging” means here);
- the soft indicators you want narrative evidence on, if any (see Section 5);
- who owns the activity (a named coordinator).

Avoid collecting general opinions with no decision attached - it wastes residents’ time and yours.

Output: a completed Planning Sheet (Template 1).

Step 2 - PLAN

Decide **who** to hear from and **how**.

- **Who:** list the groups affected, and deliberately include voices usually missing - young people, older adults, newcomers, people with disabilities, minority and vulnerable groups. Aim for diversity of experience, not the largest number. Trusted local NGOs can help you reach them.
- **How:** pick a method that fits the setting and the people (Section 4).
- **Logistics:** choose a familiar, accessible venue in or near the neighbourhood; prepare only the materials you need; brief everyone helping; tell participants in plain language what the session is, how long it takes and how their input will be used.

Output: Stakeholder list (Template 2) + Preparation checklist (Template 3) completed.

Step 3 - LISTEN

Run the session as a **conversation, not an interview**. Your job is to make people comfortable and then get out of the way.

- Welcome people, restate the purpose, confirm participation is voluntary and get consent to record notes (Section 6).
- Start wide and easy (“How long have you been connected to this area? What do you enjoy about it?”), then move gently to the topic.
- Let people tell stories rather than give short answers. Listen more than you speak, don’t lead, stay neutral, and make sure quieter people get a turn.
- Close by thanking people and telling them the next steps.

Output: raw notes/recordings, ready to write up.

Step 4 - CAPTURE

Immediately after the session - while it’s fresh - write each contribution onto a **Story Summary Sheet** (Template 4). Keep participants’ meaning and words; separate what they said from what you observed. Give each story a reference number, record only the context you need (date, place, method, group), and keep personal identifiers to the minimum the law allows. Store everything in the agreed municipal folder (Section 9).

Output: a documentation package ready for analysis.

Step 5 - MAKE SENSE

Turn individual stories into **Community Intelligence**. Read everything first, then look for recurring themes and patterns rather than reacting to single striking comments. For each theme, note the supporting evidence, the differences between groups, and what it might mean for the decision. Compare against what you already know from surveys and technical studies - storytelling complements that evidence, it doesn't replace it. Capture the result in a short Community Intelligence Summary (Template 5): theme → evidence → implication → priority.

Output: Community Intelligence Summary, and where warranted a short Community Intelligence Report (Template 6).

Step 6 - ACT & FEED BACK

Two things close the loop:

- **Act:** present the findings alongside technical, financial and legal considerations, decide what to adopt, and write down which recommendations were taken up, which were not, and why. Fold the accepted actions into the real project documents (plans, designs, monitoring frameworks).
- **Feed back:** tell participants and the wider community, in plain language, what you heard and what changed as a result - including what could not be done and why. This is what makes people trust the process enough to take part again.

Output: decisions recorded; Feedback Summary (Template 7) shared publicly.

4. Choosing a method

Match the method to the setting, the number of people and how much depth you need.

Situation	Method	Good for
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Public event or festival	Story Booth - a staffed drop-in spot	Reaching many people quickly; broad topics
Assessing a specific place	Walking interview - walk the site as they talk	Space, safety, accessibility, “show me” insights
Community workshop	Story circle - small group takes turns	Empathy between groups; shared aspirations
Small stakeholder meeting	Facilitated group discussion	Focused input from a defined group
Sensitive or individual topics	Semi-structured interview (1-to-1)	Depth, privacy, vulnerable participants
Young people	Creative/digital storytelling	Engaging youth; non-verbal expression
Can’t meet in person	Digital story collection (online)	Wider reach; low cost

Methods can be combined. Always prioritise a meaningful conversation over the number of stories collected.

5. From stories to “soft indicators”

Storytelling is how you gather **soft-indicator data** - evidence on things that can’t be counted directly but matter enormously: trust, belonging, perceived safety, social cohesion, willingness to participate. This is where narrative evidence feeds the Investment Plan’s monitoring framework.

Snapshot (one round). During analysis (Step 5), tag stories against the soft indicators you care about:

Soft indicator	Listen for...
Perceived safety	where/when people feel comfortable or avoid; what changes it

Sense of belonging	attachment to the area, “my neighbourhood” language, pride or its absence
Social cohesion/trust	contact (or lack of it) between groups; who people turn to
Participation	willingness to get involved; past experiences of being heard or ignored

Trend (repeat rounds). Run the same light-touch storytelling at intervals (e.g. every 6–12 months) using the same prompts, and compare how the narratives shift. Rising stories of cross-group contact, or falling stories of avoidance, are real evidence of change - the human explanation behind any movement in your quantitative indicators.

Keep it proportionate: you are looking for the direction and the why, not false precision. Report soft-indicator findings as themes backed by illustrative (anonymised) quotes, always next to the quantitative data.

6. Ethics and consent (the short version)

Storytelling runs on trust. Keep it simple and non-negotiable:

- Participation is voluntary; people can stop or skip a question at any time.
- Explain up front what the activity is for and how the information will be used; obtain informed consent before recording or photographing.
- Collect only the personal data you need; store it securely; restrict access to authorised staff; retain and dispose of it per municipal rules and GDPR.
- Report findings so that individuals can’t be identified.
- On sensitive topics (safety, exclusion, hardship): don’t probe, let people decline, close gently if someone becomes distressed, and know where to refer them for support.
- Facilitators stay neutral and inclusive, and never promise outcomes the project can’t deliver.

7. Ready-to-use templates

Copy these into your working documents. Fill only the rows that apply.

Template 1 - Planning Sheet

- Project/decision this supports:
- Purpose (one sentence): “We are collecting stories to help decide...”
- What we need to understand:
- Soft indicators of interest (if any):
- Target participants:
- Method:
- Location/date/time:
- Coordinator + staff involved:
- Expected outputs:

Template 2 - Stakeholder List

Group	Why they matter	How we'll reach them	Responsible

Template 3 - Preparation Checklist

- ☐ Objective confirmed
- ☐ Stakeholders identified
- ☐ Venue booked & suitable
- ☐ Materials ready
- ☐ Facilitators briefed
- ☐ Participants informed
- ☐ Consent forms ready (if needed)
- ☐ Recording equipment tested

Template 4 - Story Summary Sheet

- Reference no.: ____ Project: ____ Date/location: ____ Method: ____ Facilitator: ____

- Participant profile (non-identifiable): group ____ · age band (optional) ____ · gender (optional) ____
- Story summary (their experience, in/near their words):
- Key issues raised:
- Community assets mentioned:
- Suggestions/opportunities:
- Facilitator observations (kept separate from the above):

Template 5 - Community Intelligence Summary

Theme	Evidence (stories/quotes)	Implication for the decision	Priority (H/M/L)

Template 6 - Community Intelligence Report (outline)

1. Project & decision · 2. Purpose & method · 3. Who took part · 4. Summary of stories · 5. Key themes · 6. Community assets · 7. Challenges & opportunities · 8. Recommendations · 9. Implications for implementation.

Keep it short and decision-focused; distinguish evidence, analysis and recommendation.

Template 7 - Feedback Summary (for participants & public)

- Project/activity:
- What we heard (main themes):
- Key messages from the community:
- What changed as a result (and what couldn't, and why):
- Next steps & further ways to get involved:

8. Question bank & facilitation tips

- **Opening (warm-up):** How long have you been connected to this area? What do you enjoy most about it? How do you usually use this place?

- **Understanding place:** How would you describe this neighbourhood to a first-time visitor? What makes it special? How has it changed?
- **Public space/the topic:** How do you use this space/service? What works well? What could be improved?
- **Safety & comfort:** When do you feel most comfortable here? Are there places or times you avoid? What would change that?
- **Community:** Where do people meet? What helps people feel connected? Are there chances for different groups to interact?
- **Looking ahead/a proposal:** If you could change one thing, what would it be? What should the Municipality prioritise? (For a policy proposal:) How would this change affect your daily life? What worries or appeals to you about it?

Facilitation, in a nutshell:

Begin informally · listen more than you speak · ask “can you tell me more about that?” · never lead or suggest answers · draw in quieter voices · respect different views · keep it focused but let people say what matters to them · thank everyone.

9. Recommended file structure

[Project Name]/

- 01_Planning
- 02_Participant lists
- 03_Consent forms
- 04_Story summary sheets
- 05_Photos & recordings
- 06_Analysis
- 07_Community Intelligence Report
- 08_Project decisions
- 09_Feedback materials

Annex II. Photographic Documentation of ULG Meetings and Community Activation Activities

ULG Meetings







Community activation - Cluj Days 2026

Unirii Square



Feroviarilor Park





