CITISENSE

DRIVING INNOVATION FOR SAFER CITIES

CITISENSE Urban Safety Toolkit
Introduction

The CITISENSE Urban Safety Toolkit is one of the network's key legacy outputs, developed to support cities and stakeholders interested in designing and implementing integrated approaches to urban safety.

The toolkit builds on the experience of the Be Secure – Feel Secure (BSFS) project, an Urban Innovative Actions (UIA) Good Practice implemented by the Municipality of Piraeus. Rather than treating safety solely as a law-enforcement issue, BSFS adopted a holistic approach that considered how urban design, social cohesion, digital innovation and local governance can collectively contribute to safer and more inclusive cities.

A key strength of BSFS is its modular architecture, which allows cities to adopt and adapt specific components according to their local needs, capacities, and priorities while maintaining coherence within an integrated urban safety strategy.

Through the URBACT CITISENSE Transfer Network, the BSFS Good Practice was analysed, tested and adapted by partner cities across Europe. To facilitate transfer and implementation, CITISENSE unpacked the original BSFS approach into four complementary Transfer Modules:

1. **Spatial Interventions** – improving perceptions of safety through urban design and place-based interventions;
2. **Social Initiatives** – strengthening social cohesion, awareness, participation and community engagement;
3. **Digital Solutions** – leveraging technology, data and digital tools to support urban safety;
4. **Governance Arrangements** – establishing the partnerships, coordination mechanisms and institutional structures needed to sustain integrated urban safety policies.

The CITISENSE Urban Safety Toolkit encourages cities to adapt and combine the modules according to their specific challenges and opportunities and it offers practical inspiration and transferable solutions for creating safer, more resilient and more inclusive urban environments.

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NETWORK CITIES

PIRAEUS
A major port city addressing safety through technology, community-based solutions and spatial upgrades.

168,151 residents
15,065 inhabitants per km²
€18,143 GDP per capita
9.4% unemployment rate
Country: Greece

NAPLES
A historic urban hub addressing public space use, safety perceptions and inclusivity in gateway and central areas.

911,697 residents
29% unemployment rate
54% vs 31% male/female employment
9.7% families in poverty
Country: Italy

LIEPĀJA
A coastal city combining sustainability goals with improving safety perceptions and addressing youth-related delinquency.

68,680 residents
37.6% residents over 60 years old
5% inhabitants supported by social service
€1,052 average gross monthly income
Country: Latvia

GEEL
A medium-sized city reducing public nuisances and enhancing safety in parks and public spaces through community solutions.

42,362 residents
21% aged 65+ / **23.5%** under 18
30.9% population growth 1990–2024
20% population of non-Belgian origin
Country: Belgium

MANRESA
A regional hub revitalizing its Historic Centre to address socio-economic inequalities and enhance urban safety perceptions.

80,200 residents
18.8% pop. w/migration background
€29,100 GDP per capita
12.3% unemployment rate
Country: Spain

1 SPATIAL INTERVENTIONS

Module Description

The Spatial Interventions module recognises that the design, management and use of public spaces have a direct influence on how safe people feel in their daily lives. Building on the BSFS approach, the module promotes an inclusive and adaptive process of urban space renewal, where safety is enhanced not only through physical improvements but also through creating environments that are accessible, welcoming and responsive to the needs of different users.

Rather than relying on large-scale infrastructure projects, the module encourages cities to implement targeted, incremental interventions that improve the quality, usability, and perception of public spaces over time. By combining urban design principles with community participation, cities can create safer environments while strengthening social cohesion and local ownership.

Key Elements

- **Inclusive and accessible public spaces.**
  Public spaces should be designed and managed to be welcoming, functional and accessible for all users, regardless of age, gender, ability or background.
- **Designing for the most vulnerable.**
  Safety considerations should prioritise the needs of vulnerable groups. When public spaces are safe and comfortable for those most at risk, they become safer and more inclusive for everyone.
- **Incremental and adaptive improvements.**
  Urban safety is strengthened through a series of small, continuous interventions that respond to local needs and evolving challenges rather than through isolated, one-off projects.
- **Community participation and ownership.**
  Actively involving residents, local organisations and stakeholders in the planning and renewal of public spaces helps build a sense of ownership, encourages stewardship and contributes to the long-term sustainability of interventions.
- **Safety as part of placemaking.**
  Spatial interventions should not only address security concerns but also enhance the attractiveness, functionality and social value of public spaces, encouraging positive use and community interaction.

Suitable for cities that want to:

- **Improve perceptions of safety in public spaces;**
- **Revitalise underused or neglected urban areas;**
- **Increase the inclusiveness and accessibility of public spaces;**
- **Strengthen community ownership and stewardship of neighbourhood environments;**
- **Integrate safety considerations into urban planning and placemaking initiatives.**

How CITISENSE Cities Are Adopting the Spatial Interventions Module

Piraeus (Greece)

The adapted model extends BSFS's spatial logic across all five municipal districts, using a risk-tiering methodology derived from the original diagnostic to sequence investment by severity of need. The extended smart lighting network, now covering the entire municipality provides the baseline physical layer on which further CPTED-compliant interventions are mapped and prioritised.

Naples (Italy)

Naples is revitalising public spaces by activating local life, fostering social innovation and testing community-driven ideas that can inform long-term planning strategies. Small-scale urban interventions, combined with cultural and social activities, will be used to explore and validate potential physical transformations of targeted areas.

Geel (Belgium)

Geel developed a city-wide Bin Plan that applies Crime Prevention Through Environmental Design (CPTED) principles to improve urban hotspots. Supported by dedicated municipal investment, future public space interventions will also incorporate New European Bauhaus principles to strengthen sustainability, accessibility and inclusion.

Liepāja (Latvia)

Liepāja is creating youth centres in suburban neighbourhoods as safe and inclusive spaces co-designed and co-managed with young people. The city is also applying CPTED principles and small-scale spatial improvements, guided by local data and risk patterns, to enhance perceptions of safety and better respond to neighbourhood needs.

Manresa (Spain)

Manresa is adopting a participatory approach to identify and prioritise degraded public spaces that contribute to low perceptions of safety. Through tactical urbanism interventions such as greening, lighting improvements and urban furniture upgrades, combined with community stewardship initiatives, the city aims to strengthen both the quality of public spaces and residents' sense of ownership and responsibility.

LESSONS LEARNED

What worked well

- **Co-design and active stakeholder participation strengthen ownership and long-term impact. Engaging residents, young people, NGOs and local stakeholders in identifying challenges, exploring spaces and co-creating interventions increased participation, relevance and commitment to the solutions.**
- **Combining physical improvements with social and cultural activities maximises safety benefits. Spatial interventions were most effective when accompanied by community events, cultural programming or youth-focused activities that activated public spaces and encouraged positive use.**
- **Small-scale interventions can catalyse larger strategic change. Tactical urbanism actions, pilot projects and exploratory planning processes demonstrated that low-cost improvements could improve perceptions of safety, generate community support and inform broader urban regeneration strategies and investment plans.**

Attention Points

- **Limited financial resources can constrain both testing and long-term implementation. Several cities highlighted budget limitations, high renovation costs and the need to balance stakeholders' expectations with available resources when planning spatial improvements.**
- **Sustaining participation and community support requires continuous engagement. Ensuring broad participation, particularly among young people and local communities, requires proactive outreach, clear communication and efforts to address concerns such as stigma, noise or competing local priorities.**

PILOT IDEA

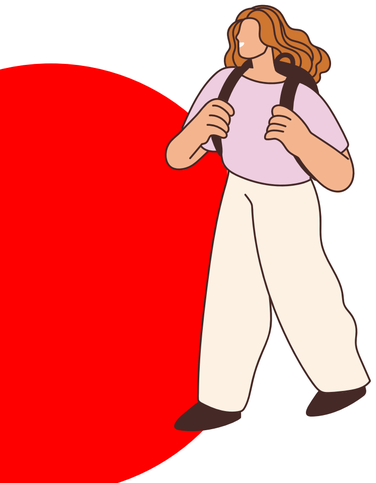
Manresa co-designed and implemented a low-cost tactical intervention in a degraded historic area, combining stone cleaning, surface painting, wiring concealment and the installation of LED lighting to improve the visual quality and usability of the space. The intervention was developed as a rapid, targeted upgrade of a micro-location identified through local prioritisation processes.

Pre- and post-intervention interviews were conducted with users of the space to assess changes in perceived safety and public space quality. The pilot demonstrated that small-scale aesthetic improvements combined with targeted lighting interventions can significantly improve perceptions of safety in historic urban environments.

Just getting people involved is not enough. We must consider whose voices are missing, whose concerns are being treated as exaggerations and why. City makers have technical expertise, but the city dweller has the empirical expertise about how they use and live public spaces.

Dr. Edna Peza-Ramirez – CITISENSE Ad Hoc Expert

Read the full article
"Three Key Concepts for Safe, Humane and Inclusive Public Spaces"



2 SOCIAL INITIATIVES

Module Description

The **Social Initiatives** module recognises that fear of crime and insecurity are not always the same phenomenon and that effective urban safety strategies must address both the objective and perceived dimensions of insecurity. Building on the BSFS approach, this module focuses on understanding and addressing the underlying social, economic and contextual factors that shape how safe people feel in their everyday environments.

The aim is to complement physical and spatial interventions with socially driven actions that strengthen community cohesion, improve access to services and opportunities and build trust between residents and local institutions. By placing lived experiences at the centre, cities can develop more inclusive and resilient communities where people feel both safe and supported.

Key Elements

- **Understanding contextual drivers of insecurity.**
  Perceptions of insecurity are often shaped by broader socio-economic conditions rather than direct experiences of crime, requiring a more nuanced and context-sensitive approach.
- **Access to rights, services and opportunities.**
  Inclusive access to public services, rights and opportunities is essential for strengthening social resilience and fostering a sense of belonging and safety.
- **Strengthening community ties and trust.**
  Locally driven and community-based initiatives play a key role in building trust, improving social cohesion and reducing perceptions of insecurity over time.
- **People-centred safety approaches.**
  Urban safety strategies should reflect the lived experiences of residents, ensuring that interventions respond to how people perceive and experience their environments in practice.

Suitable for cities that want to:

- **Address perceptions of insecurity linked to social and economic conditions rather than only crime levels;**
- **Strengthen social cohesion, trust and inclusion at neighbourhood level;**
- **Improve access to services, rights and opportunities for vulnerable or marginalised groups;**
- **Develop community-led initiatives that increase engagement and local ownership of safety policies;**
- **Complement physical or spatial interventions with socially focused actions that address lived experiences of insecurity.**

How CITISENSE Cities Are Adopting the Social Initiatives Module

Piraeus (Greece)

Piraeus aims to establish the delivery of regular awareness sessions in various thematics. The municipality will also capitalize on its cooperation with the University of Piraeus to expand the awareness sessions to this level. When it comes to local business owners, the city will leverage the multiple events and festivals held in the city center (2nd district) as impact multipliers. Toward this direction, dedicated kiosks will be positioned at strategic, high-traffic points across the commercial district.

Naples (Italy)

Naples is revitalising open spaces by activating local life, fostering social innovation and testing community-driven ideas that inform long-term planning strategies. This is implemented through small-scale "urban injections" and pop-up social and cultural interventions that activate public spaces while exploring new approaches to community engagement and social cohesion.

Geel (Belgium)

Geel is integrating bystander training into the social action work package of its investment plan, supported by six years of Flemish government funding. The initiative follows a phased rollout approach, starting with the training of all municipal frontline staff by mid-2027 and subsequently expanding to external organisations and vulnerable citizens, strengthening community capacity to respond to insecurity and social risks.

Liepāja (Latvia)

Liepāja is establishing a Youth Safety Council to institutionalise youth participation in safety governance. The city is also developing youth-led awareness and prevention initiatives and strengthening cooperation with NGOs and local services that support vulnerable young people, reinforcing a more coordinated and inclusive approach to social safety.

LESSONS LEARNED

What worked well

- **Strong co-creation networks significantly enhance ownership and relevance of social initiatives. Collaboration with trusted local actors, including NGOs, educational institutions, and established community organisations proved essential for building legitimacy, participation, and sustained engagement.**
- **Building on existing social and cultural activities increases trust and effectiveness. Leveraging already active initiatives and actors with strong local credibility helped anchor new interventions in familiar contexts and ensured higher acceptance among residents.**
- **Targeted and small-scale engagement formats improve participation quality. Working with small, structured groups (e.g. municipal staff, youth organisations, and school classes) and engaging vulnerable or hard-to-reach groups through tailored activities enhanced interaction, learning outcomes, and inclusion.**
- **Structured and participatory youth engagement strengthens trust and long-term impact. Co-creation with young people and integration into existing youth services can increase motivation, ownership, and the perceived relevance of interventions.**

Attention Points

- **Limited financial and human resources constrained implementation scope. Several cities highlighted insufficient budgets and staff capacity, which can limit the scale of activities and required prioritisation of smaller or simplified interventions.**
- **Institutional coordination and workload pressures affected implementation capacity. Ensuring active engagement across municipal departments can be challenging subject to constraints, competing priorities, and the demands of cross-sectoral collaboration.**
- **Engaging vulnerable or inactive target groups remains difficult. Reaching and sustaining participation from hard-to-reach youth or vulnerable populations requires additional effort, time, and adapted engagement strategies.**
- **Public perception and sensitivity around social interventions must be carefully managed. Social safety initiatives can be interpreted differently by stakeholders, requiring careful communication to avoid perceptions of stigmatization or misunderstanding of objectives.**
- **Time constraints limit the depth of capacity-building activities. More extended preparation and training periods can strengthen the role of local actors as active implementers and multipliers of the initiative.**

PILOT IDEA

Geel co-designed and tested a tailored bystander training programme developed in collaboration with college students. The pilot was delivered through small, interactive sessions involving municipal safety staff, youth groups and school communities, allowing the city to explore engagement methods and test training content in a controlled and participatory environment.

The pilot demonstrated how structured, small-group training formats can effectively build awareness, strengthen community responsiveness, and assess stakeholder acceptance before scaling the initiative into a wider, long-term implementation.

It also highlighted the value of early collaboration with local students and the importance of securing institutional leadership support to enable smoother city-wide rollout of social safety training programmes.

"...the human factor is the crucial element in making cities safer. [...] Collaboration among people can challenge stereotypes and misconceptions and foster a spirit of shared ownership that enhances the full enjoyment of the right to the city."

Simone d'Antonio – CITISENSE Ad Hoc Expert

Read the full article "Safer Nights for Safer Cities"

3 DIGITAL SOLUTIONS

Module Description

The Digital Solutions module focuses on how digital tools developed within BSFS can support more effective, evidence-based and transparent urban security strategies. These tools provide a scalable framework for integrating data, improving policymaking processes and strengthening communication between municipalities and citizens.

Rather than replacing existing systems, the module is designed to be transferable and interoperable, allowing cities to integrate digital solutions into their existing urban digital infrastructures. This ensures efficiency, avoids duplication and supports more coordinated and responsive approaches to urban safety management.

By combining data collection, real-time analysis, and communication functions, the module enables cities to better understand security challenges, adapt interventions to local needs and improve trust through more transparent information flows.

Key Elements

- **Integrated and participatory data collection.**
  The module supports the creation of a comprehensive and participatory database by aggregating data from multiple sources, providing a more complete understanding of urban security issues.
- **Evidence-based policymaking.**
  Real-time and structured data enables cities to design and adjust policies and interventions based on evolving local conditions, ensuring a more responsive and targeted approach to urban safety.
- **Improved communication and transparency.**
  Digital tools facilitate the dissemination of accurate and up-to-date information, strengthening communication between municipalities and citizens and reinforcing public trust in safety initiatives.

Suitable for cities that want to:

- **Improve data collection and integration across urban safety-related systems;**
- **Develop evidence-based and responsive urban security policies;**
- **Enhance transparency and trust through better communication with citizens;**
- **Strengthen coordination between departments through shared digital tools;**
- **Integrate urban safety considerations into existing smart city or digital infrastructure frameworks.**

How CITISENSE Cities Are Adopting the Digital Solutions Module

Piraeus (Greece)

Piraeus is refactoring of the CURiM App and proceeds with its integration with "Pireapp" which is the main city's mobile application used by thousands of users. In this regard, citizens' reports and relevant activity will be ingested in the Operations Centre upon data sanitisation and privacy-preserving processing.

Naples (Italy)

Naples is exploring improved ways of aggregating informal and citizen-generated data to better map urban safety perceptions across the city. This includes the development of approaches that consider "emotions" as a complementary source of information, helping to better understand how individuals perceive safety in different urban contexts and times.

Liepāja (Latvia)

Liepāja is implementing an integrated data platform that combines multiple data sources, including police records and citizen reports, to support evidence-based decision-making. The city is using data analytics to guide patrol deployment and inform broader urban policy, including youth-related services, while also training municipal police staff to embed data-driven practices into daily operations.

Manresa (Spain)

Manresa is scaling its digital application to strengthen two-way communication between citizens and municipal authorities. The tool enables real-time reporting of public space degradation and perceived safety issues. Connected to the future municipal Data Lake, it transforms citizen inputs into actionable indicators, supporting co-creation, civic ownership and more preventive and responsive urban management.

LESSONS LEARNED

What worked well

- **Connecting digital tools to citizens' perceptions and emotional experiences increases relevance and engagement. Exploring safety perception and emotional responses helps cities better understand underlying issues in urban safety, making digital tools more relatable and grounded in lived experiences.**
- **Co-design processes with stakeholders improve data quality and usability. Involving local groups (such as the ULGs), citizens, and end-users in designing survey questions and testing tools (e.g. emotional mapping, questionnaires in multiple formats) enables broader participation and more representative data collection.**
- **Hybrid data collection approaches increase inclusiveness and reach. Combining online and offline tools (e.g. digital and printed questionnaires) allows cities to engage different user groups, improving the diversity and reliability of inputs.**
- **Using validated technological foundations accelerates implementation and improves reliability. Building on existing private-sector solutions, including mechanisms such as human verification to filter unreliable inputs, increases system robustness and trustworthiness.**
- **Close collaboration between municipalities and technology providers supports effective adaptation. Regular coordination, benchmarking of existing solutions and iterative development processes help align agile digital innovation with public sector requirements and integration needs.**

Attention Points

- **Limited financial and institutional resources constrain digital development and deployment. Several cities reported insufficient budgets and staffing capacity, that can limit the pace and scale of implementation.**
- **Data integration and quality remain key technical barriers. Differences in data sources, formats and reliability creates challenges for building fully integrated and interoperable systems.**
- **Institutional engagement gaps can limit system effectiveness. Difficulty involving key stakeholders such as local police can potentially affect continuity between data collection, operational use and integration into decision-making processes.**
- **Governance, timing, and political context influence digital uptake. Changes in political priorities, including shifts in communication strategies around safety ("security calm" effect), can limit user engagement and delay scaling of digital tools.**
- **Data protection and legal compliance requirements can slow implementation. GDPR alignment and data privacy requirements necessitate extensive legal review processes, affecting timelines and coordination with technology providers.**

PILOT IDEA

Liepāja implemented a pilot focused on collecting stakeholder-generated data through collaboration with a local NGO working with youth. The pilot gathered qualitative insights on perceived safety hotspots and areas of concern, which were then compared with data generated from existing digital systems and platforms.

The objective of the pilot was to test the alignment between digitally produced data and stakeholder perceptions of urban safety, particularly in relation to youth experiences. This comparison provided a basis for validating digital insights against lived experience and identifying potential gaps between formal data sources and community-based knowledge.

"Digital tools can play an important role in urban safety policies, but their impact depends on how they are designed, framed and used. If poorly conceived, they risk reinforcing fear and stigma.
If thoughtfully implemented, they can support more inclusive, empathetic and effective urban governance."

Pietro L. Verga – CITISENSE Lead Expert

Read the full article "From Reporting Problems To Understanding Places: Digital Tools For Inclusive Urban Security"

4 GOVERNANCE ARRANGEMENTS

Module Description

The Governance Arrangements module emphasises that urban security is most effective when it is developed and implemented as a shared responsibility across a wide range of actors. Building on the BSFS approach, this module focuses on strengthening multi-stakeholder collaboration to ensure long-term sustainability, legitimacy and effectiveness of urban safety strategies.

Rather than relying solely on traditional institutional actors, the module promotes the inclusion of diverse and sometimes unexpected partners, fostering more innovative, inclusive and resilient governance ecosystems. It also highlights the importance of trust-building through intermediaries and locally grounded organisations, ensuring stronger outreach and engagement with communities.

By adopting a place-based and integrated approach, cities can better align security policies with local needs and realities, creating more adaptive and responsive governance structures.

Key Elements

- **Multi-stakeholder collaboration and "unusual suspects".**
  Bringing together a broad range of actors – including non-traditional partners – helps create more innovative, resilient and long-term urban security governance ecosystems.
- **Inclusive participation in decision-making.**
  Ensuring that all community members have opportunities to contribute to safety initiatives strengthens legitimacy, inclusiveness and the overall effectiveness of policies.
- **Trust-building through local intermediaries.**
  Working with trusted local actors and organisations enhances outreach, improves communication with communities and increases acceptance of security interventions.
- **Place-based and integrated policymaking.**
  Urban security strategies should be adapted to local conditions, ensuring that governance approaches reflect the specific needs, challenges and characteristics of each urban area.

Suitable for cities that want to:

- **Strengthen multi-stakeholder governance for urban safety;**
- **Improve collaboration between institutions, civil society and community actors;**
- **Increase trust and legitimacy in safety-related policies and interventions;**
- **Engage hard-to-reach communities through trusted intermediaries;**
- **Develop place-based and context-sensitive urban security strategies.**

How CITISENSE Cities Are Adopting the Governance Arrangements Module

Piraeus (Greece)

The Piraeus Local Council for Crime Prevention intensifies its operation. This is realised through close collaboration with the key units of the urban authority. In this regard, LCCP will drive the organisation of the Social Awareness and Inclusion actions mentioned above. Improved monitoring of urban safety and social cohesion will be achieved through periodical consultations with local stakeholders.

Naples (Italy)

Naples is introducing a public–private co-management model for public spaces, inspired by the Bella Piazza approach. The model brings together third-sector organisations and local stakeholders to jointly identify local needs and challenges affecting urban safety and livability. It aims to ensure continuous social presence, active use and long-term stewardship of public spaces.

Liepāja (Latvia)

Liepāja is strengthening multi-stakeholder governance through its URBACT Local Group (ULG), improving coordination between the municipality, police, NGOs, and youth representatives. The city is also embedding participatory approaches across all relevant investments, including digital, social and spatial interventions, to ensure more integrated and inclusive decision-making processes.

Manresa (Spain)

Manresa is establishing an Academic Advisory Council and strengthening the capacities of its Local Security Board members, inspired by the advisory model developed in Piraeus. This action enhances technical expertise within local governance structures, shifting decision-making towards a more structured, evidence-based and preventive approach to urban safety policy.

LESSONS LEARNED

What worked well

- **Trusted local actors and intermediaries are essential for effective governance. Engaging organisations and stakeholders with strong local credibility helps strengthen trust, improve legitimacy and increase citizen acceptance of urban safety initiatives.**
- **Multi-actor collaboration frameworks enable more integrated and adaptive solutions. Bringing together public authorities, private actors, NGOs and community representatives supports more holistic approaches to urban safety and improves coordination across sectors.**
- **Structured participation through ULGs strengthens ownership and continuity. Urban Local Groups proved effective in building shared responsibility, generating commitment among stakeholders and ensuring that ideas and actions remain grounded in local realities.**
- **Existing governance structures provide a strong foundation for incremental improvement. Building on established bodies such as Local Security Boards makes it easier to enhance governance systems progressively rather than starting from scratch.**
- **Exposure to transnational exchange strengthens local motivation and innovation. Stakeholders participating in learning exchanges returned with new ideas and renewed appreciation of local strengths, reinforcing engagement and commitment to governance processes.**

Attention Points

- **Building and maintaining trust is fundamental but requires time and continuity. Effective public–private and multi-stakeholder governance depends on sustained trust-building, which can slow down implementation but is essential for long-term success.**
- **Diverse and complex stakeholder ecosystems increase coordination demands. While broad participation improves inclusiveness, it also adds complexity to day-to-day management and requires stronger facilitation and coordination capacity.**
- **Cross-sector collaboration and formalised procedures are often underdeveloped. Weak initial coordination structures can limit efficiency and require additional effort to establish clear processes and shared working methods.**
- **Stakeholder rotation affects continuity and shared understanding. High turnover within participatory groups can make it difficult to maintain a common baseline, requiring continuous onboarding and capacity-building efforts.**
- **Local political and administrative cycles can constrain implementation. Misalignment between project timelines and municipal calendars may reduce available time for testing and implementation, requiring more realistic planning and timeboxing.**
- **Political shifts can directly affect communication and operational scope. Changes in institutional priorities may lead to adjustments in communication strategies or limitations in public-facing activities, affecting visibility and validation of pilot actions.**

PILOT IDEA

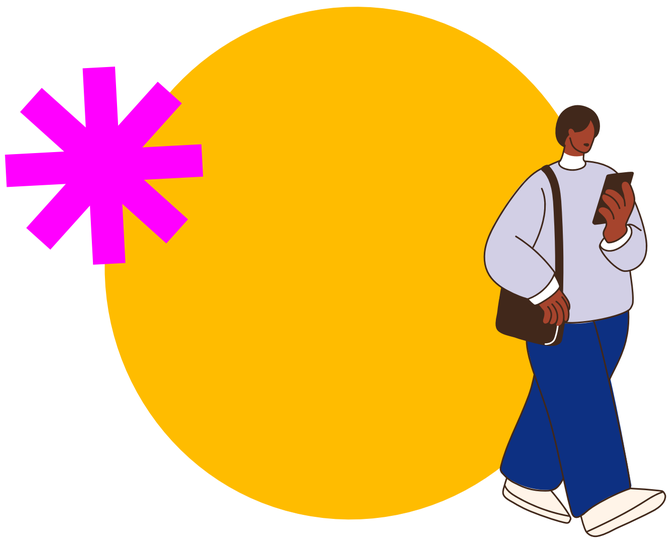
Naples implemented the "Bella Piazza" pilot as a public–private co-management initiative for Piazza Garibaldi, integrating urban, social, cultural and economic regeneration activities. The intervention combined space enhancement, social support measures, community-led activities, experiential tourism and cultural programming to foster inclusion and reshape the perception of the area.

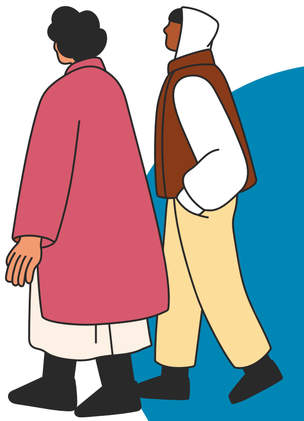
The pilot served to test a co-management model for open public spaces, assessing how coordinated action between public authorities, private actors and local stakeholders can influence the activation and governance of the space, as well as potential changes in perceived livability and social use of the area.

> *...the agency of municipalities is often limited and though unable to carry out these transformation processes on their own, local administrations are key to define rules and regulations for the transformation processes, as well as to foster collaboration agreements with the private sector and community members that ensure the involvement of the local's population needs (including their right to stay) or the diversity of the stakeholders who define the common vision...*

Pablo Muñoz Unceta, URBACT Ad-hoc Expert, Paisaje Transversal

Read the full article "The Regeneration Of Historic Centres: From Small Scale To Impactful Change"





CROSS CUTTING CONCLUSIONS

Success Factors for Cities Adopting CITISENSE Modules

- **Clear political and institutional commitment from the start.**
- **Active engagement of trusted local stakeholders (NGOs, community actors, schools, police, etc.).**
- **Strong coordination mechanisms across municipal departments.**
- **Early definition of realistic scope and resources for pilot actions.**
- **Continuous communication and feedback loops with users and stakeholders.**
- **Integration of monitoring and learning into implementation.**

Key Considerations Before Adoption (Do's and Don'ts)

Do's

- ✓ **Start with pilot or small-scale interventions before scaling.**
- ✓ **Build on existing local structures and initiatives.**
- ✓ **Ensure continuous stakeholder engagement throughout the process.**
- ✓ **Combine physical, social, digital and governance perspectives.**
- ✓ **Allocate sufficient time for coordination and trust-building.**
- ✓ **Embed evaluation and learning mechanisms from the beginning.**

Don'ts

- ✗ **Do not treat modules as isolated or purely technical solutions.**
- ✗ **Do not underestimate the time required for stakeholder alignment.**
- ✗ **Do not rely solely on institutional actors without community involvement.**
- ✗ **Do not skip the pilot phase before scaling interventions.**
- ✗ **Do not assume one-size-fits-all implementation across cities.**

Resource Considerations

Cities considering adoption should account for:

- **Human resources:** need for cross-departmental coordination and facilitation capacity
- **Time investment:** strong emphasis on participation, co-design and iteration
- **Financial resources:** scalable interventions, but pilots still require dedicated micro-funding
- **Technical capacity:** especially for digital solutions and data integration
- **Partnership capacity:** ability to engage and maintain multi-actor networks over time

Final Message

CITISENSE demonstrates that urban safety improvements are most effective when cities move from isolated interventions to integrated, participatory and iterative governance systems. The strength of the approach lies not in replication, but in adaptation — enabling cities to build safer urban environments based on their own realities, capacities and communities.

> *Urban security is far more than a question of law enforcement—it is deeply intertwined with socio-economic conditions, spatial dynamics, and community trust. [...] As urban areas continue to evolve, security must be understood as a shared responsibility, where local authorities, stakeholders, and residents work together to create safe, welcoming and thriving environments for all.*

Pietro L. Verga – CITISENSE Lead Expert

Read the full article "Rethinking Urban Security: The CITISENSE Approach to Safer, Inclusive Cities"

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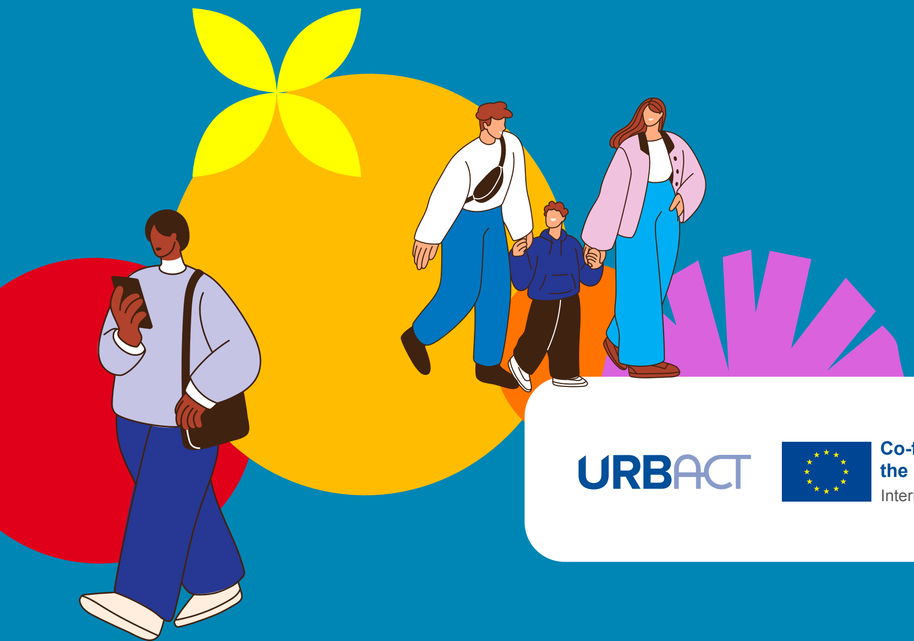

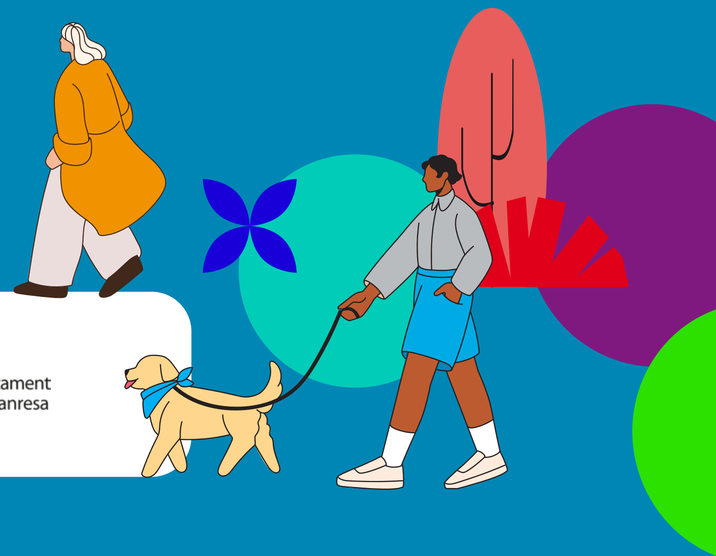

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COMUNE DI NAPOLI

PAŠVALDĪBAS POLICIJA

Geel
Je komt er, je blijft er

Ajuntament de Manresa