CITISENSE

# Naples, Italy
# 962 003 inhabitants

## Challenge

**The project aims to improve perceived safety in selected Naples' neighbourhoods, where survey data reveal a significant decline compared to the city average (56.7%), mainly driven by crime, vandalism, noise and a weak sense of belonging to public spaces.**

## Local heroes

**The project builds on the commitment of municipal departments, social cooperatives, NGOs, associations, and -most importantly- local residents and businesses, who actively shape and care for their neighbourhoods. By empowering these actors, the initiative strengthens ownership and everyday stewardship of public spaces.**



## Funding

**The project is supported by a mixed funding strategy combining public resources and private contributions. €2,5 million in co-funding will be mobilized through municipal programs, national and European calls, and private philanthropic foundations, ensuring long-term sustainability and local ownership.**

## The Plan

## Turning the Tide

**The investments aim to improve safety in public spaces along the eastern border of the historic centre, by increasing social and cultural activity and strengthening community presence. Since 2025, a network of 17 public and private stakeholders has been developing co-management models to foster participatory governance and create an open-source tool to map safety perceptions. Early results show impact: the introduction of a "social concierge" in Garibaldi Central Station Square has notably improved perceived safety, while cultural and social events managed by ULG members have increased use of nearby public areas. The next phase will address the reactivation of key under-used public spaces, boosting inclusiveness and contributing to a more cohesive urban environment.**



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# Geel, Belgium
# 42 604 inhabitants

## Challenge

**Geel struggled with social polarization and negative safety perceptions. Key issues involve loitering and nuisance; statistics show 83% feel insecure near certain groups, 72% avoid hotspots, and 81.8% never report incidents despite feeling unsafe.**

## Local heroes

**Geel's implementation relies on a multidisciplinary team: the Mayor leads the Local Security Council, supported by local police, community guards, and street corner workers for outreach. Urban planners and architectural advisors drive spatial redesigns. Finally, schools, the Hannah Arendt Institute, and expert citizens ensure social cohesion and community-led solutions.**

## Funding

- **City Multi-Annual Plan: Approved funding for municipal safety actions.**
- **Flemish Government Subsidies: €65,000 annually until 2031 specifically for radicalisation and polarization prevention.**
- **European Programmes: Urbact, Interreg, ISF, Horizon Europe.**

## The Plan

# Trust and urban safety: a strategic blueprint for a vibrant and connected Geel

**The city is launching a three-pillar strategy to bridge the gap between actual crime and perceived fear. Key investments include establishing a Local Security Council for unified governance and implementing spatial redesigns (CPTED)—such as enhanced lighting—to reclaim hotspots currently avoided by 72% of residents. Social training will also combat polarization, addressing the fact that 83% of people feel insecure around specific groups. Supported by €65,000 in annual Flemish subsidies, Geel expects to increase official reporting by 50% and achieve a 15% improvement in subjective safety.**



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Geel
Je komt er, je blijft er

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# Manresa, Spain
# 82 000 inhabitants

## Challenge

**Manresa faces the "security paradox": while crime rates are lower than the Catalan average (52.6 vs 62.9), a deep-seated social stigma persists. Insecurity remains the top concern for citizens, disproportionately affecting the reputation and vitality of the Historic Centre.**

## Local heroes

**The Urbact Local Group (ULG) has been the co-creation engine, bringing together the "quadruple helix": municipal technicians, law enforcement (Local and regional Police), social entities like the Santa Clara Foundation, PIMEC merchants and Municipal Councils. This mosaic of residents, professionals and academics ensures that the planned investments respond directly to the actual fears and needs of the local community.**

## Funding

**The plan is supported by a diversified funding strategy. It combines regional funds from the "Pla de Barris" (Catalonia), the URBACT IV Action Planning Network and the EUI. Locally, Manresa City Council optimizes its ordinary budget for maintenance and safety through enhanced cross-departmental coordination, ensuring more efficient public spending and long-term sustainability.**

## The Plan

# Bridging together the Security Paradox

**The plan deploys a comprehensive strategy to bridge the gap between reality and perception. Key investments include: a Safety App and a Data Lake to combat misinformation with objective evidence; tactical urbanism interventions and aesthetic upgrades to recover "natural surveillance" in the old town; and the creation of an Academic Advisory Council to provide scientific rigor for decision-making. The goal is to transform public space into an inclusive and vibrant environment, fostering community stewardship and increasing nighttime citizen use to reclaim the streets from a social and preventive perspective.**



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Ajuntament de Manresa

CITISENSE

# Piraeus, Greece
# 168 151 inhabitants

## Challenge

**Piraeus faces complex urban safety challenges linked to high mobility, socio-economic inequalities, scarce green space and uneven public space quality. At night, perceived insecurity reaches 37.5%, while low reporting and fragmented coordination limit prevention.**

## Local heroes

**Piraeus' local heroes bring the city's safety map to life. Around one table, the 11-member Local Council for Crime Prevention connects the Municipality, police, municipal police, port authorities and experts to read the city's signals and shape prevention actions. Through the URBACT Local Group, this circle opens to youth, social actors and the five municipal communities, creating shared ground to consolidate, upscale and sustain Piraeus' urban safety model.**

## Funding

**The investment is based on blended financing, combining ERDF, national funds, the municipal budget and private/PPP contributions. The total estimated budget is €7.6 million: €3.8 million from ERDF, €1.52 million from national funds, €1.14 million from municipal resources and €1.14 million from private or PPP sources.**

## The Plan

## Scaling Piraeus' Urban Safety Model

**Piraeus is building on the BeSecure–FeelSecure model to turn a successful pilot into a long-term urban safety investment. The plan combines a 4-pillar holistic approach: enhanced public spaces, stronger governance, citizen participation and digital tools. It will improve lighting and public space design using CPTED principles, integrate CURiMapp functions into the city app, run awareness and youth engagement activities and strengthen coordination through the Local Council for Crime Prevention and the URBACT Local Group. Over 5 years, the city aims to move from baseline design to city-wide rollout and policy embedding, targeting +25% perceived safety, -20% incidents and +50% reporting.**



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