Preventing Radicalisation to Terrorism and Violent Extremism:

Strengthening the EU's Response

RAN Collection

Approaches, lessons learned and practices

First edition

15 January 2014

Content

1 Introduction

1.1 The RAN and the EU communication "Preventing Radicalisation to Terrorism and Violent Extremism: strengthening the EU's Response"

The Radicalisation Awareness Network (RAN) has been set up by the European Commission as an EU-wide umbrella network of practitioners and local actors involved in preventing and countering radicalisation. Within the RAN, different working groups have been created where participants exchange their experiences, knowledge and practices in different fields and areas relevant for tackling radicalisation. Participants include NGOs, representatives of different communities, think tanks, academia, law enforcement agencies, government representatives and consultancies.

The RAN consists of eight working groups, supported by the RAN Secretariat:
- The working group of police officers and law enforcement officials (RAN POL)
- The working group on de-radicalisation and exit-interventions (RAN DERAD)
- The working group for the voices of victims of terrorism (RAN VVT)
- The working group on internet and social media (RAN @)
- The working group on early interventions and the prevention of radicalisation (RAN PREVENT):
- The working group on internal/external factors (RAN INT/EXT), such as foreign fighters and communities at risk
- The working group of prison and probation services (RAN P&P)
- The working group of health practitioners (RAN HEALTH)

More information can be found on DG HOME's webpage[1].

Taking into consideration the latest trends and evolving patterns and means in radicalisation processes as well as the work undertaken by the RAN, the European Commission has adopted a Communication entitled "Preventing Radicalisation To Terrorism And Violent Extremism: Strengthening The EU's Response" focusing on **ten themes**:
- National strategies to prevent radicalisation
- Consolidation of expertise dedicated to preventing radicalisation
- Alignment of the work of the RAN with the needs of the MS
- Training of practitioners to prevent radicalisation
- Development of 'exit strategies' to help individuals leave violent extremism
- Cooperation with civil society and the private sector to address challenges faced online
- Empowerment of victims to prevent radicalisation
- Encouragement of young people to think critically about extremist messages
- Research into trends in radicalisation and evaluation of existing practices

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[1] More information on http://ec.europa.eu/dgs/home-affairs/what-we-do/networks/radicalisation_awareness_network/index_en.htm.

- Closer work with partner countries to prevent and counter radicalisation both inside and outside the EU

The RAN has developed a *Collection of approaches, lessons learned and practices.* This collection should be considered as a practical, evolving and growing tool, where practitioners, first liners and policy makers may draw inspiration, find replicable examples to adapt to their local/specific context, and look for counterparts to exchange with about prevention experiences. It complements the Communication in that it illustrates the kind of measures that can be taken in the different areas identified to e.g. enhance the awareness and competence of first line practitioners, involve and engage more closely with communities, families, victims of terrorism or former terrorists, address new forms of radicalisation (e.g. through an increased use of the internet and social media) and more generally establish the appropriate framework for comprehensive prevent work.

1.2 Methodology

The approaches and lessons learned

The RAN Secretariat has selected a variety of practices and has gathered them under **eight different themes or "approaches"**. Each of the eight approaches identified is briefly described, notably its aim(s) and underlying methodology. It is then complemented by some lessons learned and by a set of relevant examples of practices.

The approaches presented in this Collection are the following:
- Raising awareness of first line practitioners working with vulnerable individuals or groups at risk of radicalisation.
- De-radicalisation programmes to re-integrate radicals and disengagement programmes to at least dissuade them from violence.
- Bridging gaps by conversation methods used by practitioners to engage with individuals at risk, and by interreligious, intercultural and other dialogues directed at decreasing the perceived psychological distance between groups.
- Engagement and empowerment of communities at risk, establishing a trust based relation with authorities.
- Education of young people on citizenship, political, religious and ethnic tolerance, non-prejudiced thinking, extremism, democratic values, cultural diversity, and the historical consequences of ethnically and politically motivated violence.
- Family support for those vulnerable to radicalisation and those who have become radicalised.
- Delivering counter-communication challenging extremist propaganda and worldview either online or offline.
- Creating institutional infrastructures to ensure that people at risk are given multi-agency support at an early stage.

The work on the collection was undertaken in a spirit similar to the spirit which presides over the work of the RAN in general: it is not intended as a scientific exercise (even if the underlying methodologies may also find support in scientific literature) but more as an empirical, very concrete, practitioner-oriented one.

The eight approaches were selected through different means:

- The policy recommendations proposed by the RAN Working Groups and discussed at the High-level Conference in January 2013, served as a first input. For example, one of the recommendations was to 'develop frameworks for multi-actor cooperation and information sharing'. This contributed to the development of an approach called 'creating an institutional infrastructure'.

- Some of the approaches directly or indirectly derived from the work of the RAN sub-groups. For example, the RAN Derad Working Group contributed to the development of the approach of 'De-radicalisation and Disengagement'. The work of other groups, less thematic such as RAN Health, RAN POL and RAN P&P, led to the development of approaches such as 'raising awareness of first line practitioners' and 'creating institutional infrastructures', two themes that have been extensively discussed within these RAN sub-groups. Other themes that played a prominent role in other RAN Working Groups were educating youths (RAN Prevent & RAN VVT), dialogue at an individual, group and collective community level (RAN Prevent, RAN Derad, RAN INT/EXT), family support (RAN INT/EXT, RAN Prevent) and online challenges (RAN @, RAN Derad and RAN VVT). All these themes have led to the development of related approaches.

- Some of these approaches have also been described in scientific research as common practices. For example, in the EU-funded project "Containing Radicalisation In Modern Europe (CRIME)", a survey was undertaken in order to learn from first liners which practices they used in the field of (de-)radicalisation. The result of this study provided valuable insight in possible approaches.

The eight approaches, empirically selected, have then been discussed and approved in the RAN Steering Committee (consisting of the 16 RAN Working Group Leaders, the RAN Secretariat, the European Commission – DG Home – and the Committee of the Regions) and are considered consensual among the practitioners of several Member States.

Lessons learned derive from the discussions in the RAN meetings as well as from experience of various practitioners/practices and have been also reviewed by the RAN Steering Committee.

The samples of practices:

The format for description of each practice entails five elements:
• Name of the practice and the organisation responsible for/carrying out the initiative;
• Approach: the main approach under which the practice can be categorised. Some

practices will be categorized under multiple approaches. However to make this a user-friendly document, practices have been categorised under the approach considered the most relevant;

- Target group: the target group designates the group the practice is focused on/ wants to create an impact for;
- Description: this part includes a short description of the aim and nature of the practice, methods and products and, if made available by the owner organisation, results and effects;
- Contact details: names, email addresses and telephone numbers of people who may be reached for more information, inspiration and cooperation. If personal contact details are not made available, links to websites and informative documents have been added.

To select the practices for the Collection, the RAN Secretariat has applied the following criteria:

- *The practice has an explicit connection to the subject of radicalisation/violent extremism.* This means that in the aims and/or activities/methods of the practice, there is link to preventing and countering radicalisation and/or violent extremism;
- *The practice is based in the European Union (EU)/ European Economic Area (EEA);*
- *The practice has been presented, discussed and reviewed within a RAN meeting or the practice has been brought forward by active RAN affiliates and has been reviewed by the Steering Committee.*

All practices' descriptions have been checked with the organisations in question and if necessary have been adjusted to their feedback. Specific texts in the practice description have in some cases been formulated by organisations themselves. The Practices in the Collection do not have an 'approved by European Commission /RAN' label but have the aim to be informative and inspiring.

1.3 An evolving tool

In general, the collection does not aim at providing comprehensive information about the existing practices, nor at giving a comprehensive picture of all existing practices in the EU Member States. As the Collection presently published is the result of first experiences within the RAN, the approaches and practices are not exhaustive and other/additional valuable categories of practices or approaches may be added in the future.

Moreover, the collection is meant to become a digital tool for practitioners. The current version does not contain some of the features which are foreseen in the future digital version, such as cross-referencing of practices, for example. As a work-in-progress, it will continuously be adjusted and filled with new practices from EU Member States.

2　Awareness raising of first line practitioners

This approach consist in raising awareness of first line practitioners working with vulnerable individuals or groups at risk of radicalisation in order to ensure that they are well equipped to detect and to respond to radicalisation.

Throughout Europe training courses have been developed to raise awareness and understanding among first liners who have responsibility for individuals who may be vulnerable to radicalisation. First line workers have been identified as a key group that can make an important contribution to this issue and include teachers, youth workers, community police officers, child protection workers, (mental) health care workers. These groups are often in direct contact with potential vulnerable individuals who may be at risk of radicalisation. In contrast to policy makers for example, first line workers - potentially - have the ability to recognise and refer individuals who may be vulnerable to radicalisation. However, public sector workers do not always have a sufficient understanding of radicalisation, do not understand the warning signs , or know what to do in response. Therefore, raising their awareness on this issue is required.

2.1 General description

2.1.1　Aim
The training courses aim at:
- Raising awareness and understanding about the process of radicalisation in general and in specific contexts.
- Helping practitioners recognise some of the signs presented by vulnerable individuals at risk.
- Empowering first line public sector workers with tools and instruments to respond appropriately.
- Stimulating multi-agency partnerships.

2.1.2　Methods
Training courses can either be tailor-made for specific first line workers (such as community police officers or mental health care workers) or be designed for first line staff in general.
The training courses differ in duration, varying from a two and a half hour interactive workshop to a three day training course.
Most courses include information on:
- Terminology.
- The range of groups and movements (extremist right-wing, extremist left-wing, Al-Qaeda, other groups, lone actors et cetera).
- The radicalisation process.
- Indicators, how to identify vulnerable people at risk of radicalisation.
- Responding to (possible) radicalisation in a multi-agency context.

Depending on the offered type of (sectorial) training course, information is also provided in relation to:
- The local context.
- Legal frameworks.
- Privacy issues / sharing information.
- Specific organisational issues.
- Good practices of counter radicalisation.

Courses are offered in a very practical and interactive way, by making use of case studies, assignments and including audio-visual material and offering toolkits.

2.2 Lessons learned

- Focussing on the vulnerable people who may be at risk (instead of talking about radicals or violent extremists), safeguarding and protecting them instead of criminalising, is the key.
- Training or raising awareness should focus on early intervention to protect and divert people from the risks they face.
- Although some theoretical framework is essential, an interactive and practical approach seems to work best.
- Following from the above, case studies and sharing experiences from first liners seem to resonate most with the target audience.
- Promotion of a multi-agency approach is essential.
- Both sectorial and multi-sectorial training courses seem to have merits:
  - A sectorial based training course seems to have the merit of being tailor made for a specific target audience, such as police officers, meeting their needs, using the language that they understand in their everyday role etc.;
  - A more generic course for first line staff across different sectors has the advantage of getting different experiences into the same room, enabling the promotion of a multi-agency approach on the spot;
- Sustainability of the courses outlined above is greatly increased when additional guidance and toolkits are provided for both organisations and first line workers.
- E-learning development can also be used to mainstream the issue to a large number of workers.
- Raising questions and even provocations may add value to training courses on themes such as radicalisation and violent extremism.

2.3 Practices

The following practices are further presented:
- CENAA
- Conviction
- CoPPRa
- Expo
- Health WRAP
- Ideology Training
- Operation Hindsight
- Race on the Agenda (ROTA)
- Radar - Nuansa basic awareness training course polarisation and radicalisation
- RECORA
- Training at the Dutch Police Academy
- Training for mental health workers
- WRAP

Collection of Practices

Name practice/organisation: "Extremism as a security threat in the Gemer region (South-East of the Slovak Republic)" – Centre for European and North Atlantic Affairs (CENAA) - (ENoD partner)

Country: Slovakia

Target group: first line staff

Approach: Awareness raising for first line practitioners, creating an institutional infrastructure

Description:
The general aim of the pilot project is raising awareness and knowledge of first line practitioners in order to increase local capacities to address extremism and radicalization as security threats at local level. The aim is also to provide a platform for local actors to discuss their experience and opinions of the most pressing issues of the region and to share best practices how to counter extremist actions. The target region of the project, Gemer, is located on the south-east part of the Slovak Republic and it is a region with serious socio-economic problems along with extremely strained relations among majority and minorities, especially Roma.

The projects' approach is based on round table meetings using the following principles:

1. Close cooperation with local NGO representatives: With the support and knowledge of local NGO representatives, who are well-known and accepted by local citizens, it was easier as a research centre operating on national level to reach the target group and invite them to the meetings. It was also easier to open the debate and encourage them to speak freely when the discussion was chaired by one of them, not "outsiders".

2. Application of the Chatham House Rules on the discussion: To ensure that sincerity and relaxed attitudes in the meetings are achieved, Chatham House Rules are applied to the discussion, which means that participants can express their opinions and attitudes without fear that their identity and affiliation will be published.

3. Encourage people to speak openly, freely and without any fear: Since every region has its own specificities and pressing issues, the approach applied should be tailor-made. To gain trust, interest and attention of the target group, the discussion starts with formulating their ideal model and approach of dealing with the current situation of the country, with the special focus on their own region. The discussion should therefore be an attempt to cooperate as partners in the process of formulating a strategy of countering extremism in their surroundings, rather than lecturing the target group.

Information and contact details:
Organisation: Centre for European and North Atlantic Affairs (CENAA) www.cenaa.org
Address: Tolstého 9, 811 06 Bratislava, Slovak Republic
Contact: Radka Vicenová, Project manager - vicenova@cenaa.org

http://www.european-network-of-deradicalisation.eu/profiles/64-centre-for-european-and-north-atlantic-affairs-cenaa

Radicalisation Awareness Network

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Collection of Practices

Name practice/organisation: Conviction - UK Southwest Counter Terrorism Unit

Country: United Kingdom

Target group: Social services; the health sector; the education sector; Probation Service; Offender Management Units; Family Protection Unit; Employment Service; Housing Sector.

Approach: Awareness raising for first line practitioners
Description:

This is a 30 minute thought provoking DVD produced by the UK Southwest Counter Terrorism Unit. Conviction is designed for first line staff from partnership agencies and gives an overview of a real life case study based on the convicted terrorist Andrew (Isa) Ibrahim. By using a real life case study the exercise allows partners to understand the vulnerabilities Ibrahim presented before being arrested.

Information and contact details:

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Contact: prevent@acpo.pnn.police.uk
Telephone: (+44) 020 7084 8950

Collection of Practices

Name practice/organisation: CoPPRa – Community Policing and Preventing Radicalisation

Country: Belgium

Target group: first line staff, police officers

Approach: Awareness raising for first line practitioners

Description:
CoPPRa is a project funded by the European Union with co-funding from the Belgian Federal Police, which aims to improve the capacity of first line police officers to prevent radicalisation. It rests on the assumption that regular first line police officers – community police officers – have an important role to play in preventing radicalisation; working in the field, understanding their local communities, and tending to have good community links. However, such police officers do not always have a good understanding of radicalisation, how to recognize the warning signs, or understand what to do in response. This project has aimed to help plug those gaps through the spread of knowledge and training.

The project has three areas of activity:
• The creation of a practical, user-friendly tool to support first line police officers in detecting signs of radicalisation at an early stage. It has taken the form of a 'pocket guide' which includes guidelines on community engagement, brief information on the indicators that officers might see, and logos, symbols and tattoos used by the full range of groups operating across Europe. It is highly visual and written in a basic and accessible style. The guide is available free of charge.
• The development of a comprehensive curriculum for training first line officers in how to use the tool in their daily work. This takes the form of a longer manual for training, which can be used by police schools or the individuals responsible for training within individual police forces. It includes information on the full range of groups and movements, allowing trainers to tailor the training to the local threat context. It includes material on terminology, the radicalisation process, indicators, case studies, how to build community relations, legal frameworks, and group profiles.
• The identification and exchange of good practices on how to stop the spread of radicalisation in close partnership with other local partners. A number of examples are provided in the training manual and ideas were exchanged at a recent EU-wide conference organised as part of the project.

Information and contact details:

Organisation: Federal Police Belgium – National Airport
http://www.polfed-fedpol.be/org/org_dga_lpa_en.php
Address: Rue Fritz Toussaint 8 (Bloc V), 1050 Brussels, Belgium
Contact: Commissioner Jean-Pierre Devos, Project manager CoPPRa coppra.be2010@gmail.com
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Collection of Practices

Name practice/organisation: Teacher seminars and workshops for youngsters to counter extremism and intolerance , Expo Foundation

Country: Sweden

Target group: teachers, youngsters

Approach: Awareness raising for first line practitioners, Education of young people

Description:

Responding to social unrest and intolerance at school, Expo organises seminars for teachers and youth workers on how to recognise right wing extremism, relations with youngsters and how to deal with it. Expo organises workshops for youngsters and gives lectures at schools about racism, diversity, tolerance and digital literacy.

Expo also cooperates with Teskedsorden (The Order of the Teaspoon) and Kungälv municipality in spreading "The Kungälv Model":

The work of breaking down destructive social student structures at school is based on an initial local analysis. The actors of the structure are identified as well as their relationship to each other. When the school staff agrees on a common and overarching problem formulation, a working process begins, leading to the disassembly of the destructive structure of students creating social unrest and intolerance.

Disassembling will happen by offering education, like particular courses, field trips and work site visits. Participation in educational offerings is on a voluntary basis, and no student can for example be forced to take a particular path of education. Instead the educational work is focused on motivating the students in question to choose studies adjusted to their particular circumstances. In tandem with the studies, a positive social structure is created together with the student, where the student can develop his or her social ability to relate to others in a tolerant manner. This may for example include learning to take responsibility from good adult role models.

This working process is based on long-term thinking and joint efforts from the entire school staff. The educational efforts, which are aimed at each respective group of students in the negative social structure must, in their didactic content, be understood as a part of the school's regular educational work. In short, this means that education in general is always marked by positive student activity with the acceptance of social responsibility and with dialogue at the centre. The educational content in the dialogue should be relatable to the student's life. Otherwise this education easily becomes the static fulfilling of responsibilities and not the basis for authentic experiences which illuminate the indispensable value of tolerance.

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Radicalisation Awareness Network

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Collection of Practices

Name practice/organisation: Health Workshop to Raise Awareness of Prevent (HealthWRAP) - Department of Health and the National Health Service

Country: United Kingdom

Target group: Health services

Approach: Awareness raising for first line practitioners

Description:

The UK Government recognises that the health service is a critical partner in Prevent. As such, the Department of Health and the National Health Service (NHS) offer guidance documents along with a toolkit for both leaders and managers in healthcare organisations along with their first line workers, to support the implementation of the UK Prevent strategy. Health WRAP supports the above documentation and raises awareness of healthcare workers and managers in terms of managing vulnerable individuals who may be at risk of radicalisation. Supporting vulnerable individuals and reducing the threat from radicalisers is seen as a priority for the health service and its partners.

Health WRAP is about:
* knowing how to support vulnerable individuals who display signs of being at risk of radicalisation;
* ensuring that those vulnerable individuals are protected, not criminalised;
* preventing people from being drawn into terrorism.

The toolkit '*Building Partnerships, Staying Safe*' provides advice on how healthcare organisations can review current practice to build and strengthen their existing child and adult protection frameworks. It also provides practical steps on how to take forward their responsibilities in contributing to Prevent through:
* Delivering awareness raising programmes for staff;
* Developing organisational protocols, policies and procedures that enable staff and patients to raise concerns;
* Working with partners to develop and strengthen safeguarding of vulnerable individuals and obtain specialist advice and support;
* Assessing and reinforcing systems for vulnerable and harder-to-reach groups;
* Sustaining safer healthcare services.

Information and contact details:

Organisation: Department of Health and the National Health Service
Address: 79 Whitehall, SW1A 2NL London, United Kingdom
Contact: Chris Charlton
chrischarlton@nhs.net
Telephone: +44 7798 603551

Collection of Practices

Name practice/organisation: Ideology training - Scott Associates Europe Ltd. & Rewind UK

Country: United Kingdom

Target group: Police (Prevent Engagement / Intelligence Officers) Local Authorities / Municipalities staff with safeguarding responsibilities, Youth Services & Youth Offending teams, Prison Staff, Head Teachers / Teachers & School Management, University Teaching & Management Staff, Health Services, Border Agencies, Mosque & Madrassah Staff.

Approach: Awareness raising for first line practitioners

Description:

Scott Associates & Rewind UK have developed an Ideology training programme that unpacks the ideology of Islamist extremist groups (violent / non violent, proscribed / non proscribed) & the far right / far right extremist (FRE). The training products combine academic research, first hand experience & the latest training techniques. The training product can be differentiated & tailored for policy makers, senior & middle managers & all front line staff. The training team consists of Islamic Academic Scholars (Mufti Level) & facilitators who have first hand knowledge & experience of extremist groups.

Information and contact details:

Organisation: Scott Associates Europe Ltd. & Rewind UK
www.scottassociateseu.com
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Contact: info@scottassociateseu.com
Telephone: 01772 379253 (office) | 07590 673619 (mobile)

Collection of Practices

Name practice/organisation: Operation Hindsight - Association of Chief Police Officers (ACPO)

Country: United Kingdom

Target group: Front line sector staff from various organisations that come into contact with vulnerable individuals in their professional capacity including social services, health sector, education sector, Offender Management Units, Family Protection Units, housing sector and Channel representatives. It is designed for both strategic and tactical decision makers.

Approach: Awareness raising for first line practitioners, creating institutional infrastructure

Description:
Operation Hindsight is an interactive table top exercise that helps key stakeholders including social workers, NHS staff, youth workers, housing officers, transport, retail and front line staff to identify and manage the risk to individuals who may be vulnerable to radicalisation. The exercise provides an opportunity to understand how timely interventions can help to safeguard vulnerable individuals. It has been developed by the Association of Chief Police Officers (ACPO) *Prevent* Delivery Unit (PDU) in partnership with the Office for Security and Counter Terrorism (OSCT) at the Home Office. Operation Hindsight has been endorsed and supported by both the Department of Health and the Department of Education as a *Prevent* training product.

The exercise uses a fictitious scenario centred around an individual, which is based on real life case studies, to show the radicalisation of a vulnerable young man. The lessons learned from previous case studies provide the participants in the exercise with options that recognise the potential for early multi-agency support processes that safeguard individuals in similar circumstances. Operation Hindsight provides the opportunity for participants to address the key events in the central character's life, that lead up to a fictitious terrorist incident. Each scenario highlights the vulnerability of the young man in a variety of ways. The purpose of the exercise is to enable partners and participating agencies to look at the frustrations, dilemmas and concerns that are experienced by everyone in communicating and sharing information and understanding various intervention approaches when safeguarding vulnerable individuals. This multimedia exercise can be delivered by partners as an in-house training product.

This product is delivered free, excluding venue and provisions. Training is also provided at no cost. The exercise can be delivered by the front line sector. Hindsight has been shown to give partners confidence to discuss issues around sharing information, understanding vulnerability and risk management.

Information and contact details:
Organisation: Office of National Coordinator Prevent, ACPO(TAM)
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Contact: prevent@acpo.pnn.police.uk **Telephone:** (+44) 020 7084 8950

Collection of Practices

Name practice/organisation: Race on the Agenda (ROTA) (ENoD Partner)

Country: United Kingdom

Target group: community and voluntary organisations

Approach: Awareness raising for first line practitioners, creating an institutional infrastructure

Description:
ROTA is a social action organisation which has been in existence for almost 30 years working to eliminate racial inequality across London, and more recently across the UK. ROTA emerged due to a need for a representative body across the different 32 London boroughs.

Since its inception, ROTA's aims have been to pilot new ideas to demonstrate equality-led models, build community capability, develop and influence policy and practice. ROTA works with community and voluntary organisations that support a range of different ethnic communities across London.

As a social action organisation, ROTA's work involves placing those with direct experience of discrimination at the centre of its solutions. This includes policy shaping by building community capability around issues of racial discrimination which has included dealing with white right-wing extremists or for example exploring the impact of girls who are gang associated. ROTA's research has shown the value of multi-agency and multi-disciplinary partnerships in coordinating around community tensions relating to racial hate crime and the value of front line staff possessing skills in restorative processes. When first line staff had the right capacity and knowledge in Restorative Justice the benefits for the victim and also as a process to de-radicalise individuals involved at different levels of right wing extremism, has proven successful. All projects undertaken aim to increase the awareness of skilled personnel and their clients of the damage caused to humans and to deal with this.

Information and contact details:

Organisation: Race on the Agenda (ROTA)
www.rota.org.uk
Address: 356 Holloway Road, N7 6PA London , United Kingdom
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http://www.european-network-of-deradicalisation.eu/profiles/49-race-on-the-agenda-rota

Radicalisation Awareness Network

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Collection of Practices

Name practice/organisation: 'basic awareness training course polarisation and radicalisation' Dutch Ministry of Safety and Justice / RadarAdvies

Country: The Netherlands

Target group: First line staff

Approach: Awareness raising for first line practitioners

Description:

The Dutch Ministry of Safety and Justice together with RadarAdvies developed a training course which raises awareness among first line professionals (teachers, youth workers, police, youth care etc.) and contributes to the expertise about the phenomena of polarisation and radicalisation. The training focuses on:
o   The understanding of worrying social tensions
o   The process of radicalisation
o   Recognizing and interpreting signals and obtaining tools to handle them
o   Sharing information with (network) partners
o   Tools to respond appropriately.

The training course has a practical and interactive character and focuses on experiential learning. Besides a theoretical framework on the different forms of radicalisation in The Netherlands, participants also work on practical case studies, very often brought forward by the participants. Pre-conditions to the training are:
o   Multi-disciplinary group of participants
o   A baseline assessment is made with the management of regional organisations prior to the first training
o   Support by the management of the first line organisations who send professionals to the training course
o   By presenting the 'supply – demand model' of radicalisation and speaking of vulnerable individuals, instead of perpetrators, participation from non-security sectors (like education and social workers) is ensured.

Information and contact details

Organisation: Dutch Ministry of Safety and Justice / RadarAdvies
http://www.radaradvies.nl/
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Collection of Practices

Name practice/organisation: RecoRa (ENoD Partner)

Country: United Kingdom

Target group: authorities, communities, first line staff

Approach: Awareness raising for first line practitioners

Description:

The RecoRa Institute aims to empower street-level workers to build effective solutions to factors that can make individuals vulnerable to what is often called the 'radicalisation process'. Training is used as a tool to build 'shared narratives' that link street-level workers with policy makers; police and security services with Local Authorities; and formal organisations with communities and street-level workers.

A wide array of training modules and programmes are offered by RecoRa, such as one and two day training courses on recognising and responding to ideological violence, development programmes for parents and intensive master classes for communities and professionals on how to intervene and challenge ideological violence. The Institution also designs digital learning programmes hosted on a secure E-learning platform. The training is always embedded in local network building. RecoRa seeks to design localised learning programmes and to train local people to be able to deliver the learning independently reflecting the aim to embed this expertise into local people and institutions.

The training programmes and learning events are guided by a number of principles:
• Individuals lead change more than plans or models
• Energy is the key predictor of effective human enterprise
• Empowering energetic individuals with knowledge and confidence to recognise and respond to radicalisation is the most effective route in enabling organisations to mainstream [institutionalised] care based solutions to ideological violence
• Divergent thinking solves more problems than conventional treatment
• Enhancing the skills of existing practitioners to support radicalised individual's capacity to change is more sustainable than relying on a cohort of specialist providers.

RecoRa links governments, research institutions and private and community actors together into a co dependent think tank.

Information and contact details:
Organisation: RecoDa
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http://www.european-network-of-deradicalisation.eu/profiles/48-the-recora-institute

RAN

Collection of Practices

Name practice/organisation: Radicalisation and Terrorism Training Programmes – Dutch Police Academy

Country: The Netherlands

Target group: first line staff, police officers

Approach: Awareness raising for first line practitioners

Description:
Improving the capacity of police officers to prevent radicalisation doesn't have to be done on the job only. In The Netherlands different forms of training are given at the Police Academy:

One day training Basic Radicalisation and Terrorism
This training, also suitable in a multidisciplinary setting (police, civil authorities and social or school workers), describes and addresses:
o   The radicalisation process and the different forms of radicalisation and terrorism.
o   How to recognise radicalisation (indicators) and how to register radicalisation and deal with this information with regard to the police administration systems.
o   Case studies are discussed and many CoPPRa items are also included in the training.

One day training Advanced Radicalisation and Terrorism
This training describes, addresses and discusses:
o   Background information on the development of terrorism
o   How terrorists operate (terrorist planning and attack cycle)
o   Counter terrorism: the difference between police and intelligence operations
o   Several case studies.

One day training Attack Analysis
This training is about attack dynamics: what happens before, during and after a (terrorist, criminal or lone- wolf) attack? How to recognise different attack types and what to do to minimise attack risk? This training is based on a detailed analysis of 20 different activist, individual or terrorist attacks.

One day training Potentially Violent Lone Actors
This training describes the lone actor phenomena, such as definitions, different types of lone actors e.g. lone wolves and school shooters. In terms of theoretical framework the pathway to intended violence is a central element in the training, as are methods of detection based on individual and operational indicators. Pro-active intervention methods are also discussed.

Two days training Identifying Criminal and Terrorist Behaviour (Spotters training)
This training teaches police officers how to detect behaviour that is considered to be typical for criminals, attackers or terrorists. The intense two day training is a combination of theory and a lot of practical training exercises in the public domain.

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Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Training for mental health workers - Trifier and RadarAdvies **-**

Country: Netherlands

Target group: first line staff, mental health workers

Approach: Awareness raising for first line practitioners

Description:

The training aims to:
o   Raise awareness among first line mental health workers about the signals and processes that might indicate (a risk of) a worrying development of a patient. A development that might indicate a process of radicalisation or the vulnerability of the patient. It's a training about individuals who, for different reasons, threaten to become violent against society or for instance authorities.
o   Instruct the mental health workers on the possibilities that are available, and even sometimes obligatory, to share information with other professionals, and breach patients confidentiality in a proper way. This is along existing procedures and protocols for internal (collegial consultation) and external consultation.
o   Stimulate an attitude of early approaching and interventions, similar to the existing protocols for suicide and depression

Characteristics of the training course are:
o   A one day training course for mental health professionals.
o   It is based on existing professional expertise on violence and aggression.
o   It starts from cases which mental health care workers can relate to and preferably cases coming from the participants themselves
o   Experiences and expertise of participants are incorporated in a professional framework.
o   A processes of escalation is introduced as are models and instruments for better risk assessment

There should be policies and procedures at place for sharing confidential information in the situations that make for breaching patient confidentiality necessary and inevitable. These could be inspired by those for prevention of violence, suicide and child abuse.
If the mental health workers are working in a multi agency setting, it´s easier to deliver the training, because the professionals are already convinced about the added value of co-operation, shared responsibilities and information sharing. Reframe and introduce the topic in such a way that is close to what the professionals are confident in dealing with, so relating to their own role, expertise and internal procedures. You need trainers who can relate to the to be trained professionals.

Information and contact details:
Organisation: Trifier and RadarAdvies http://www.trifier.nl/pages/english.html
http://www.radaradvies.nl/
Address: Radar: Veemarkt 83, 1019 DB Amsterdam, Netherlands / Trifier: Hoofdstraat 40, 5121 JE Rijen, Netherlands **Contact:** Trifier training: Gijsbert Roseboom, Gijsbert@trifier.nl   RadarAdvies: Steven Lenos, s.lenos@radaradvies.nl

Radicalisation Awareness Network

Collection of Practices

Name practice/organisation: Workshop to Raise Awareness of Prevent (WRAP) – 2nd edition – Home Office

Country: United Kingdom

Target group: first line staff

Approach: Awareness raising for first line practitioners

Description:

WRAP is a two and a half hour interactive facilitated workshop centred on a DVD, aimed at first line staff. The workshop aims to give them:
- An awareness and understanding of the Prevent agenda and their role within it.
- The ability to use existing expertise and professional judgement to recognise potentially vulnerable individuals who may be susceptible to messages of violence.
- The confidence to use a common sense based response to support and intervene with vulnerable people.

The workshop is an introduction to the UK Prevent programme and covers issues such as crime, normal social processes that are used to influence and manipulate, extreme right-wing and Al Qa'ida case studies, terrorist ideologies and factors which may contribute to an individual's susceptibility to a terrorist ideology. OSCT and the Department of Health run WRAP Facilitator Training courses so that front line practitioners can gain accreditation to deliver the course in their local areas. As a result, WRAP has been delivered to more than 35,000 front line staff since November 2011 and receives very positive feedback.

Information and contact details:

Organisation: Office for Security and Counter-Terrorism, in the Home Office
https://www.gov.uk/government/organisations/home-office
Contact: Naomi Goodall, Lead Official
WRAP@homeoffice.x.gsi.gov.uk

3 Exit strategies: de-radicalisation and disengagement

This approach consist in setting up programmes of de-radicalisation or disengagement aiming at re-integrating radicals (de-radicalisation) or at least dissuading them from violence (disengagement).

Even after the best of prevention efforts, some individuals still become radicals. While reaching that stage, they fall under the responsibility of security services/police, and, in some cases, of justice and prison services. However, there will (most likely) come a day when the individual has finished his/her sentence and will have to be re-integrated into society. For a successful re-integration into society it is important to offer radicals de-radicalisation or disengagement programmes. "Exit" programmes should not only be offered to individuals who have faced imprisonment. Ideally, imprisonment should be prevented by offering this kind of programmes before the individual undertakes illegal activities.

3.1 General description

3.1.1 Aim

The process of de-radicalisation or disengagement includes behaviour and cognitive aspects such as beliefs. With regard to behaviour, this primarily involves the cessation of violent actions. This is usually referred to as 'disengagement'. With regards to attitudes, this involves an increase in confidence in the system, a desire to once more be a part of society, and the rejection of non-democratic means. This is referred to as 'de-radicalisation'. In short, to use the words of John Horgan (2009) de-radicalisation and disengagement programmes "are generally directed against individuals who have become radical with the aim of re-integrating them into society or at least dissuading them from violence."

3.1.2 Methods

De-radicalisation & disengagement programmes can be offered by NGO's or governments or in combination. The programmes are very intensive (6 months – 1, 5 years) involving a range of interventions and help for those exiting extremist groups:

- Individual mentoring (for example by working on relationship skills, empathy, self-esteem, responsibility and the ability to self-reflect
- Conversation techniques (discussions, dialogue and negotiation)
- Social and economic support for the individual (re-integration development and employment)
- Family support and community engagement
- Psychological support and counselling
- Religious or ideological counselling

- Helping to join up support for the individual from a range of state and non-state services.

3.2 Lessons learned

Important lessons of de-radicalisation and disengagement programmes are:

At an **entry level**, programmes should start by creating trust between the participant and programme staff:
- Most of the de-radicalisation programmes start with conversations with the individual about respect, relationship building and how to express ones feelings. The idea behind this is to start up the conversation, to create respect, mutual trust, personal commitment, build a relationship and to share expectations
- In establishing trust, programmes are most likely to be effective when they are voluntary – personal commitment is vital. However, sometimes a voluntary basis is not possible.
- Radicalised people often have practical problems/questions (housing issues, no job etc.). Support with these problems, will help build a relationship of trust and confidence.

Key to the programme itself is that it is **tailor made** :
- A participant's social as well as individual needs are addressed.
- Family and social networks should also be included
- A rounded and holistic approach is used, rather than focusing on one aspect, such as ideology or social support
- The process should be open with enough time and space for interaction and flexibility. This 'open process work' is as participatory and exploratory as possible.

Following from the tailor made approach, the **intervention** deployed may vary a great deal:
- Delivery of material interventions (housing, school choice, employability) and/or immaterial interventions, such as learning to talk about injustice, anger, exclusion; reflect on own behaviour; compare ideological texts, etc.
- Programmes should focus on social skills and emotional intelligence, in particular in areas of conflict, anger, shame and anxiety. In this respect, group discussions with peers (assisted by one-on-one settings) are useful as well as using group/circle discussions with the extremist/perpetrator and other actors like social workers, community members, family and sometimes even victims.
- Most programmes tackle ideology as a secondary issue and focus. However, when ideology does play a central role in the radicalisation process, it can be useful to involve former extremists in de-radicalisation and disengagement programmes because they have a deeper understanding of the challenges the individual is facing and have more credibility

- The programme can be more effective with the use of different tools such as films, books, speakers and visits to specific, relevant locations.
- In some cases, especially with youngsters, it can be useful to work with role models (from sports, movies, music etc.).

Institutional and professional **pre-conditions** are:
- A consistent and long-term approach is essential
- A multi-agency (health-care, social work and probation) approach is key
- Staff should be properly trained and have specific professional competences (in radicalisation, social and youth area) and social competences (relationship formation, and personal and communicative skills)
- By some professionals it is argued that programmes are best facilitated by external non-statutory practitioners who can act independently within and across statutory institutions. These practitioners should be supported by governmental staff and quality assurance measures.
- It seems that the choice for a statutory or non-statutory practitioner is dependent of the amount of trust in government/authorities in each country. In countries where there is a great degree of trust, a statutory practitioners is more often employed.
- Involvement of the government isn't however always a necessary pre-condition. When the government is involved, opinions differ about whether that should be done overtly or covertly. The practices presented show that transparency about the role of the government can help in establishing a trust based relationship.

3.3 Practices

Across Member States in Europe, the following de-radicalisation and disengagement programmes are further presented:
- Active Change Foundation
- AVE
- Back on Track
- De-radicalisation – targeted intervention
- Exit
- Exit S.C.S. onlus
- STREET
- The Unity Initiative
- Violence Prevention Network
- West London Initiative
- Winschoten

Collection of Practices

Name practice/organisation: Active Change Foundation (ENoD Partner)

Country: United Kingdom

Target group: Radicalised individuals

Approach: Deradicalisation & disengagement, Community engagement and empowerment

Description:
The Active Change Foundation was set up to deal with serious violence such as gangs and violent extremism. The objective of the organisation is to create intervention tools to create a better, safer and stronger society where community resilience can act as the deterrent to recruitment into extremism.
ACF works on the promotion of religious and racial harmony for the public benefit by promoting knowledge and mutual understanding between different racial groups and persons of different faiths and raising awareness so as to promote good relations between those groups and persons. The organisation comprises of a number of practitioners skilled in building the capacity of organisations to the threat of extremism. These practitioners also develop intervention strategies and engage in one- to- one interventions. ACF has developed a number of modules to train or intervene in extremist activity on behalf of individuals, private organisations and statutory organisations. The approaches work on the effective establishment of a value chain predominantly around multi agency working. ACF applies effective and relevant assessments and identifies the problem. ACF then develops intervention plans to deal with the problem.

At a local level ACF works to prevent individuals falling into extremism. ACF considers the recruiters' ability to view young people's vulnerabilities as opportunities for recruitment. The work therefore includes developing protective factors to insulate young people from being recruited. This also includes raising community awareness on the issue as a tool to both create community collateral and community resilience. The strategy is simple: a strong society cannot be infiltrated by demonic minority. This work includes community engagement meetings and one- to- one intervention.
At a national level ACF are called upon to re-integrate people convicted of extremist activity back into the community. This is the process of dismantling and repairing the extremist mind-set and is predominantly done through one- to- one interventions.

Internationally ACF provides trainings on both direct intervention and developing community engagement strategies. Many institutions are unaware on how best to build community resilience to extremist activity. ACF has trained a number of international delegations.

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http://www.european-network-of-deradicalisation.eu/profiles/67-active-change-foundation

Collection of Practices

Name practice/organisation: Against Violent Extremism (AVE) – ISD, Google Idea, Gen Next

Country: United Kingdom

Target group: Online, formers, victims

Approach: Deradicalisation and disengagement

Description:

Against Violent Extremism (AVE) is an online network that aims to provide a platform for former violent extremists and survivors of violence to connect with each other to share ideas, collaborate, and identify partners and resources to find ways of amplifying their initiatives and message to a wider audience.

AVE uses technology to connect, exchange, disseminate and influence all forms of violent extremism (from far right and far left to AQ-linked and inspired, and gangs). On the central AVE website formers and survivors can join the network, (also on Facebook, twitter and Google +), find and assist related projects and connect to and support members of the network. The network has three primary functions:
1. To connect credible messengers to one another so they can learn best practices and share ideas.
2. To match credible messengers to private sector resources, skills and support. In the aftermath of an extremist attack AVE can act as a positive outlet for members of the public wishing to 'do something' as they can register their skills and interests in order to get involved with AVE projects working to counter extremism. The AVE network and associated website will allow individuals and organisations to share practical expertise, pool resources and find donors or volunteers.
3. AVE advocates for the role which former extremists and survivors of violent extremism have to play in pushing back against extremist narratives to governments and international bodies.

In addition to the above, AVE also actively seeks to facilitate longer term project partnerships, from education programmes using members narratives to prison intervention programmes.

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Collection of Practices

Name practice/organisation: Back on Track (ENoD Partner) - Danish Ministry of Social affairs and Integration and the Danish Prison and Probation Services.

Country: Denmark

Target group: Convicted terrorists

Approach: Deradicalisation & disengagement

Description:

Back on Track is a de-radicalisation pilot project set up by the Danish Ministry of Social affairs and Integration in collaboration with the Danish Prison and Probation Services. In the project the organisations work together on developing and testing an mentoring scheme that may help to prevent and counteract crime related, to all kinds of extremism. Specifically targeted are inmates and remand prisoners who are charged with or convicted of terrorism, and/ or vulnerable to radicalisation.

The aim of the mentoring scheme is to help inmates become better at tackling everyday situations, problems and conflicts by:
- Motivating them to opt for a lifestyle free of crime;
- Involving the inmates network outside prison (family, friends etc.);
- Assisting with concrete challenges surrounding release (finding a home, job etc.).

An important part of the project is to train mentors to strengthen their competencies in relation to various dialogue techniques, coaching and conflict management skills (also a selection ground for new mentors). The mentors will also have mentor coaches who can support and supervise them throughout the project.

The pilot project runs from 2011-2014 and is largely supported by the European Union. If the project shows good results, the possibilities of continuing the effort on a more long-term basis will be examined.

Information and contact details:
Organisation: Danish Ministry of Social affairs and Integration and the Danish Prison and Probation Services. www.kriminalforsorgen.dk
Contact: Julie Cold, Project coordinator Danish ministry of Social Affairs: jco@sm.dk
Marie Louise Jorgensen, Project coordinator Department of Prisons and Probation: marielouise.jorgensen@kriminalforsogen.dk

http://www.european-network-of-deradicalisation.eu/profiles/63-back-on-track-ministry-of-social-affairs-and-integration-department-of-the-prison-and-probation-service

Collection of Practices

Name practice/organisation: De-radicalisation targeted intervention

Country: Denmark

Target group: Radicalised individuals

Approach: De-radicalisation & disengagement

Description:
2008 saw the launch of a targeted Danish effort against radicalisation and extremism of which the EU-funded project 'De-radicalisation – targeted intervention' was a pivotal part of the Danish effort.

The project has three main strategies:
- A mentoring strategy, which focuses on individual mentoring programmes aimed at young people showing signs of radicalisation or engagement in extremist environments. The core of the mentoring strategy consists of direct contact with the individual at risk and a one-to-one relationship between a mentor and mentee.
- A counselling strategy, which focuses on individual and collective counselling activities aimed at professionals working with young people. Essential to this strategy is an offer of counselling, dialogue events and the dissemination of knowledge on processes of radicalisation and involvement in extremist environments, as well as methods for including individuals at risk and preventing welfare-related problems.
- An exit-strategy, which focusses on individual engagement processes aimed at individuals who are engaged in violent extremist circles or have been convicted of or charged with extremist criminal activities. The pilot was anchored in the Danish Security Service PET's Centre of Prevention.

In the pilot stage the following results were booked:
- Within the mentoring strategy the Info House was contacted 40 times regarding young people displaying worrying signs. 6 concrete mentorships were established .(4 ongoing, 2 completed and 2 additional mentorships in preparation)
- Within the counselling strategy 21 counselling sessions were set up for practitioners working with young people, 5 of which resulted in the launch of an individual engagement process with individuals at risk.
- Within the exit-strategy, more than 80 talks occurred with 10 individuals.

Information and contact details:

Organisation: Ministry of Social Affairs, Children and Integration
http://english.sm.dk/democracy-and-integration/preventing-extremism/Sider/Start.aspx
Address: Holmens Kanal 22, 1060 Copenhagen, Denmark
Contact: Margit Helle Thomsen, mht@mhtconsult.dk

Collection of Practices

Name practice/organisation: Exit

Country: Sweden

Target group: Radicalised individuals

Approach: De-radicalisation & disengagement

Description:

Exit was developed to disengage en de-radicalise people from the right-wing scene in Norway. In Sweden it was implemented in 1998 to help young people leave the so-called white power movements. The programme helps people leave a white supremacist movement behind and build a new life.

The kind of support provided both consists of practical matters to start a new life as counselling and training or for example social skills. The length of the support differs from individual to individual (mainly between 6 and 9 months, sometimes a few years).

Participants who follow the programme should do so voluntary. Radical beliefs and ideology aren't central in the approach as Exit views the reason for getting into extremist groups as mainly caused by other reasons (like personal grievance of socio-economic circumstances). It is also thought that too much emphasis on ideology might provoke a defensive attitude.

The Exit project team consists of several 'formers' who used to be in a white power group themselves. Finally, the programme also has a preventive side to it by cooperating with schools and local governmental authorities to prevent people from joining extremist groups.

In 2012 Exit produced a theatre play, the Voice of Hate, targeting young people at 14-18 years with the focus on preventing young individuals from joining extremist environments by delivering different perspectives on why people join the white power movement and how an engagement affects the individuals involved in extremism.

Information and contact details:

Organisation: Exit
http://exit.fryshuset.se/english/
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Radicalisation Awareness Network

Collection of Practices

Name practice/organisation: EXIT S.C.S. onlus (Exit, cooperative social enterprise onlus)

Country: Italy

Target group: Victims of violence, families, perpetrators of violence

Approach: De-radicalisation and disengagement

Description:

EXIT S.C.S. onlus (EXIT cooperative social enterprise onlus) is a NPO, that specializes in offering social services for the enhancement of the individual and to counteract all forms of violence and harassment. EXIT S.C.S. onlus has specialized in preventing offenses and crimes in the area of stalking and religious cults, mostly by offering information and consultation to victims and by planning an exit procedure for her/him that is geared towards the particular situation of the person and the cult context.

With regard to hate crime, EXIT's work has thus far mainly been around discrimination and violence in religious groups, one-on-one and psychologically abusive group relationships which sometimes bring violence and violation of human rights. EXIT at this point in time has less experience with politically motivated or xenophobic violence. However, especially in bigger cities it can be observed, how phenomena from EXIT's work with abusive groups overlap and in part coincide with issues of racism, xenophobia and hate crime which often is part of gang activities.

EXIT and its partners use various approaches of educational, consulting and intervention approaches. Conflict resolution and conflict transformation methods are applied in order to prevent the exacerbation of conflict around abusive group issues (conflict in scholastic, judiciary, community, intercultural respects etc.).

In facilitating exit and distancing processes EXIT also uses intensive one-on-one settings. Here the facilitators employ empowering, coping and reflecting strategies in order to psychologically strengthen the clients' self-esteem and resilience. Voluntary engagement on the side of the client is a methodological prerequisite while motivational interviewing may take place in the lead-up towards a full exit facilitation. Also EXIT facilitators must always consider security issues and assess the level of threat that the cult member is subject to when she or he is attempting to leave.

EXIT's intervention method varies depending on the case, in particular depending on whether the work is with direct witnesses and victims of abuses (ex-members of cults, harassed employees, victims of violence) or with the families of affected individuals (so that the individual/ relative is not present and can only be indirectly referred to, for example by discussing the personal changes the family has observed with the affected family member).

Information and contact details:
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http://www.exitonlus.it/
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Collection of Practices

Name practice/organisation: STREET (Strategy To Reach and Empower and Educate Teenagers)

Country: United Kingdom

Target group: (Muslim) youngsters

Approach: De-radicalisation & disengagement

Description:

STREET is a community counter radicalization programme based in South-London. The programme's objective is to offer youth at risk of antisocial behaviour, gang violence and violent extremism, an alternative path leading to more positive and productive lifestyles. The project is a Muslim community initiative designed to counter the adverse impact of extremist and terrorist propaganda in a section of the community that is susceptible to it – Muslim youth; particularly new converts.

STREET uses a custom-made mentoring approach to reconnect youngsters to society. For every individual in the programme, interventions are fit to meet their needs. This can encompass counselling, social and welfare support, as well as personal development and using religious teaching on citizenship and personal conduct to encourage personal reform and positive citizenship. Youngsters join STREET either through referral from other Organisations or by self applying to become part of the project.

STREET reached more than 4500 young men in 2010.

Information and contact details:

Contact: Dr Abdul Haqq Baker, STREET
a_baker@streetonline.org

http://www.globalct.org/publications/strategy-to-reach-empower-and-educate-teenagers-street-a-case-study-in-government-community-partnership-and-direct-intervention-to-counter-violent-extremism/

Collection of Practices

Name practice/organisation: The Unity Initiative

Country: United Kingdom

Target group: Communities, families, individuals at risk

Approach: De-radicalisation and disengagement, Counter-communication

Description:

The Unity Initiative (TUI) is a Interventions Consultancy with the primary aim of dismantling reactionary absolutism, tackling violent extremism and promoting pluralism. The work of TUIs combines sanctioned counter-narratives, behavioural and linguistic sciences as well as providing supportive mechanisms to vulnerable individuals and communities. TUI believes that in order to ensure an efficient, effective and most importantly a resilient outcome, each individual project requires a thorough fact-based analysis and a strategy development process which can be tailored to address the specifics of that case.

Aims and Objectives:
- To support and educate vulnerable youth and adults with resilience mechanisms to the absolutist mind- set.
- To stimulate positive activism and negate reactionary absolutism.
- To provide counter-narrative to all forms of terrorism.
- To install positive counter-reactionary culture hubs within hard to reach insular communities.
- To promote an understanding of the positive potential belief has for modern society.
- To eliminate misconceptions between vulnerable faith groups.
- To teach cultural sensitivity and understanding to different sectors of society.

Interventions include:
- One-to-one TACT offenders (male and female).
- Group/Community Interventions.
- Social mentoring.
- Family counselling.
- Reintegration programmes.
- Risk assessment of environments and safe-space development.
- Intensive Ideological Intervention.
- Social Mentoring.
- Reintegration strategy development and deployment.
- Education and training workshops (understanding Islam, mind-set and Case-study examples, working in partnership).

Information and contact details:
www.unityinitiative.co.uk

Collection of Practices

Name practice/organisation: Violent Prevention Network (ENoD Partner)

Country: Germany

Target group: Radicalised youngsters

Approach: De-radicalisation & disengagement

Description:

The Violence Prevention Network in Germany developed the method of 'Education of Responsibility' (in German: Verantwortungspädagogik) for juvenile offenders who are convicted for extremist violence, both right-wing and radical Islam. The two-step programme focuses on youngsters (who participate on a voluntary basis) working on abstaining from violent extremism and recidivism.

The basic assumption is that non-violent behaviour demands certain competences which everybody can develop. The strategy is to achieve this by working on: relationship skills, empathy, self-esteem, responsibility and ability to self-reflection.

The first phase of 4-5 months in prison comprises group and individual sessions and is focused on establishing relationships, desisting from violent behaviour, working on civic education and obtaining insight in its own biography. In the second phase the same trainers as in prison work for 6 months to a year on implementing the lessons learned in prison in real life. Goals of the programme are working on stable relationships, a structured daily routine and finding a job. Involvement of the family before and after the release is part of the programme.

The method is implemented in several German states. Recidivism of participants is far lower than average (30% compared to 78%). The drop out rate is 3%.

Information and contact details:

Organisation: Violent Prevention Network
www.violence-prevention-network.de
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http://www.european-network-of-deradicalisation.eu/profiles/2-violence-prevention-network

Collection of Practices

Name practice/organisation: West London Initiative **(**ENoD Partner)

Country: United Kingdom

Target group: Individuals at risk

Approach: De-radicalisation and disengagement

Description:

West London Initiative (WLI) emerged primarily as a result of identifying an increasing need amongst statutory agencies and youth organisations in London (UK) concerning Muslim youth engagement where such youth were developing extremist beliefs based upon erroneous interpretations propagated by extremist ideologues. Such beliefs were further exasperated by a lack of religious knowledge and understanding. WLI has since expanded to include challenging those susceptible to violent extremism in any form including Far Right extremism, Animal Rights, Political extremism etc.

WLI explores the factors that lead to violent extremism from a truly grass roots perspective including the radicalisation process and effective means and methods of intervention(s). WLI aims to engage with individuals or groups, young or old, male or female, who have become susceptible to violent extremist propaganda and teachings and provide them with an alternative and more attuned understanding of their values, philosophies, ideologies and ethics. WLI also challenges extremist groups who feed off each other in cycles of reactionary violence and escalating extremist discourse. This thereby enables the contextualisation of particular beliefs and understanding within today's society without compromising principles of integration and the rule of law.

The organisation operates at a grass-roots level and is staffed both by individuals coming from similar backgrounds to its target audience, and skilled and experienced practitioners. This allows WLI to deliver a diverse range of interventions, events, projects and workshops where the aim is to educate, empower, build resilience and promote participation in civic society. The key consideration includes the ability to access hard to reach young people through bespoke innovative grass roots intervention methods tailored to the needs of the very person(s) engaged.

WLI's work also includes the direct and indirect targeting of members of other organisations who directly or indirectly promote or entice others towards acts of violence in the name of race, religion, colour, creed etc. WLI carries out outreach work via its contact with mosques, statutory/non statutory organisations, families, local businesses and others as well as carrying out research into the fluid nature of radicalisation.

Information and contact details:
Organisation: West London Initiative (WLI)
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http://www.european-network-of-deradicalisation.eu/profiles/68-west-london-initiative

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Personal Intervention Against Young People in Right-wing Extremist Circles, **(**Winschoten case) – FORUM

Country: The Netherlands

Target group: youngsters

Approach: De-radicalisation & disengagement

Description:

In the early 2000s, Winschoten, a Dutch town in the North of The Netherlands was confronted with a growing number of incidents associated with a right-wing extremist group;. Blood and Honour originating from the hard-core scene and Lonsdale fanatics. The Winschoten case is an example of a successful de-radicalisation project focused on right wing extremist youngsters in Winschoten and was part of a larger experiment with de-radicalisation projects of FORUM (a Dutch Institute for multicultural issues).

The objective of the experiment in Winschoten was to prevent further radicalisation and social isolation of youngsters. The target group were youngsters that had shown an interest in joining the Blood and Honour group or had already participated as part of the group on occasions. Through tailored interventions on individual level, youngsters were offered support to leave the group or to not get further involved. The working method of the project was based on three steps, not necessarily chronologically implemented: observe, make contact, intervene.

Youngsters were selected to be part of the project and there was no self-referral since the youngsters didn't know they were part of a project. The Organisational structure of the project consisted of a steering committee at the strategic level and a core team at the operational level, supported by relevant partnering Organisations. This structure ensured both administrative support as well as local outreach.

Evaluation of the project showed that the biggest effect was at group-level, since the group fell apart and almost completely disappeared in Winschoten. 15 of the 22 youngsters involved reached their goals. At the individual level, results varied greatly as did the help and type of intervention youngsters got. This makes the Winschoten-approach more difficult to generalize or translate to other areas.

Information and contact details:
http://www.forum.nl/Portals/0/handreiking-deradicalisering.pdf (in Dutch)
http://www.forum.nl/international/Publicatiedetail/NewsListId/36/NewsItemId/677 (English version)
For personal contact details, please contact the RAN Secretariat via:
http://ec.europa.eu/dgs/home-affairs/what-we-do/networks/radicalisation_awareness_network/index_en.htm

Organisation: Forum
http://www.forum.nl/international
Address: Postbus 201, 3500 AE Utrecht, Netherlands

4. Bridging gaps through dialogue

The approach of "bridging gaps" entail two families of practices (individual/collective) with similar aims:
- **conversation methods used by practitioners to engage with individuals at risk, also known as individual mentoring or relational work**
- **interreligious, intercultural and other dialogues directed at decreasing the perceived psychological distance between groups**

Part of the process of growing up and becoming an adolescent is searching for an (own) identity and a sense of belonging. During that search, some individuals can be more at risk than others. Some individuals experience a divide between themselves and society. For those people extra support can sometimes be necessary in the form of conversation, individual mentoring and support. In other instances animosity, stereotypes and/or prejudice can occur at collective level between different ethnic, religious or subcultural groups. It is important to bridge the (perceived) gaps, notably through collective dialogue.

4.1 General description

4.1.1 Aim

Individual conversation methods are:
- Directed towards active mentoring of individuals at risk
- Aimed at establishing a relationship with another person, and thereby supporting and motivating a process of change
- Meant to empower vulnerable young people, perceived as being susceptible to radicalisation
- Aimed to decrease prejudices and stereotypes and enhance critical thinking skills
- Designed to help individuals reach positive goals and decrease negative behaviour, with possible de-radicalisation as an end result

Collective conversation methods are:
- Designed to increase tolerance between young people of different ethnic origins, religions or subcultures
- Aimed at decreasing the perceived psychological distance between groups. The out-group becomes progressively perceived as being more similar and more internally diverse than previously thought.
- Directed towards promoting mutual understanding, removing (potential) animosity and challenging stereotypes or prejudice

4.1.2 Methods

Individual mentoring is mostly carried out by specialised de-rad practitioners, but is often also done by role models or formers. Specific techniques and methods that could be utilised when speaking to (potentially) radical youngsters are:

- o **Motivational interviewing** (MI): a method that works on facilitating and engaging intrinsic motivation within the individual in order to change his behaviour. MI is a goal-oriented, individual-centred counselling style for eliciting behaviour change by helping individuals to explore and resolve ambivalence.
- o **Socratic conversation**: is named after the classical Greek philosopher Socrates, and is a form of inquiry and discussion between individuals, based on asking and answering questions to stimulate critical thinking and to illuminate ideas.
- o **Moral dilemma discussion**: a 7-step method to resolve dilemmas/controversial issues through deliberation and discussion on the basis of shared moral principles rather than through religion, ideology or violence.

Socratic conversation and moral dilemma discussion can also be offered in group sessions, but as part of a broader individual programme.

Collective conversation:

Intergroup contact interventions often include activities such as role play or exercises in debate techniques. Specific forms are interreligious and intercultural dialogues.

4.2 Lessons learned

Lessons learned regarding **individual dialogue**:

- Individual conversation is most suitable for individuals at risk
- A basic chemistry between the individual and practitioner is essential
- Establishing mutual trust is fundamental to individual conversation
- The individual providing the intervention should be very open-minded. Preconceptions and normative ideas about an individual's attitudes and behaviour should be avoided. Stereotyping and using labels such as 'radical' or 'extremist' are undesirable and could further entrench an individual's perception of being misunderstood or unfairly persecuted
- Instead of stereotyping and labelling, counter-narratives can be very useful for practitioners to employ. This means that practitioners should be aware of common narratives used by individuals at risk and the appropriate counter-narrative. This requires extensive experience or training of the practitioner
- Avoid pressuring, preaching, moralising, judging or trying to convince. This will only cause resistance. The focus should be on appreciation, recognition and curiosity. However, practitioners can challenge claims and ways of thinking, and support the individual in reflecting on them (for example with techniques such as the Socratic conversation).

- In one-to-one relational and mentoring work, certain techniques such as the moral dilemma discussion and Socratic conversation can be very helpful to the practitioner, but it can be counter-productive to disclose the specific techniques used.
- Avoid confirming any victim mind-set and focus on stimulating the individual to take charge of his or her own life. It is all right to recognise emotions such as indignation and frustration, but try to make the young person focus on immediate and practical ways of bringing about positive change.
- A solid basis of human warmth, character and listening skills is essential. Try to empathise with the young person's thoughts, feelings, everyday worries and aspirations.
- Destroying stereotypes can be extremely efficient by the member of the stereotyped outgroup itself
- Taking a point of departure in the young person's own basic motivation
  – such as the need for self-identity, fellowship or action – can work as a possible trigger in his or her fundamental desire for change.

Lessons learned regarding **collective dialogue**:
- Collective conversation is generally aimed at reducing polarisation and tensions between groups/communities.
- Collective conversation works best on the basis of concrete examples and scenarios of stereotyping.
- Implement role play with 'perspective taking'.
- Ensure an open discussion environment whereby moralisation by the facilitators is avoided and xenophobic views are allowed to be expressed.

4.3 Practices

Across Member States in Europe, the following programmes can be identified and will be further discussed:
- GOT
- Haver
- Muslim-Jewish dialogue
- Never again
- People against Racism

Collection of Practices

Name practice/organisation: The GOT (Getting On Together) Project

Country: UK

Target group: (i)11-19 year olds in formal environments (e.g. schools and colleges), (ii)11-25 year olds in informal environments (e.g. youth settings), (iii) adult community groups and professionals dealing with people (e.g. Police, Probation Service, Education Welfare Officers, teachers, youth workers)

Approach: Bridging gaps through dialogue, educating young people

Description:
The GOT (Schools') Project derives originally from tensions within the Cardiff South community following on from the 9/11 atrocity. It is a 'bottom up' programme which comes from the community to answer the specific needs of that community to:

- counter the rising tide of extreme thoughts and feelings, both in the Black and White population, and
- promote tolerance, understanding and respect for all - community cohesion in all but name.

The project consists of a series of inter-active teaching methodologies and exemplar lessons /workshops for use with small/medium groups of approximately 30 – 40 people.

GOT 1: To counter the deliberate distortion of the non-violent message of Islam. Resources: Teaching manual, CD and DVD.
GOT 2: To challenge and counter all forms of (violent) extremist thoughts and feelings through heightened knowledge and understanding of self and others. Resources: Teaching manual, CD and DVD.
GOT 3: Through the NAOMIE youth format, to develop critical thinking skills to formulate a tangible counter-narrative process or product. Resources: Teaching manual, CD and DVD.
GOT 4: Features 'tailor-made' programmes designed to raise awareness and/or train trainers around the core themes of extremism and radicalisation.

Each GOT product has been developed by specialists and peers for practitioners; each product has been tried, tested and evaluated; teaching materials complement the national curriculum (GOT 1 & GOT 2); GOT 3 (informal youth programme) is accredited to Level 3.

Information and contact details:
Organisation: GOT Project http://got.uk.net/
Contact: Barrie Phillips, GOT Project Director
GOT.Project.1@gmail.com

Collection of Practices

Name practice/organisation: Haver

Country: Hungary

Target group: First line staff, teachers, youngsters

Approach: Bridging gaps through dialogue, Education of young people

Description:

A non-profit Organisation established in 2002, Haver Foundation stands with individuals and educational Organisations and institutions – mostly high schools and universities – to promote a diverse and inclusive society in Hungary. Haver works to combat prejudice and discrimination and to promote social cohesion through dialogue, training, education and advocacy.

The Haver Foundation team has developed educational modules adapted for three main target groups – young people (aged 14-18), university students (19 – 25) and educators – complementing their broader anti-prejudice diversity educational programs, these modules focus on some of the specific cultural, religious and social issues that confront Hungarian society today. Through dialog, informal education, critical and constructive thinking and creating a debate culture and conflict resolution, Haver works towards a voluntary process of attitude change.

The educators are between 18-28, volunteers from Jewish and non-Jewish backgrounds. Haver has numerous local and international partnerships with schools, NGO's, museums, professional networks etc.

Information and contact details:

Organisation: Haver Foundation
http://haver.hu/english/
Address: Károly krt. 25. I/4, 1075 Budapest, Hungary
Contact: Mircea Cernov, Haver Foundation CEO
mircea.cernov@haver.hu
Telephone: +36 30 2225559

Radicalisation Awareness Network

RAN ⬦

Collection of Practices

Name practice/organisation: Interfaith dialogue, esp. Muslim/Jewish dialogue, EUISA

Country: Austria and Germany

Target group: Muslims, Jews, pupils, teachers, students, academics, religious organisations

Approach: Bridging gaps by conversation and dialogue,
deconstruction of anti-Semitic stereotypes, racist concepts and anti-Muslim bigotry, deconstruction of radical religious ideologies (political salafiyya, etc.), lectures

Description:
The work of the EUISA Network for social cohesion is focused on social cohesion, education, and interfaith dialogue and projects, especially 'Muslim/Jewish dialogue'. The network and its organisations produced and organised advanced training for teachers, police, health sector employees, pupils, students, people of religious organisations etc. on multicultural understanding, anti-Semitism, racism and religious extremism. In their communication they use positive narrative concerning the different religions and how they are related.

We organise lectures, projects and conferences with representatives of Jewish and Muslim organisations that take place every year, like the 'Weekend of twinning', 'Muslim Jewish Conference', various projects and lectures. One member of the organisation's network for example produced a film which explains that both Jews and Muslims were each others savers during conflict periods in history. The film received positive reactions for the way it was produced and the positive narrative of the film. The conferences, lectures, projects, etc. are counter-narratives against those provided by religious and ideological extremists via YouTube, social networks or lectures in mosques.
The activities are well received by the public and both communities.

Information and contact details:

EUISA Network: **ÖSSU** (Austria Pupils and Students Assosiation), **TSÖ** (Turkish Students Austria), ÄÖJ (Egyptian Austrian Youth), **FfEU** (Foundation for Ethnic Understanding, Department Austria and Germany), GMJF (Global Muslim Jewish Forum), **MJC N** (Muslim Jewish Conference National – Austria/Germany), **RAMSA** (Council of Muslim Students and Academics Germany), **MKP** (Muslimisches Kompetenzzentrum, Germany)
Moussa Al-Hassan Diaw / moussa@gmx.at / +43 664 75 000 671 (Austria and Germany)
El Hadi Kheladi (Germany)
Examples for media coverage:
a) Muslim-Jewish Twinning, Jerusalem Post: http://www.jpost.com/Jewish-World/Jewish-Features/Jewish-Muslim-religious-leaders-meet-in-Germany
b) ÖSSU honoured: http://www.kirchenzeitung.at/projekte/soli-preis-neu/preistraeger/preistraeger-12/oesterreichische-schuelerinnen-und-studentinnen-union/

c) Al Jazeera Balkans about the "Muslim Jewish Conference" with the founder of EUISA and ÖSSU: http://tiny.cc/p0n70w

d) German TV: Interview with the founder of EUISA and ÖSSU on religious extremism: http://www.zdf.de/ZDFmediathek/beitrag/video/1888416/Salafistische-Gefahr#/beitrag/video/1888416/Salafistische-Gefahr or: http://tiny.cc/09n70w

e) Publication on religious extremism for the Austrian Army:
 http://www.bmlv.gv.at/wissen-forschung/publikationen/person.php?id=1206

f) Lectures for officers of the Austrian Army on religious extremism: http://www.irf.ac.at/index.php?option=com_content&task=view&id=330&Itemid=1

g) Founder of TSÖ on nationalism and extremism on TV: http://okto.tv/oton/9881/20121127

Collection of Practices

Name practice/organisation: Never Again (ENoD Partner)

Country: Poland

Target group: communities, youngsters

Approach: Bridging gaps by conversation and dialogue, Educating young people

Description:

'NEVER AGAIN' is a Polish anti-racist Organisation. The mission of the 'NEVER AGAIN' Association is to promote multicultural understanding and to contribute to the development of a democratic civil society in Poland and in the broader region of Central and Eastern Europe. 'NEVER AGAIN' is particularly concerned with the problem of education against racial and ethnic prejudices among the young.

Activities of Never Again include:
- Monitoring and publishing (through a magazine) racist incidents and other xenophobic crimes committed in Poland as well as sharing information and analysis on hate crime and extremist and racist groups operating in Poland and in the rest of Europe.
- Sharing expertise and cooperating with researchers, media, policy makers, national and international organisations.
- Launching of the 'Delete Racism' project to combat racism and anti-Semitism on the internet and conducting high-profile educational campaigns in the field of popular culture, 'Music Against Racism' and 'Let's Kick Racism out of the Stadiums'.
- UEFA EURO 2012 'Respect Diversity' programme: major educational and awareness-raising activities that took place before and during the European Football Championships in Poland and Ukraine.

Information and contact details:

Organisation: Never Again Association
http://www.nigdywiecej.org/Nigdy-Wiecej
Address: PO Box 6, 03-700 Warszawa, Poland
Contact: redakcja@nigdywiecej.org rafal@nigdywiecej.org
Telephone: +48 399 251 459
 (English summaries available)

http://www.european-network-of-deradicalisation.eu/profiles/69-never-again-association

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: People Against Racism

Country: Slovakia

Target group: communities

Approach: Bridging gaps through dialogue, Creating an institutional infrastructure

Description:

People Against Racism was formed in order to create a tolerant, open and multicultural society that respects human rights and individuality of every human being without distinction of sex, race, nationality, religion, sexual orientation, age, or education.

The Organisation People Against Racism focuses on working with volunteers and the public in general, and has contributed to setting up a documentation and communication centre for the fight against racism. For legal assistance to victims of racism and racially motivated attacks, or any form of discrimination, a hotline has been established, which also serves as a networking tool for obtaining information about the situation in Slovakia.

At present, the main priority for People Against Racism is making a systematic effort to eliminate prejudice, especially with activities and projects in the areas of:

- Expertise and monitoring racist manifestations in Slovakia;
- Providing free legal aid to victims of racism and racially motivated attacks, or any form of discrimination;
- Organising cultural and sporting events to disseminate anti-racist ideas by the presentation of different cultures and nationalities;
- Developing educational activities focusing on the issues of racism, totalitarian political systems or discrimination;
- Working towards eliminating racial abuse in sport.

Information and contact details:

Organisation: People Against Racism
http://www.rasizmus.sk/
Address: P.O.BOX 33, 820 04 Bratislava, Slovakia
Contact: info@rasizmus.sk (official website, only in Slovak)

Telephone: 00421 (0)2 16 356

5 Community engagement & empowerment

This approach consist in engaging and empowering communities[2] at risk in order to establish a trust based relation with authorities and to create resilience within communities.

Preventing radicalisation is a common effort between communities, authorities and practitioners. Communities can play an important role in helping prevent violent extremism at both ends of the intervention spectrum: prevention and exit of radicalisation.

- o In a very general way, communities can help tackle the underlying, economic, social and psychological factors of radicalisation by improving community resilience and prospect.
- o Communities, and more specifically key figures within the community, are also able to identify individuals or groups at risk and may employ measures such as support measures for neighbourhoods, families or parents (parenting skills).
- o Communities can play a role in challenging extremist narratives and messages and providing positive alternatives (counter-narratives). As discussed in the section on counter-narratives, communities can provide moral and religious counter-narratives and are often more effective and credible in delivering them than governments and statutory organisations.
- o Beyond preventative measures, communities can also provide information that could help the authorities in for example identifying returnees from conflict areas (for example Syria) or about a possible attack. Whereas this is not the aim of this approach, it can nevertheless be a useful and important outcome which may, in return, help safeguarding communities.
- o Key people in communities can also play a role in the de-radicalisation and/or disengagement process, by providing specialist expertise, a positive alternative, being a role model/ mentor and by providing practical help and emotional support to the individuals concerned and their family members.

Given that communities can play such an essential role in preventing radicalisation, it is important to invest in community engagement and community empowerment. This approach can take different forms, such as community policing, but can also include empowering key people within the community to stand up against violent extremism.

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[2] The word "Community" should not be restricted to religious or ehtnic communities. See the definition under 5.1.1.

5.1 General description

5.1.1 Aim

"*Communities*" are groups of people that may or may not be spatially connected, but who share common interests, concerns, identities or neighbourhood. These communities could be local, national or international, with specific or broad interests.

"*Community engagement*" can be defined as the proactive harnessing of the energies, knowledge and skills of communities and partners not merely to identify problems but also to negotiate priorities for action and shape and deliver solutions.

"*Community empowerment*" refers to the process of enabling communities to increase control over their lives. Community empowerment, therefore, is more than the involvement, participation or engagement of communities. It implies community ownership and action that explicitly aims at social and political change (Baum, 2008).

5.1.2 Methods

Community engagement & empowerment can take various forms:
- o Promoting leadership of community members and young people within specific communities through training of leadership skills, mentoring and role models
- o Organising dialogue, discussion forums and democratic platforms
- o Training key religious figures to engage with youths not just on faith-related matters, but also social and intergeneration matters (faith, social, intergenerational)
- o Training to identify vulnerable individuals
- o Improving relations between institutions and communities, such as the police (community policing), local authorities etc.

5.2 Lessons learned

- For successful community engagement and empowerment, trust is pivotal. Trust enables better communication and an appetite for openness and sharing of ideas and resources.
- Building trust can be done by different people (statutory bodies, NGO's, families) and is context-specific. Trust should be created on both an interpersonal and an institutional level.
- Role models, key figures and mediators who community members can identify with are essential in building trust. This might mean being of a similar age, race or ethnic origin, being of the same sex, coming from the same area, or having had similar life experiences. But most of all, a knowledge of the cultural, social and religious context is crucial.
- Community engagement and empowerment isn't self-evident, but often surrounded by sensitivities. Some claim that it stigmatises certain communities as 'problematic' and label them as communities at risk of radicalism, in particular when communities are

approached on the basis of their faith or ethnicity. Communities are also worried to be considered or to serve as the 'extended arm' of the security services. Being transparent instead of operating covertly is essential.

- A common sense of urgency often provides an effective starting point for community engagement and empowerment. Most projects have been set up after a major incident which heavily impacted society. However, ideally, community engagement should be an ongoing activity.

- Do not only address the issue of radicalisation, but specific worries, anxieties and fears of communities such as political issues, discrimination and polarisation.

- Ensure that the aims of any engagement are clear. Be clear about *who* should be involved and *why*.

- Sustainability is key in both sustaining trust and engagement. Often projects are short-term ones, due to limited funding, decrease of the (immediate) sense of urgency, political agenda, etc. As a result, with each new incident, new projects and relationships have to be set up from scratch, creating a lack of faith in authorities. A long-term agenda in which projects have a form of continuity and relationships are continuously fostered, is preferable.

- There must be commitment on all sides to make it work. When either side is reluctant or unconvinced of the merits of partnership, it undermines the work and breaks down trust.

- A project's success will rest to a large extent on the quality of inter-personal relationships between those involved from both government and civil society as well as at the level of project-client interface.

- It can be helpful for the person running a project to be able to relate to the potential clients to put them at ease so they open up and get involved. This might mean being of a similar age, race or ethnic origin, being the same sex, coming from the same area, or having had similar life experiences. It is also important, especially in work with young people, to have 'street credibility', which brings respect encouraging young people to remain involved and hear sensitive messages in the right way.

- A lack of information sharing inhibits an effective response, at both a strategic level and also within frontline service delivery. It is important that information gathered by the police and security services can be shared (even if in a watered down version) with and between frontline workers and local partners who need the information to help create a comprehensive local picture of vulnerability and threat to ensure that their responses are tailored to the local need.

- If community workers and community organisations are to play their role, they need the right skills and confidence. The use of language is key in engaging the community, such as the need to focus on 'signalling concerns' rather than 'spotting radicals'; focus efforts on care-based interventions distinct from counter-terrorism; move away from the idea of the state promoting 'moderate' versions of religious and ideological beliefs; and a need to enhance understanding of what works. While some individuals are naturally well-placed to do this work, there are skills and knowledge that can be taught or enhanced through training.

- Effective organisation of community engagement processes is essential to its success. Be realistic about the time and resources required to achieve effective community engagement. Provide resources that will assist those attempting to engage members of the community.
- Be realistic about what can be achieved through community engagement and be prepared to deal with the unexpected.

5.3 Practices

The following practices are further discussed:
- Act Now
- Allies
- Delta
- Ethnic Liaison Officers
- Operation Graduate and Bachelor
- Operation Nicole
- Tim Parry Jonathan Ball Foundation for Peace
- To Prevent is Better than to Cure
- Upstanding Neighbourhoods

Radicalisation Awareness Network

Collection of Practices

Name practice/organisation: ACT Now, ACT Now HE / FE, ACT Now for Schools, ACT Now 2 - Lancashire Constabulary, Association of Chief Police Officers (ACPO)

Country: United Kingdom

Target group: communities (aged 14 years and older)

Approach: Community empowerment and engagement

Description:

ACT NOW is an interactive counter terrorism exercise originally developed by Lancashire Constabulary and rolled out nationally by the Association of Chief Police Officers (ACPO) *Prevent* Delivery Unit. It is designed to achieve interaction between people from different communities, cultures and faiths and puts under the spotlight the procedures and thought processes involved in arriving at decisions.

ACT NOW takes places in a safe and confidential environment in which the extremely sensitive issues around counter terrorism policing can be discussed. The exercise can be hosted by police forces as well as partner agencies in schools, colleges and community settings. Training and resources to deliver the product are provided by the ACPO *Prevent* Delivery Unit.

Participants are invited to take part in a situation where a terrorist incident is about to or has taken place. Decisions are made which shape the way the incident is investigated and the impact of these decisions on communities, media and families of victims as well as the offenders are explored.

ACT NOW is designed to be taken into the heart of our communities, to develop open dialogue and address grievances in safe spaces. It has an important role to play in supporting wider community engagement and helping the police service, its partners and local people to tackle the challenge from all forms of extremism and extremist ideology that can lead to terrorism.

Bespoke versions of ACT Now have also been created to cater specifically for schools, Higher and Further education, a version filmed and narrated in Urdu and an alternative storyline utilising a right wing scenario rather than Islamist.

The materials are free of charge and can be delivered by front line sector workers or community representatives. The exercise has been delivered extensively throughout the UK and has proved very popular in introducing dialogue around a difficult subject matter. The exercise allows communities or partners to understand incidents from a police perspective and assists police in understanding their impact upon communities.

Information and contact details:
Organisation: Office of National Coordinator Prevent, ACPO(TAM)
http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: (+44) 020 7084 8950

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Allies

Country: Netherlands

Target group: police, key figures in communities

Approach: Community empowerment and engagement

Description:

In response to social unrest related to riots in France, Danish cartoons and the release of the Geert Wilders film Fitna, a network of Allies was formed between the police and key figures in communities to be able to cooperate and respond together. One of the essential reasons to start up the network was the need to cooperate more pro-actively instead of reactively after an incident. The Allies work together on different levels; local community level, district level and the city's main chief of police. On all levels there is a representation of police officials and key figures from the community to obtain a strong, sustainable group. The Allies come together five times per year, regardless whether there have been incidents or not, to maintain a pro-active cooperation.

Information and contact details:

Organisation: Dutch Police Academy
https://www.politieacademie.nl/en/Pages/default.aspx
Address: Postbus 834, 7301 BB Apeldoorn, Netherlands
Contact: Rachid Habci - Police, Regional Expertise Centre Diversity
Rachid.Habchi@utrecht.politie.nl

Collection of Practices

Name practice/organisation: Delta - Association of Chief Police Officers (ACPO) Prevent Delivery Unit in partnership with Luton Borough Council

Country: United Kingdom

Target group: Communities

Approach: Community empowerment and engagement

Description:

Delta is a bespoke engagement product created by the Association of Chief Police Officers (ACPO) Prevent Delivery Unit in partnership with Luton Borough Council, which aims to address issues faced by the UK Somalia community. The exercise entails a journey taken by Saeed, a young Somali boy who is faced with the dilemmas of a diaspora society trying to come to terms with taking refuge in a western society. The exercise enables communities to jointly tackle the issues faced by Saeed and come up with practical and methodological solutions to empower diaspora communities to build resilience against extremist ideology.

Operation Delta is an exercise that has been created to support the Prevent strand of the UK Government's Counter Terrorism Strategy and addresses the objectives of challenging extremist ideology and cupporting vulnerable individuals.

Delta has been adopted and delivered in a number of areas across the UK. It can be delivered by a community representative or front line worker and has been successful in breaking down barriers and perceptions, promoting partnership working. No formal training is required prior to delivery and the no cost is involved.

Information and contact details:

Organisation: Office of National Coordinator Prevent, ACPO(TAM)
http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: 0044 20 7084 8950

Collection of Practices

Name practice/organisation: Training Ethnic Liaison Officers, Garda Racial & Intercultural Office,

Country: Ireland

Target group: (Muslim) communities, Police officers

Approach: Community empowerment and engagement

Description:

Ireland has set up the Garda Racial & Intercultural Office in 2000, which coordinates, monitors and advises on all aspects of policing in the area of ethnic and cultural diversity. Traditional policing is found to be restrictive and distant from the public. Community policing facilitates communication to tackle crime, fear of crime and local policing concerns. The office liaised with representatives of minority groups and appointed and trained Ethnic Liaison Officers. The officers enhance trust building and accountability with the Muslim community and they have access to far reaches of the Muslim community that other departments of the police have difficulty infiltrating.

The Ethnic Liaison Officers educate Muslims about reporting hate crime and assist parents regarding safe use of the internet for their children and are collecting information from the communities. The approach is effective and it helps building trust with Muslim communities by talking and listening, not only with the religious leaders, but with the whole community. They endeavour to create a positive perception of the police within the communities. Besides the joint training with external Muslim trainers there is a internship at mosques as part of the police curriculum. 311 Ethnic Liaison Officers have been appointed in Ireland since 2002. Not every policeman is capable for the job, the police officer has to be patient, open minded and be able to communicate on different levels.

Information and contact details:

Organisation: An Garda Síochána
http://www.garda.ie/
Address: Garda Headquarters, Phoenix Park, Dublin 8, Ireland
Contact: Dave McInerney, Ireland, An Garda Síochána – Racial Intercultural and Diversity Unit
mcinerney.dave@gmail.com

Collection of Practices

Name practice/organisation: Operation Graduate & Bachelor - ACPO Prevent Delivery Unit

Country: United Kingdom

Target group: University or college students and staff

Approach: Community empowerment and engagement, Bridging gaps by conversation and dialogue

Description:

Operation Bachelor and Operation Graduate are two discussion exercises developed by the ACPO Prevent Delivery Unit to help the police engage with representatives from the Further and Higher Education Sector. In addition the exercises will help increase awareness of the Prevent strategy and develop relationships between the police, students and staff.

The exercises both use a short film to set the scene and initiate debate amongst participants about what affects the safety and security of students. Links are made between personal safety and the security of the UK, and participants are asked to consider ways in which vulnerabilities should be referred. Scenario exercises have been developed for these products which include: extremist leaflets found on campus; extremist student society created on campus, raised student tensions as a result of hate crimes; extremist speakers visiting the university and a student who is suspected of viewing terrorist material online. A series of leaflets have been created to assist the discussions.

Information and contact details:

Organisation: Office of National Coordinator Prevent, ACPO(TAM)
http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: 020 7084 8950

Collection of Practices

Name practice/organisation: Operation Nicole - Association of Chief Police Officers (ACPO), Office of the National Coordinator of Prevent (ONCP)

Country: United Kingdom

Target group: Police officers, (Muslim) communities

Approach: Community empowerment and engagement

Description:

Operation Nicole is a table top exercise, designed by the Association of Chief Police Officers (ACPO), Office of the National Coordinator of Prevent (ONCP) that provides 'representatives' from Muslim communities with a better understanding of the complexities and decision making processes that are an inherent part of the investigation process relating to terrorism matters. It was also developed to dispel some of the myths that exist in respect of counter-terrorist operations. At the same time, police officers are provided with the opportunity to look at the impact such operations can have upon communities. The exercise was designed for and predominantly delivered to Muslim community members though in theory it can be adapted for any community disproportionately affected by counter-terrorist operations. The exercise provides a safe environment for those communities to discuss their concerns and differences.

The event takes the form of a DVD based storyboard which is offered to the participants in stages throughout the day long exercise. The community members are invited to take on the role of the police and assess the information in order to decide what action they will take. The decision making process is assisted by senior investigating officers from Counter Terrorism Units and tactical firearms advisors to explain and answer questions with regards to police procedure and tactics.

Information and contact details:

Organisation: Office of National Coordinator Prevent, ACPO(TAM)
http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk

Collection of Practices

Name practice/organisation: The Tim Parry Jonathan Ball Foundation for Peace

Country: United Kingdom

Target group: Victims, youngsters, authorities

Approach: Community engagement and empowerment and Educating young people

Description: The Leadership Development Programme

The Foundation works with people affected by political violence and acts of terror to support them in dealing with their past experiences and using them as the motivation for creating positive change. They work with people of all backgrounds to prevent violent conflict by helping them to develop the skills and understanding to be able to resolve conflict through non-violent means and ways. Examples of the work include bringing together conflicting community groups, enabling them to develop a mutual understanding and the skills to bring change for themselves and the community at large. Training and guidance are provided to leaders and managers, including those at Government level on how to deal with past, present and future conflicts.

The Leadership Development programme sees the Foundation working with young people throughout at risk of extreme behaviour or who are engaged in race or faith based conflict. The programme works to challenge their misconceptions and ultimately break the cycle of violence. The programme works because the young people are equipped and empowered to manage conflict, make different choices and play pro social roles in their communities and social settings.

The programme is a highly interactive process focussing on some key themes– conflict resolution; self-awareness and identity; prejudice and discrimination, and human rights. The ultimate aim is to enable participants to feel confident and empowered in dealing with conflict in their lives, enabling them to influence more positively and 'lead' more confidently. The programme is designed to 'bust myths', promote dialogue, encourage inclusion and develop critical thinking skills. It is an interactive process with a focus on experiential learning and includes a variety of methodology. The stories of victims and former perpetrators who have been involved in the Foundation's wider work feature as a component in these programmes.

Outcomes include:
* Greater self-awareness around attitudes and behaviour;
* Increased resilience through improved self-esteem and confidence;
* Increased understanding and knowledge of links between ideas and extremism;
* Greater ability to think critically and evaluate the world and their role in it;
* Improved confidence in dealing with conflict constructively;
* Increase empathy and understanding of the impact of terrorism;
* New skills and confidence to lead and influence their communities and own settings in positive and pro-social roles.

Information and contact details:

Organisation: Foundation 4 Peace
http://www.foundation4peace.org/
Address: Peace Drive, WA5 1HQ Warrington, United Kingdom
Contact: Kelly Simcock
info@foundation4peace.org
Telephone: 01925 581 231

Collection of Practices

Name practice/organisation: To prevent is better than to cure - Zasja

Country: The Netherlands

Target group: Muslim communities

Approach: Community empowerment and engagement

Description:

Since 2009 Zasja has developed a project involving 18 mosques in the north-western region of the Netherlands with the purpose of making visible and strengthen the role of mosques in preventing radicalisation and polarisation by building communal social (and - indirect - religious) resilience.

Activities such as the following were part of the project:
- Training to recognize and to cope with processes of radicalisation and to enlarge the skills of board members and commissions of women and youngsters active in mosques (to deal with media, 'learn how to discuss' and to work project-based),
- lectures, discussions and debates for youngsters on themes which touch on the 'breeding ground' of radicalisation and polarisation (spreading like an 'oil stain'),
- informing parents about backgrounds/effects and give them answers to questions on and/or tools to break through processes of radicalisation, polarisation or exclusion,
- A reporting-point for mosques and (intermediary) training 'Reporting Helps' (Islamophobia /discrimination).

Results of these efforts are:
- Building communal resilience.
- Making use of the strength of the 'own (Islamic) communities' and the social environment to reach out to radicalising/vulnerable (isolated, excluded, discriminated) youngster.
- Create 'safe' places for discussion/debate, whereas school/home/street is not 'suitable' for that.

Information and contact details:
Organisation: Zasja
http://www.zasja.org/
Address: Praterlaan 80, 1098 WS Amsterdam, Netherlands
Contact: Roemer van Oordt
roemer@zasja.org

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Upstanding Neighbourhoods

Country: United Kingdom

Target group: communities

Approach: Community empowerment and engagement

Description:

The project pilots a peer education approach as a method of providing a given neighbourhood with the tools to challenge extremist ideology. The project works to infect a neighbourhood with powerful everyday voices against extremism. In the project, 12 local individuals who have influence in their neighbourhood are supported to develop their knowledge and skills to become active against extremist ideology. How it works:

- Tailored development activities are provided, related to the required techniques for developing activism;
- Understanding how to spot and recruit bystanders;
- Maintaining small networks (8 individuals per network, linked by one of the 12 core individuals);
- Building relationships to obtain support and resources rather than finances (based on negotiations with statutory agencies);
- Specialist training delivered on understanding extremist narratives;
- Techniques to challenge these through replacement narratives and stories that marginalize their appeal;
- Mentoring made available and how these might be applied to the virtual world of 'the internet' compared with face to face interactions (using Facebook, Twitter etc.);
- The approach is also based on creating a network of small interrelated ''cells'' that can manage and expand capacity through social and Organisational skills.

The method of creating a network of 96 interconnected activists creates a sense of belonging and provides an easy way for bystanders (those who oppose the extremist ideology but are not actively challenging it) to get involved, plus the social benefits maintaining this engagement.

Information and contact details:
For personal contact details, please contact the RAN Secretariat via:

http://ec.europa.eu/dgs/home-affairs/what-we-do/networks/radicalisation_awareness_network/index_en.htm

6   Educating young people

This approach entails practices aiming at educating youth on citizenship, stereotypes, discrimination, extremism, democratic values and cultural diversity in order to strengthen their resistance to radicalisation.

Youth is a population vulnerable to various influences. Yet, ethnic or religious tensions, racism, (digital) hate speech are often present in schools, thus potentially creating favourable conditions for radicalisation. From a preventive perspective, it is therefore important to educate young people about democratic values, cultural diversity and issues such as stereotyping, prejudice discrimination and extremism.

6.1 General description

6.1.1   Aim
This intervention method is directed at educating young people on radicalisation related topics, by:
- Decreasing stereotypes, prejudice and discrimination;
- Increasing knowledge about democratic orders, norms and values;
- Increasing a sense of positive citizenship and awareness of violent extremism (including digitally e.g. online method).

6.1.2   Methods
Using education to prevent radicalisation can be applied in a several ways:
- Educate youngsters on stereotypes, discrimination, extremism, democratic order, norms and values, cultural diversity and racism
- Education to promote digital citizenship, digital literacy and critical thinking
- Other education projects can include, hearing a testimony of a victim of terrorism, a visit to a concentration camp, a visit to the museum about World War II, receiving a newspaper and website addressing discrimination, intolerance and cultural diversity
- Interactive exhibitions on citizenship, democracy on diversity
- Workshops for youngsters to counter extremism and intolerance
- Peer mediation

Most of these interventions can be carried out in school, but may also be carried out outside school by professionals other than teachers. In other cases, other organisations and professionals come into schools to educate youth.

6.2 Lessons learned

- Attitudes and behaviour of youngsters are influenced by their parents, friends, media, etc. It is therefore important to discuss issues like racism, equality, prejudices at an early stage.
- When educating young people, it is important to inform parents about the programme and its objectives. Projects that also actively involve parents are deemed more effective.
- In order to encourage young people to think about radicalism, you need to provide them with stories that are close enough to their own situations so that they are better able to relate to it.
- Activities should promote dialogue and exchange – not closing down discussions to avoid addressing issues.
- Interventions should avoid telling young people what to think, avoid pressuring, preaching, moralising, judging or trying to convince. This can prove to be counter-productive and further entrench their views.
- The effectiveness of an activity is increased by experiential learning. It is better to combine conversations and discussions with interactive games and exercises. With experience, youngsters learn how to reflect on their feelings and behaviour, they learn to analyse it and experiment to make changes. With a combination of learning by doing and discussions, youngsters are triggered to think.

6.3 Practices

The following practices are discussed:
- Aiviter
- Anne Frank House Projects
- Associazone tra I familiari delle vittime della strage di Bologna
- Coiste
- Critical Mass
- Digital Disruption (Bookface)
- Internet Safety Toolkit
- No Hate Speech Movement
- Pathways
- Peace Education
- VAJA

Collection of Practices

Name practice/organisation: AIVITER (Italian Association for Victims of Terrorism)

Country: Italy

Target group: Youngsters

Approach: Educating young people

Description:

AIVITER realised a training module for the educational system to raise awareness of extremist violence and promote active citizenship among youngsters. AIVITER uses the stories of the survivors, family members, victims of terrorism; terrorism that has marked two decades of recent Italian history. The voices of victims are collected in a multi media project, which exists of an exhibition, DVD documentary, photo's, a historical atlas of the major national and international terrorism events and a biographical list of more than 500 of the Italian victims of terrorism.

The multi media instruments are used for reflection of what happened in Italian history, increase the remembrance and level of information/knowledge of national terrorism and the historical and cultural roots. Therefore to encourage youngsters to develop a critical awareness in politics.

Information and contact details:

Organisation: AIVITER (Italian Association for Victims of Terrorism)
http://www.vittimeterrorismo.it/
Address: Via Maria Vittoria, 12 - 10123 Torino, Italy
Contact: Luca Guglielminetti
info@vittimeterrorismo.it
Telephone: (+39) 011.8125406

Collection of Practices

Name practice/organisation: Anne Frank House

Country: The Netherlands

Target group: Youngsters

Approach: Educating Young People

Description:

The Anne Frank House brings the story of Anne Frank to the attention of citizens world wide to encourage them to reflect on the dangers of anti-Semitism, racism and discrimination.

Selection of activities undertaken by the Anne Frank House:
- Permanent and temporary exhibitions in the original Anne Frank House in Amsterdam.
- Travelling exhibitions in more than 50 countries all over the world on the history of Anne Frank and the Holocaust. In many countries the presentation of the exhibition has led to follow-up activities such as teacher training courses, theatre presentations and educational projects for school students. The exhibition is primarily aimed at young people from 11 to 18 years old. In many countries young people act as guides to the exhibition. They are prepared for this task with special training, where they learn about the content and background to the exhibition, but also how they can communicate its content to people of their own age and how they can introduce more general themes such as tolerance and discrimination.
- Free2Choose-Create film workshops conducted in more than 20 countries. In the workshops, youngsters create short documentaries on conflicting human rights dilemmas in their own society. As a follow-up they take the films into their schools and communities to discuss the topics of the film.
- Film workshop on memorialization and its relevance for today's youth.
- Online e-learning and teaching materials to support teachers addressing the subject of racism and anti-Semitism in class.
- Various publications on racism and extremism.

Information and contact details:

Organisation: Anne Frank House
www.annefrank.org
Address: PO Box 730, 1000 AS Amsterdam, Netherlands
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Telephone: +31 (0)20-5567100

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Association of the families of the victims of the massacre of Bologna August 2, 1980

Country: Italy

Target group: Youngsters

Approach: Educating young people

Description:

The organisation raises awareness of extremist violence and promote active citizenship among youngsters. This is based on the stories of the survivors, family members, victims of terrorism Bologna massacre of August 2, 1980. The organisation organises a tour through the city of Bologna. The route begins at the station, a place of memory of the event. The route will move on to the headquarters of the organisation of families of the victims, witnesses of the massacre and to different statues and symbols of remembrance in the city. Furthermore the organisation produced different multi media instruments like a CD, a photo exhibition and video testimonials.

The organisation also organises training for teachers. The training provides information of the political extremism during the seventies and eighties in Italy, for example the massacre of Bologna but also the terrorism on the extreme left.

Other initiatives are a competition for youngsters about the history and memory of the acts of terrorism in Italy in the seventies and eighties and in particular the murder of August 2, 1980 at Bologna Train Station. Another initiative is a portal of memory. This is a collection of information, best practices, stories and research to understand the recent Italian history. It is accessible and can for example be used in the educational system.

The different instruments are used for reflection of what happened in Italian history, increase the remembrance and level of information/knowledge of national terrorism and the historical and cultural roots. Therefore to encourage youngster to develop a critical awareness in politics.

Information and contact details:

Organisation: Association of the families of the victims of the massacre of Bologna August 2, 1980
http://www.stragi.it/
Address: Piazza Magiore 6, 40124 Bologna, Italia
Contact: bologna@stragi.it

Collection of Practices

Name practice/organisation: Coiste

Country: United Kingdom – Northern Ireland

Target group: Communities

Approach: Educating young people, Bridging gaps through dialogue

Description:

Coiste is a Northern-Irish organisation that supports the Peace process and represents the former IRA prisoners who were captured and sentenced during the thirty years of the conflict. In order to carry out the work in promotion of non violent methods they interact with those people most likely to resort to violence.

Coiste has developed a six session work plan which is delivered in various districts – to community groups and youth groups - and delivered by former political prisoners. The sessions include films of events of the past, talks by invited speakers and visits to locations such as the jails. In addition, Coiste has a full programme of 9 distinct sections, accredited by Queen's University Belfast, which is delivered by teachers in second level education. Teachers are trained in the delivery of the programme and at various points in the programme, former political prisoners visit the school and deliver personal testimony to the group of young people on issues relevant to which ever sector of the programme they are at.

The mentioned two programmes have been designed and written by former political prisoners who in their pasts have been at the forefront in the use of arms and explosives to bring about political change. They are now are able to challenge any argument put forward which would try to justify use of violence today. A major focus in the programme is to move people to accepting the reality today that everybody can move from considering a group as 'the enemy' to considering them as 'the opposition'. It also emphasises on how damaging/ dehumanising the usage of derogatory language can be.

To date (beginning 2013) Coiste has trained 25 former political prisoners to deliver this programme to schools throughout the North of Ireland

Information and contact details:

Organisation: Coiste na nIarchimí
www.coiste.ie
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Adress: 10 Beechmount Avenue
BELFAST   BT12 7NA

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Interactive education aimed at increasing knowledge of social processes leading to conflict, Critical Mass

Country: The Netherlands

Target group: Youngsters, adolescents

Approach: Educating young people

Description:

Critical Mass addresses conflicts both locally – in our own backyard, city or society – and internationally. The organisation always focuses on the underlying dynamics so the conflict process can be better explained and identified. The unique approach to education of Critical Mass consists of three different methods:
- Connecting various groups of people from different backgrounds and positions in society;
- Working with different levels of education (from lower practical education to university);
- Innovative ways of transferring knowledge (interaction, participation and experience).

Critical Mass organizes study tours, conferences, interactive workshops, lectures, publications and exhibitions that are aimed at increasing the knowledge amongst adolescents of social processes leading to conflict. Target groups vary from pupils in lower practical education or high school to university and college students. Besides them professionals and adults interested in the themes are addressed.

Critical Mass activities and installations are always interactive. Besides this, participants in any activity never just observe, they also participate and experience. By working this way, information gets absorbed more easily, and people are triggered to actively think about and discuss subjects that are presented. The volunteers are trained specifically to guide this process of education, and to avoid moral judgment. Critical Mass believes that participants should experience the freedom and time to put their own positions into words, and express them in open discussion. Therefore showing respect, being open minded and knowing one's own position is important for anyone applying this methodology.

Information and contact details:

Organisation: Critical Mass
http://criticalmass.nu/english/
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Contact: : Cecile Verhees, Critical Mass
cecile@criticalmass.nu
Telephone: 0031- 30 - 27 149 56

Collection of Practices

Name practice/organisation: Digital Disruption.co.uk.org

Country: United Kingdom

Target group: Youngsters, teachers, online

Approach: Educating young people

Description:

Digital Disruption is a specialist education project that develops and distributes the tools and training to improve young people's critical digital judgement skills. Digital judgement combines 'traditional' critical thinking skills, such as source verification, with 'new' knowledge about how the digital world works, such as understanding search engines and YouTube. The aim is to also equip educators with the skills and resources they need, yet often lack, to effectively teach digital judgement in the classroom

Tailored workshop programmes allow young people to discover themselves the techniques and scams that are used to manipulate them online. Through this, Digital Disruption arms young people with the skills they need to engage with the internet on their own terms. One of the themes that workshops are build around is radicalisation and extreme ideologies/narratives online.

Teaching tools:
- Propaganda Techniques: Seven techniques of propaganda demonstrated through easy to follow animation.
- The Propaganda Machine: An interactive tool that encourages students to discover hidden propaganda within YouTube films.
- Click and share: Exploring the importance of taking a critical look at the affect of sharing content online.
- Source Check: Interactive exercises that challenge students to determine the authenticity of a series of online films and websites.
- The Vampire Conspiracy: How are conspiracy films constructed? A suite of tools that break down the tools and processes.
- Bookface is a fictitious Facebook account created through workshops with young people. It provides a platform for teachers to explore online identity and start group discussions about social media in a classroom environment.

Information and contact details:

Organisation: Digital Disruption
http://www.digitaldisruption.co.uk
Address: 13a Boundary Street, E2 7JE London, United Kingdom
Contact: team@digitaldisruption.co.uk
Telephone: +(44) (0) 20 7739 2738

Collection of Practices

Name practice/organisation: Internet Safety Toolkit - Association of Chief Police Officers (ACPO) *Prevent* Delivery Unit (PDU)

Country: United Kingdom

Target group: Online, youngsters, teachers, parents

Approach: Educating young people

Description:

The ACPO *Prevent* Delivery Unit (PDU) Internet Safety Toolkit is a series of engaging films and animations for young people, which includes advice for parents, teachers and guardians around safeguarding principles. The toolkit aims to provide awareness of the dangers posed to young people from those who seek to exploit their vulnerabilities via the internet.

The toolkit contains four distinct chapters with accompanying notes for guidance. The chapters are:

- Staying safe on the internet: addresses a broad range of internet safety issues in a series of five interactive sessions which includes animated dialogues and authentic film clips.

- Digital disruption: this is a specialist education project which aims to improve young people's digital judgement, specifically their ability to critically engage with the content they encounter, consume and share online.

- Keyboard revolution: the exercise provides a safe space to discuss issues around becoming isolated, the potential vulnerabilities when starting university and the dangers posed by the internet. It is aimed at young people aged 16+ who are going to be making the transition to college and university.

- Child Exploitation Online Protection (CEOP) content: this highlights the dangers of online exploitation to young people, parents, teachers and carers. It includes top tips for parents around safeguarding young people when they use the internet.

The wide range of material included allows usage within a wide range of settings and with differing age groups from children to parents. The material does not focus solely on counter extremism and this facilitates better access into schools addressing children at a young age; a broader spectrum of issues all of which will promote critical thinking by young people.

Information and contact details:

Organisation: Office of National Coordinator Prevent, ACPO(TAM)
http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: (+44) 020 7084 8950

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: No hate speech movement - Campaign of Young People for Human Rights Online

Country: European Council

Target group: Youngsters, teachers, youth work organisations

Approach: Educating young people

Description:
The Campaign is part of the project Young People Combating Hate Speech Online running between 2012 and 2014. The project stands for equality, dignity, human rights and diversity. It is a project against hate speech, racism and discrimination in their online expression.

Objectives of the campaign:

- To raise awareness about hate speech online and its risks for democracy and for individual young people, and promoting media and internet literacy.
- To support young people in standing up for human rights, online and offline.
- To reduce the levels of acceptance of online hate speech.
- To mobilise, train and network online youth activists for human rights.
- To map hate speech online and develop tools for constructive responses.
- To support and show solidarity to people and groups targeted by hate speech online.
- To advocate for the development and consensus on European policy instruments combating hate speech.
- To develop youth participation and citizenship online.

Tools:
Online Campaign tools
o No Hate Speech Movement landing page: online platform for everyone interested to join the No Hate Speech Movement. Here you can upload your personal statement or message about hate speech.
o Hate Speech Watch: an online database to monitor, share and discuss hate speech content of the internet.
o Campaign Coordination website: if your organisation wants to join the Campaign, you can do that through this website.
Online educational tools:
o Online Campaign Toolkit: this tool is to help anyone to get involved in the Campaign. It provides knowledge and information about the Campaign and its media, and gives concrete practical and methodological support in online Campaigning.
o Learning Module on Hate Speech: The module provides 'basic and essential' knowledge about hate speech and hate speech online.
o School Campaign Pack: If you are a student in a secondary school or a teacher who works there, this online tool supports promoting the campaign and action in your school environment.

. **Information and contact details**: http://www.nohatespeechmovement.org/

Collection of Practices

Name practice/organisation: Pathways - Office of National Coordinator Prevent, Association of Chief Police Officers (ACPO)

Country: United Kingdom

Target group: Young people aged 14 years and upwards. Adults where appropriate.

Approach: Educating young people

Description:

Pathways is an interactive workshop aimed at young people supported by DVD and facilitator notes. The DVD centres around two main characters from diverse backgrounds. The story takes place in a Northern UK mill town which has been hit by recession, unemployment and suffers from social deprivation. The workshop allows young people the opportunity to explore stereotypes, behaviours and grievances in a facilitated session. The triggers in the film are equally applicable to other forms of violent extremism / terrorism and can be considered as part of broader debate within the workshop. The full workshop can be delivered within one hour.

It is a free product. The exercise can be delivered by competent persons without training, as facilitator notes are included. The material features parallel Islamist and far right narratives allowing comparison and delivery to a wider audience negating accusations of targeting a particular section of the community.

The workshop is proving effective at stimulating debate amongst young people. The short time required for delivery allows for inclusion within busy school schedules.

Information and contact details:

Organisation: Office of National Coordinator Prevent, ACPO(TAM)
http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: (+44) 020 7084 8950

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Interactive exhibitions on citizenship, democracy and diversity, Peace Education Projects

Country: The Netherlands

Target group: Children, youngsters

Approach: Educating Young People

Description:

Foundation Peace Education Projects develops educational projects in the field of peace, diversity, democracy, conflict resolution and international cooperation. Key to the methodology is a perspective on peace that:

- is understandable for everyone: when people take care of each other and the earth, there is a situation of peace.
- peace comes out of people's hands and is part of a learning process.
- the values of peace cannot be forced upon people. Sharing knowledge, exercising tools, improving skills and finally exploring the desire for peace is important.
- the aim is not to teach children what to think but to let them think by themselves.

Peace Education Projects is specialized in the development of interactive tools to teach and to learn peace and democracy. These tools result in a range of more than 30 permanent and mobile interactive exhibitions in The Netherlands and about 10 other countries like the Democracy Factory, the Peace Express and the Fortress of Democracy. Children and youngsters from 10–18 visit the interactive exhibitions in groups of about 30 and it takes roughly one hour and a half. The visitors interact between the panels with the themes and the tools, machines or instruments and 'produce democracy and peace' themselves. They interact with one another and write down their opinions or solutions in a booklet, which is also a guide through the exhibition. The pupils manage their own learning process and most of the admissions are self-correcting. Scientific research of the Amsterdam University in the Democracy Fortress in Utrecht, shows that the youngsters gain knowledge, develop more democratic opinions and a small group of mainly boys develop less radical views and perspectives.

The teachers and other adults are prepared to stimulate the pupils so they can develop their own opinions and find their own solutions. For the teachers manuals are developed, containing some theoretical backgrounds and different educational means and group activities.

Information and contact details:

Organisation: Foundation Peace Education Projects
www.vredeseducatie.nl(official website in Dutch – parts of the website in English, French and German)
Address: Fort De Bilt; Biltsestraatweg 160, 3573 PS Utrecht, Netherlands
Contact: Jan Durk Tuinier, Peace Education Projects
vrede@xs4all.nl

Collection of Practices

Name practice/organisation: VAJA (ENoD Partner)

Country: Germany

Target group: Youngsters

Approach: Education of young people

Description:

VAJA is an acceptance-based youth work organisation. One out of eleven teams is focused on right wing orientated groups and individuals. It is located in Bremen where there is a right wing scene with strong subcultural elements such as clothing, rock music etc. VAJA started as a student project and is focused on youngsters with a tendency to right wing and intolerant attitudes in the ages of 14-20. They do not focus on ideologically established right wing extremist.

The VAJA working method is based on accepting that right wing is a belief to these youngsters which is important to them and to offer alternatives rather than trying to disregard these beliefs. Important in this process is: relationship-based work, long term, focused on the local community and integration (providing them with social skills). Activities from VAJA include: street work, leisure education, civic education, peer education, counselling, prevention and de-radicalisation activities and internal and external evaluation.

Information and contact details:

Organisation: VAJA
http://www.vaja-bremen.de/index.htm
Address: Hinter der Mauer 9, 28195 Bremen, Germany
Contact: info@vaja-bremen.de
Telephone: (+49) 0421 - 762 66

www.facebook.com/VAJA.Bremen

http://www.european-network-of-deradicalisation.eu/profiles/70-verein-zur-foerderung-akzeptierender-jugendarbeit-e-v-acceptance-based-youth-work-with-right-wing-orientated-groups-vaja-e-v

7 Supporting and empowering families

This approach aims to support families vulnerable to violent extremism.

Families can have a key role in preventing radicalisation or de-radicalisation, but the role of the family may differ greatly from case to case. Some families provide protective factors like resourcefulness and close and positive relations to the person in question. Other families may well represent risk factors in the form of poor resources and relationships or even direct negative, ideological influence. Parents can have a negative influence on the thinking of young people prone to radical behaviour, for example when ventilating stereotypes about other ethnic groups or propagating a message of intolerance (Cadat and Engbersen, 2006; Pels and Vollebergh, 2006). When radicalisation does occur, parents can also be very worried. How do you deal with a son or daughter who is becoming radicalised? Encouraging responsible behaviour by family members of (potential) radical young people is a critical success factor in achieving success in both preventive as de-radicalisation work. Both parents have an important role to play, though the role that women play, as mothers, is sometimes underestimated and ignored. Women have a special place in this approach. In short, families can be part of the solution, or they can be part of the problem. In both cases family support is an essential approach to preventing (further) radicalisation.

7.1 General description

7.1.1 Aim

- Support (Muslim) parents in raising their children in a (Western) society.
- Create an early warning signal within families, if vulnerable individuals travel down the wrong path.
- Raise consciousness of the threat of violent extremism.
- Address ideologies which terrorists use to recruit people to their cause.
- Support families whose children may be vulnerable to radicalisation.
- Build resilience against violent extremism.
- Empower women to reduce the attraction of extremist ideologies.

7.1.2 Methods

There is a variety of organisations or networks which can offer family support: statutory bodies NGO's (Germany), voluntary civil society organisations of communities (mosque organisations) and even families themselves.

Preventive parental support

This cluster of interventions is directed at supporting (Muslim) parents in raising their children in a (Western) society. In particular within certain communities, the gap between generations is a known cause for alienation of migrant youngsters. Specific interventions are directed at strengthening the dialogue between Muslim boys and their fathers and between

mothers and daughters. Parents can also take courses on enhancing their parenting skills. These courses focus on helping traditional parents with dealing with youngsters growing up in a modern western world.

Support and empowerment of women
For women, courses can be provided which include noticing behavioural changes in individuals at home or in the community which might be of concern and equipping them with the knowledge to address these concerns. It can also include training to build resilience or separate activities for women only.

Family support of (possible) extremists
Family support of (possible) extremists is mainly about counselling and aiding parents in dealing with the situation at hand. This can be by providing advice and information about the possible radicalisation process, certain extremist groups etc. or by counselling to help them maintain a good relationship with their child, by working on trust and strengthening families within their social environment.

7.2 Lessons learned

- Although families can have a key role in preventing radicalisation or de-radicalisation, the role of the family may differ greatly from case to case. Some families represent protective factors like resourcefulness and close and positive relations to the person in question. Other families may well represent risk factors in the form of poor resources and relationships or even direct negative, ideological influence. In short, one should keep in mind that families can be part of the solution, or they can be part of the problem.
- When supporting families it is important to have an integral approach, not just focussing on the parents, but on the family system as a whole. Brothers, sisters, cousins and peers can be just as affected if their family member is becoming radical or has turned to violent extremism. One should realise that they are also a group at risk which should be safeguarded.
- Recognizing the gender issue is an important aspect in supporting families. Each parent and family member has different roles and responsibility.
- In particular communities, there are cultural barriers for seeking help. Creative and pro-active ways are necessary to break down those barriers.
- The degree and form of pro-activeness can differ. You can create an infrastructure where parents at least have the opportunity to seek help. For example, creating a special 'hotline' (telephone number) which families can call if they are concerned about their family member, or actively visit houses of parents whose children are considered at risk of becoming or have become radical.

- It is important to encourage the young person's family and other networks not to reject, stigmatise or isolate the young person. Maintaining close relations is vital, as it presents the young person with an alternative to the extremist community.
- When working with families as a resource for disengagement, attention should also be paid to the stigma attached to having a person labelled as an extremist in the family. It may lead to feelings of shame or anger and therefore isolation for the parents and family.
- Following, possible mental health issues arising from fear, anger and shame should be recognized and dealt with.
- A constructive step could, in any case, be for the parents to be encouraged to develop a close relationship with their child's school and teachers.
- Another way forward is to set up parent support groups led by professionals to offer advice and guidance to parents, as well as peer support groups. This has proved a popular and successful way to support the families and contribute to the disengagement process.

7.3 Practices

The following practices will be further discussed:
- Hayat
- Muslimah matters
- SAVE: mothers schools
- Shanaz
- Vaja Kitab

Collection of Practices

Name practice/organisation: Hayat, Centre for Democratic Culture

Country: Germany

Target group: Families and/or individuals dealing with radicalisation

Approach: Supporting and empowering families

Description:
Hayat (Arabic and Turkish for 'Life') is a program run by the Centre for Democratic Culture (ZDK gGmbH) in Berlin focused on counselling individuals and families on Islamism since late 2011. Hayat focuses on prevention of travel to, support during travel, as well as returning from Syria to the relatives and persons in need. Since the beginning in late 2011 over 40 counselling cases have been taken on by Hayat staff. In general these cases showed advanced to very high stages of radicalization with access to international operations and violent Salafi networks. Also the majority with foreign fighter potential or actual involvement and many wanting to travel abroad not for fighting reasons. In several cases a departure to Africa (Somalia, Egypt) and areas of war in the Middle East had already taken place or was imminent. Hayat is financed by the German Office for Immigration and Refugee Affairs (Bundesamt für Migration und Flüchtlinge BAMF). Help seekers either contact Hayat directly or are mediated through the federal national counselling hotline run by the BAMF.

The people looking for help were often relatives and friends of the individuals concerned. They came to Hayat because they or someone in their network was familiar with the initiative (it is already quite well known) or through the German hotline that is established nationwide. Hayat counselling is available 24 hours a day, anonymous and there are no limitations in time and content. The advice is multilingual if necessary (German, Turkish, Arabic, English) by proven experts in the field of Islamism. All participants in the counselling take part on a voluntary basis.

Hayat counselling focuses on the broader family context to be able to strengthen the family members' environment in countering radicalisation processes. There is often a lack of local support structures around the family and/or existing partners are not knowledgeable and aware enough of the topic or overwhelmed Islamic Salafiti radicalization. Hayat counselling helps to work on these issues. The first stage is to make contact and build trust, the second stage is to induce de-radicalisation processes. Hayat also builds a bridge between security agencies and civil society working in both directions, adding another toolkit for security authorities without compromising the personal right of the families. As something like a moderator between family and authorities Hayat helps broadening the perspectives of the authorities, to gain information and help to avoid risks.

Results so far are around a total of 45 cases from the consultation throughout the country and partly recorded with international implications. Also Hayat has been asked to take over counselling cases from other states lacking a similar program, such as Sweden and Canada. Generally the majority of cases showed a very advanced to very high radicalization. The success of the consulting work lies in settling the originally very conflictive situation, restoring the family bonds and communicating and slowly associated away to stop the radicalization process as the basis for the processing of other levels. The help-seekers were helped and strengthened to deal with the situation. In three cases the advice triggered a very slow but steady dissociation process of militant ideology. In many cases the relatives contacted Hayat early enough to prevent a further radicalization.

Information and contact details:

Organisation: Centre for Democratic Culture
http://zentrum-demokratische-kultur.de/Startseite/Islamismus-/-
Ultranationalismus/HAYAT/Beratungsstelle-HAYAT-K381.htm
Address: Ebertystr.46, 10249 Berlin, Germany
Contact: claudia.dantschke@zentrum-demokratische-kultur.de
daniel.koehler@exit-deutschland.de

Collection of Practices

Name practice/organisation: Muslimah Matters - UK PREVENT programme

Country: United Kingdom

Target group: Muslim women

Approach: Supporting and empowering families

Description:

The Muslimah Matters initiative focuses on bringing together Muslim women to discuss contemporary topics and offer them more knowledge and confidence. Stemming from the UK Prevent programme, one of the goals of the initiative is to talk to the women about extremism, radicalisation processes and Muslim youngsters, maybe their children, leaving for Syria (or other conflict zones). Muslim women are an important untapped resource in the struggle against radicalisation because they have a central role in the family as a moderator and with that can have an important influence on other family members. Also they can influence cultural and contemporary faith interpretations.

With the help of a role model (wife of the Imam) the meetings were set up in a building next to the mosque (this created a safe space) and women were invited to join. The discussions started of with normal, everyday subjects in which the women were interested in and /or were struggling with. This allowed for a good atmosphere in which trust could be build. Subjects discussed were: context of Islam in the wider world, introduction to Prevent Strategy, young people (sex, marriage, vulnerability, internet use, and race identity), domestic violence, engagement in wider society and the effects of the Woolwich murder. Subjects around radicalisation came up by itself once the discussion was started.
With regard to discouraging family members to travel to conflict areas, the women were provided with arguments and lines they could use at home.

Results so far:
- Over 180 attended over 8 weeks with a 'core' of 20 attending every session
- 6 women volunteered in helping in the course
- 2 women went on to volunteer in a local charity
- In session feedback most women felt more confident, better equipped to take on a role in wider society, and more confident to identify extremism and act on it.

Information and contact details:

Organisation: Ealing Council
http://www.ealing.gov.uk/site/
Address: Perceval House, 14/16 Uxbridge Road, Ealing W5 2HL, United Kingdom
Contact: Paul Smith, EPAREX and Prevent Strategy Manager
SmithPa@ealing.gov.uk

Collection of Practices

Name practice/organisation: Mothers Schools, Sisters Against Violent Extremism (SAVE) - Women without Borders'

Country: Austria

Target group: Women, mothers, families

Approach: Supporting and empowering families

Description:

Mothers Schools

Women without Borders' global campaign Sisters Against Violent Extremism (SAVE) provides women the encouragement, support and tools to develop alternative human security strategies that challenge extremist thinking.

SAVE's experiences and extensive interviews show that violent extremists undergo a process of radicalisation that others, most significantly their mothers, can often detect. By sensitizing and empowering mothers' self- awareness and confidence to recognize and react to potential early warning signals in the children's behaviour, mothers can confront the influence of push and pull factors that can lead their children to violent extremism.

In 2012 SAVE created the first Mothers School, a tool to mobilize mothers and translate this non-traditional approach into reality. Through twelve home based mothers' workshops, women cover diverse themes from psycho-social development, confidence-building, family communication and applied parenting skills learning to channel the children's fear and frustration into safer, more enriching outlets.

Graduating mothers feel more attuned to their children's needs and more aware of their own personal force and creativity to advocate for progressive strategies and to promote non-violent and resilient families. By 2014 there will be Mothers Schools in India (and Kashmir), Indonesia, Nigeria, Pakistan, Palestine, Tajikistan and Zanzibar.
.
Information and contact details:

Organisation: Sisters Against Violent Extremism (SAVE) - Women without Borders'
www.women-without-borders.org
Address: Kirchengasse 43/13, 1070 Wien; Austria
Contact: Georgina Nitzsche, Women without borders / SAVE
office@women-without-borders.org
Telephone:+43/1/5334551

Collection of Practices

Name practice/organisation: The Shanaz Network - Association of Chief Police Officers (ACPO)

Country: United Kingdom

Target group: (Muslim) women

Approach: Supporting and empowering families

Description:

The Shanaz Network was established to break down barriers and encourage women to play an active part in the Government's Prevent agenda. The Network, now an independent body, provides a platform for the group to participate as equals in decision-making around the development of policy and strategy, in an area of policing which impacts directly upon them.

The Network's objectives include: work to address ideologies which terrorists use to recruit people to their cause, work to support those who may be vulnerable to radicalisation, and work to strengthen institutions which can play a role in Prevent. The Shanaz Network will also help to mainstream Prevent engagement activities into daily police business.

Project Shanaz was developed by the Association of Chief Police Officers (ACPO) Office of the National Coordinator of Prevent to understand the perception women have about Prevent activity and share how local police forces have overcome obstacles to engagement.

As part of this work the ACPO National Coordinator of Prevent has produced a guidance document for police and practitioners about engaging women in Prevent activity. 'Women and Prevent' provides an overview of successful Prevent activity used by police forces and partner agencies from around the country, that have overcome barriers to engagement. The work featured in the guidance can be localised and replicated by other forces where similar barriers to engagement exist.

Information and contact details:

Organisation: The Shanaz Network, http://shanaznetwork.co.uk/
Office of National Coordinator Prevent, ACPO(TAM)
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: (+44) 020 7084 8950

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: VAJA Kitab

Country: Germany

Target group: Families, first line staff,

Approach: Supporting and empowering families

Description:

VAJA Kitab, offers a support network for parents and family members of adolescents and young adults who struggle with Islamic identity questions and turn to more extremist (or nationalist) Islamist Organisations. Through counselling, Kitab can help parents, family members but also teachers and social workers who observe this behaviour, to deal with the situation and to work together with the clients to find ways to give back trust and cooperative attitudes by strengthening the family and young adolescents (directly or indirectly) within their social environment. Counselling is provided to all citizens free of charge and the services are based on anonymity.

Kitab is part of a nationwide initiative called 'Security Partnership: Working Together with Muslims for
Security'. In this initiative a central 'Counselling Center Radikaliserun' was set up which serves as a central hotline for people who seek advice on dealing with signs of radicalisation in their environment and to encourage people to speak about their worries concerning friends or relatives who they think recently become radicalized. Kitab is responsible for the area of Northern Germany and people can come in contact either through the central hotline or directly through VAJA Kitab.

Since the beginning of 2013, Kitab also provides a training module entitled Islam, Islamism and democracy. Five short films are used in schools and youth services, to provide age-appropriate discussions on topics like Islamism, Salafism, the Middle East conflict, Shari'ah, human rights, gender roles, Islam & Democracy or religiously justified anti-Semitism.

Information and contact details:

Organisation: VAJA Kitab
http://www.vaja-bremen.de/teams-vaja-kitab.htm
Address: Hinter der Mauer 9, 28195 Bremen, Germany
Contact: info@vaja-bremen.de
Telephone: (+49) 0421 - 762 66

8 Delivering counter-communication

This approach consist in delivering counter-communication, in order to challenge extremist ideas either online or offline.

It has become increasingly apparent that preventing and tackling radicalisation leading to terrorism and violent extremism is not only a security issue, but is also about winning hearts and minds. This can be done notably through countering extremist propaganda disseminated both offline and online.
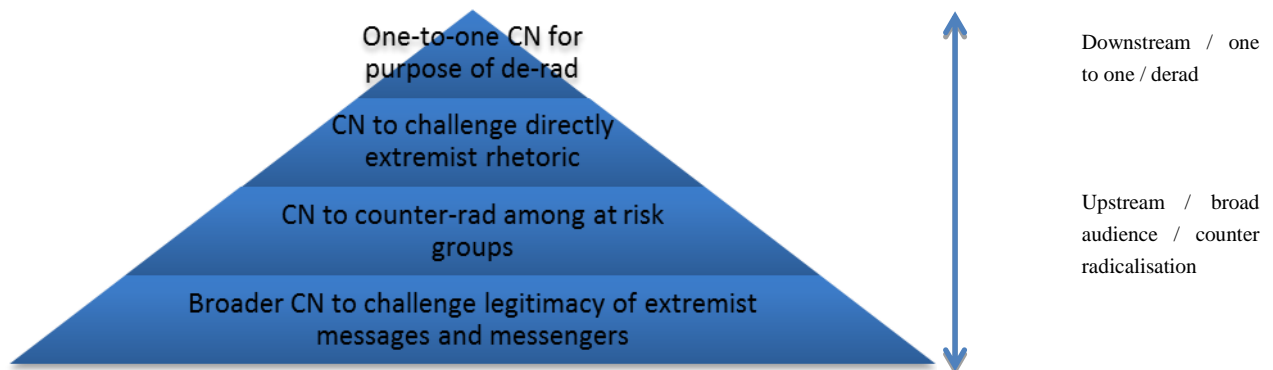
The word "Counter-communication" is hereby used as an umbrella word for all activities related to countering extremist propaganda (counter-messaging, counter-narratives) in different type of fora (fact-to-face, online etc.).

8.1 General description

8.1.1 Aim

Counter-communication directly or indirectly challenges extremist propaganda either online or offline (or a combination). Counter-communication can vary from a counter-information campaign challenging the message of the enemy on a more factual basis or counter-narratives which discredits and de-legitimises the extremist narrative and provides an alternative.

There is a broad spectrum, from hard end one-to-one de-radicalisation to a softer end targeting a much wider audience (many-to-one) in which counter-narratives can be utilised.

One-to-one CN for purpose of de-rad

CN to challenge directly extremist rhetoric

CN to counter-rad among at risk groups

Broader CN to challenge legitimacy of extremist messages and messengers

Downstream / one to one / derad

Upstream / broad audience / counter radicalisation

8.1.2 Methods

There is a broad spectrum of **counter-narratives** which can be delivered to and by different target audiences:
- Political counter-narratives by government, government leaders, communication and policy advisors focus countering the idea of "us" against "them".

- Moral counter-narratives by key members of civil society, representation groups (including victims), families, social workers and peers focus on the immorality of killing and the use of violence
- Religious counter-narratives by religious leaders, institutions and communities basically highlight the same issue as moral counter-narratives, but convey a message of (mass) murder being against religion.
- Social counter-narratives by former violent extremists to promote the message that there is nothing heroic about violent extremism

Within the different counter-communication spectrum additional methods can be utilised:
- **Counter-messaging** is a component of a counter narrative that uses statistics and facts, e.g. that more Muslim Pakistanis are killed by the Taliban than by US drones.
- Promoting democratic values and resilience by using testimonials of victims is a form of an **alternative narrative**.
- **Counter-imaging** consists of stripping the image off romanticised extremism by using images of what actually happens on the ground i.e. killed civilians, women and children, for example.

Counter-communication can be disseminated either online (YouTube, special forums, Twitter etc.) or offline (in the classroom for example).

8.2 Lessons learned

One of the most important lessons of counter-communication is that different types of narratives are held by different audiences and that each part and its audience must be separately targeted if counter-communication is to be effective. This can vary from the micro-level focusing on disengagement of individuals to a more broad societal approach on the macro-level. Each requires a distinct approach in terms of the message, messenger, tactics and partnerships.

Messengers of counter-communication
Credibility and trust worthiness of the individual, group or institution delivering the message or narrative is just as important, or maybe even more important, than the message itself. Different messengers should be utilised for the different types of counter-narratives. Four types of messengers for the different layers in counter-narratives can be distinguished:
- *Government*: government leaders, communication and policy advisors are most suited to deal with the political counter narrative.
- *Civil society*: key members of civil society, representation groups (including victims) are deemed credible to counter moral narratives. Families, social workers and peers can also play a role in this respect.
- *Religious leaders, institutions and communities*: whilst governments are best to steer clear of involvement in religious counter narrative, mullahs, imams and

Muslims in general are best equipped to engage in a religious counter narrative.

- *Formers*: former violent extremists are considered the best messenger for the social counter narrative to promote the message that there is nothing heroic about violent extremism.

It is important to note that it doesn't come naturally to all these different groups to deliver counter-communication. In most cases, delivering counter-communication requires coaching, training and empowerment to be able to do so.

Message
- Professionalism is essential: Successful online counter-communication have in common with their target content an effective branding campaign, often effective use of music, a polished production and compelling stories.
- Linking to existing narratives: It can be effective to link to narratives which are already popular as it takes the counter-narrative directly to the target audience. This may be by posting an "In response to" video on YouTube linking to the extremist content, or by penetrating an extremist group through the music they like.
- Emotions are more important: Success is not achieved through evidence alone, which can always be refuted and countered. Instead, they need to appeal to human emotions
- Humour entertains: Especially from credible sources, humour can be a disarming way to share the counter-narrative.

Dissemination
- Influential media workers such as journalists can disseminate counter-messages efficiently, to a wide audience. Therefore, it is crucial to deliver the persuasive counter-narratives to journalists as well to use them in their everyday work (e.g. when writing articles or making interviews).
- In terms of the reach and impact of the online counter-narrative, 'going viral' is not an objective quantifiable threshold. Extremist online narratives can be a concern with just hundreds of individuals having engaged with them, and rarely have gained traction with millions.
- Online success does not generally come in isolation; the success stories are generally linked to offline activities – e.g. community mobilization.
- Forum is also key: deep one-on-one work in a chat forum may take months and have a profound impact on only one individual, while a counter-narrative may have a much wider less penetrating impact on hundreds of at-risk individuals.
- The dissemination channel should be chosen carefully and is fully dependent of the aim and target audience. A counter-imaging campaign on national television will be counter-productive, for example.
- Caution is also required when working with counter-narratives, because:
  - Counter-narratives can also work counter productively in the sense that they evoke extremist counter-narratives.

- Counter messaging (factual narratives) can feed into the extremist argument, so on a micro-level it is not likely to work as a de-radicalisation instrument. However, it can be effective on a macro-level with a preventive purpose to influence public opinion. Efforts to tackle extremist ideologies can be attacked by extremists with false and conspiratorial claims about motives, and even worse online and offline threats. Countering things can also make them more attractive.
- Counter-imaging can be very hurtful for victims of terrorism.

Much can be learned from general (online) campaigning and be applied to counter-narrative campaigns:
- Know your audience:
  - Who do we want to influence?
  - What influences them (facts, emotion)?
  - What type of pressure do we want to use (mass, public or specific?)
  - Where (which channel?) and why now?
- Timing is essential
- Targets should be made as tangible as possible
- Narrative should be used to create momentum
- While social media platforms are becoming more prevalent, email has still been proven the best campaign method

Some lessons can also be learned from using the testimonies of victims as a (moral) counter-narrative.
- The testimonies should be used in a focused way, with a specific aim for a specific audience.
- A testimony should be part of a wider project, by for example integrating it in the educational system.
- Preparation and guidance is important for both the target audience and the messenger (in this case the victim) of the narrative.
- Personal stories are more effective if they are related to the principles of democracy. However, politics should be avoided. The aim is to deliver the narrative based on real experience, which others can reflect on by fact and emotions.
- The human and empathic aspects are very important in the counter-narratives of victims.

8.3 Practices

The following counter-narrative practices are discussed:
- French Association for Victims of Terrorism (Association Française des Victimes du Terrorisme)
- C4C Project

- Cypher 7 a.d.
- Europe against terrorism, glance of a victim
- Hope not Hate
- no-nazi.net
- Sisters Against Violent Extremism (SAVE) – witness of history
- Victims' Voices Project

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Collection of Practices

Name practice/organisation: Practices of the French Association of Victims of Terrorism

Country: France

Target group: Firstline workers, victims of terrorism

Approach: Delivering counter communication, Education of young people

Description:

The AfVT.org works with social workers, teachers and other possible victims of terrorism (such as Latifa Ibn Ziaten) in order to expand its programme 'Terrorism: how about listening to what victims have to say?' which strives to create a dialogue between victims of terrorism and citizens by organising conferences in schools (private and public), local associations and prisons.

The main objectives of this programme are: to make victims more visible to youth and to promote a sense of citizenship through the victims of terrorism; to involve teachers and pupils in the prevention of radicalisation; to increase the strength of our message on the ground by networking with local actors.

The AfVT.org has also obtained financial support from the European commission for another programme, 'Gathering of the Victims'. It plans to reunite 20 victims of terrorism from very different backgrounds (origins, political opinions), interview them and film their interaction. Those images will then be used to make 20 short films on each victim (5-6 minutes each) and a 26 minutes long documentary. The videos thus created will be posted online and will be downloadable. They will also be used by search engines, such as Google, to offer to individuals looking for extremist contents on the internet.

Information and contact details:

Organisation: French Association of Victims of Terrorism
www.AfVT.org
Address: 5 bd Pereire, 75017 Paris, France
Contact: Guillaume Denoix de Saint Marc, gsaintmarc@afvt.org
info@vittimeterrorismo.it

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Collection of Practices

Name practice/organisation: C4C, Counter-Narration for Counter-terrorism

Country: European Union

Target group: Online, general public and specific target groups

Approach: Delivering counter communication

Description:

The C4C Project, the terrorism survivors storytelling, is a global platform for resilience stories and radicalisation awareness. It is a cross national project, supported by the European Commission – DG Home Affairs (ISEC program), started at the beginning of 2013, involving several private, no-profit and public partners, but open to the collaboration of other interested subjects. The project aim - through 'The terrorism survivors storytelling' web platform - is to spread the stories of the victims to the general public and to specific target groups, by collecting, categorizing and giving e-collaborative tools and additional resources for the practical use of these narratives - for example, in educational programmes for students and young adults, to empower people with a critical thought toward hate narratives, or to prevent people from becoming attracted by or permissive towards violent movements, or to de-radicalize people engaged into a radicalisation path.

The project is proceeding along three main procedures:
1) The selection, cataloguing, digitization of the materials that contain survivors stories and testimonies, retrieved through the Italian and French associations of victims of terrorism with the availability of other European associations;
2) The design and development of a multilingual platform (The Terrorism Survivors Storytelling) that contains the archive (Global data-base) of the selected materials files. Some of these will be made directly available in their various forms of text, video, photos (Multimedia deposit). That digital material will be used for digital storytelling activity to create new communication/didactic products through the e-collaborative tools, currently on the platform. Furthermore the platform will offer some selected didactic and methodological resources to help its practical usage at the ground floor carried on by practitioners, teachers, tutors for educational/prevention/de-radicalisation programmes.
3) The enhancement of the strategic value of the C4C project and dissemination of its achieved results during the first two years of its life. A specific target will be a group of students in Italy and France who are going to test the platform and its e-collaborative tools.

Information and contact details:

Organisation: C4C
www.c4c-project.org/
Contact: Luca Guglielminetti, info@vittimeterrorismo.it
Guillaume Denoix de Saint Marc, gsaintmarc@afvt.org

Radicalisation Awareness Network

Collection of Practices

Name practice/organisation: Cypher 7 a.d.

Country: United Kingdom

Target group: (Muslim) communities, youngsters, online

Approach: Delivering counter communication

Description:

C7 was created to provide online creative content that can contribute to expressing the diverse ways in which Islam can be understood as a force for positive personal, social and political change. C7 is passionate about the needs of young people in particular and feel that using creative mediums allows them, and us, to tackle issues often ignored or denied in our communities.

The aim is to use creative energy to help dispel myths, stereotypes and the gradual inclination society is developing towards becoming more and more Islamophobic.

At C7 the idea is to produce thought provoking and stimulating content that touches the issues and fears many people are afraid to discuss openly. Examples of such content are posters, video's and an animated film based on the adventures of a young Muslim, Abdul X.

Information and contact details:
www.cypher7ad.com

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Europe against terrorism: Glance of the victim (exhibition) - Fundacion Miguel Angel Blanco in partnership with the Association Francaise des Victimes du Terrorisme and the Associazione Italiana Vittime del Terrorismo.

Country: European Union

Target group: general public, youngsters

Approach: Delivering counter communication

Description:

Europe against terrorism, the glance of the victim is a European cultural project developed and produced by Fundacion Miguel Angel Blanco in partnership with the Association Francaise des Victimes du Terrorisme and the Associazione Italiana Vittime del Terrorismo. The exhibition is the first European exhibition on photos on terrorism in Europe from the point of view of the victims".

The exhibition is aimed at raising awareness in European society about terrorist threat, discussing the best democratic practices in the fight against terrorism, bringing the glance of the victims as an agent of social awareness and deradicalisation and helping build the memory of European terrorism victims in their search for justice. It seeks to contribute to the reflection within Europe against fanaticism, fundamentalism, totalitarianism and xenophobia, which encourage terrorist crime and pervert the foundations of the European Union: freedom, security, peace and solidarity for all citizens. Besides that, the exhibition is a channel of expression for victims of terrorism and the organisations that represent them.

Information and contact details:

Organisation: Fundacion Miguel Angel Blanco
http://www.fmiguelangelblanco.es/index.php/actividades/accion-internacional/european-project
Contact: coordinacion@fmiguelangelblanco.es

 (official website in Spanish, parts in English)

Collection of Practices

Name practice/organisation: HOPE not hate

Country: United Kingdom

Target group: Communities, online

Approach: Delivering counter communication

Description:

'HOPE not hate' is a campaign that mobilizes individuals opposed to the British National Party (BNP) and English Defence League's (EDL) politics of hate. It is based on belief in localised campaigning, working within the communities where the organised racists are attracting their support. 'The HOPE not hate' website aims to serve the anti-racist and anti-fascist movement and providing up to date news, good practice and analysis. The website also serves to challenge the myths and lies put out by the BNP and their ilk and also positively mobilise those people who are opposed to racism and provide them with a more positive alternative to the politics of despair.

Methods are:
- Use the social media and internet to your advantage – when people search for EDL they find alternative sites such as English Disco Lovers
- Use humour and ridicule to discredit their message
- Use counter facts and intelligence to reveal underlying motifs such as money and power
- Use 'good news' messages as well
- Provide a more positive channel for people to show displeasure (e.g. 'We are the many' campaign by HOPE not hate).

Information and contact details:

Organisation: HOPE not hate
http://www.hopenothate.org.uk/
Address: PO Box 67476, NW3 9RF London, United Kingdom
Telephone: (+44) 020 7681 8660

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: No-Nazi.net, Amadeu Antonio Foundation

Country: Germany

Target group: Youngsters, online

Approach: Delivering counter communication

Description:

No-nazi.net is a three year initiative from the Amadeu Antonio Foundation which supports civil society work against right extremism and also develops its own projects. The aim of no-nazi.net is to build a community of young people who would like to be permanently committed to combating right-wing extremist, racist, anti-Semitic or anti-Islamic ideas. This should be done in accordance with democratic values, without devaluing but with humour and good ideas, and also without endangering themselves.

The working method is to reach out to young people between 13 and 18 to become active in their social networks. Peer to peer training is used to coach people on how to counter extremism online. Through online actions, funny, serious, informative or amusing, no-nazi.net wants to realize social networks without Nazis. Cool alternatives to the right wing lifestyle are offered with music, stories, events calendar, workshops etc.

Information and contact details:

Organisation: Amadeu Antonio Foundation
http://no-nazi.net/
Address: Linienstr. 139, 10115 Berlin, Germany
Contact: nonazinet@amadeu-antonio-stiftung.de
Telephone:+49(0)3024088624

Collection of Practices

Name practice/organisation: Witness of History, Sisters Against Violent Extremism (SAVE) – Women without Borders

Country: Austria

Target group: Women, mothers, families, youth

Approach: Delivering counter communication

Description:

Women without Borders' global campaign Sisters Against Violent Extremism (SAVE) provides films and events to expose the young generation to the consequences of terrorism.

Terrorist recruiters are successful because their ideologies and actions resonate with youth when they are most vulnerable. At a time with they question the unfairness of the world, or feel alone, unheard or persecuted. SAVE's 'Witness of History' helps youth during their formative years to the reality of violent extremist ideologies and alternatives to revenge.

Raw, honest testimony, up close and personal story telling is able to reach an audience better than any official speeches and abstract analysis. As victims and survivors, they speak from a position of authenticity, moral authority, and with personal conviction. So the Witness of History films give a human face to the tragic terrorist attacks and create a potent balance to the extremist propaganda.

The personal stories of victims – particularly those who have made a personal journey– those who have become somehow stronger by the experience of grief and loss, those who do not feel vengeance and have something strong and positive to say – help blur the lines between black and white thinking. They plant a seed of doubt in the thoughts of those who might support violence or lack alternatives. It's a hearts and minds approach, to develop critical thinking as a deterrent against radicalization.

Information and contact details:

Organisation: Sisters Against Violent Extremism (SAVE) - Women without Borders'
www.women-without-borders.org
Address: Kirchengasse 43/13, 1070 Wien; Austria
Contact: Georgina Nitzsche, Women without borders / SAVE
office@women-without-borders.org
Telephone: +43/1/533 45 51

Collection of Practices

Name practice/organisation: Victims' Voices project, International Center for Counter-Terrorism –

Country: The Netherlands

Target group: Victims of terrorism

Approach: Delivering counter-communication

Description:

The Victims' Voices project is currently under the lead of ICCT Research Fellow Max Boon in Indonesia. Through research of existing (national and regional) programmes and methodologies, expert analysis and innovative approaches, the Victims' Voices Project explores ways to effectively and structurally involve victims of terrorist acts in countering violent extremism. By creating mechanisms and tools for victims to engage in efforts against violent political action and embed victims' voices in the counter-terrorism struggle overall, it is hoped that this initiative can contribute to preventing violent radicalisation leading to terrorism.

The project – including a pilot study – will culminate into an outline on how to set up structures to recruit, prepare and support victims who are willing and able to get involved in different levels and forms of outreach against violent extremism in Indonesia. Such an outline could later be shared with other countries as a blueprint and source of inspiration if the lessons-learned can be tailored and subsequently applied to their own specific environment.

Up until May 2013, the activities that have come out of the project are:
- Taking it to the grass roots level: A recurring theme in discussions with stakeholders was the importance of initiatives such as this one to be embedded at the grassroots level and in a bottom-up manner. With this in mind, a small informal community with the name Aliansi Indonesia Damai (AIDA): bebas dari kekerasan ekstremis (Alliance for a Peaceful Indonesia: free from extremist violence) was established. This informal community could become the basis of a future foundation that will function as a secretariat for organising victims of terrorism who are willing and able to tell their life stories. By explaining the impact that terrorism has had on them, victims hope to pre-emptively convince individuals and communities that extremist violence is misguided.
- Creating outreach teams: These teams will be trained and deployed to local communities to share their stories and promote non-violence. They ideally consist of at least one direct victim, one former violent extremist and one religious authority. The inclusion of additional victims (direct and/or indirect) and/or family members of deceased terrorists who oppose extremist violence could be considered, if this is deemed appropriate.
- On the basis of existing (often scattered and incomplete) Indonesian victims databases and with additional input by AIDA, a comprehensive, up to date database is being developed and continuously updated to support the initiative.

Information and contact details:
International Center for Counter-Terrorism
http://www.icct.nl/activities/projects/victims-voices
Address: P.O. Box 13228, 2501 EE The Hague, Netherlands
Contact: ICCT Programme Manager Mr. Eelco Kessels **ekessels@icct.nl**

9 Creating an institutional infrastructure

This approach consists in creating institutional infrastructures ensuring that people at risk are given multi-agency support at an early stage.

Governments cannot undertake counter radicalisation by themselves. In many cases, violent extremists could have been prevented if practitioners would have had worked together and shared information. A multi-partner approach in which partners have the ability, the knowledge and the capacity to identify and support individuals at risk, is essential. Practitioners working in organisations where individuals at risk could be identified should know each other, be able to share concerns and information and develop a combined approach to support the individuals at risk. In short, a multi-agency approach and a system where information can be shared - an institutional infrastructure - is crucial for identifying and dealing with vulnerable individuals who may be at risk.

9.1 General description

9.1.1 Aim

- Recognising vulnerable individuals who may be at risk;
- Assessing the nature and the extent of the potential vulnerability or risk;
- Developing an appropriate support package to protect those at risk of being drawn in to violent extremism based on an assessment of their vulnerability;
- Ensure that relevant information is shared, faster/earlier and is fully coordinated.

9.1.2 Methods

Organisations that are part of the multi-agency approach can differ per country and per case, but in general 2 or more of the following organisations are part of the institutional infrastructure:

- o Police
- o Local authority
- o Schools, Colleges and Universities
- o Youth Offending Services
- o Children's Services
- o Border Control
- o Health services
- o Social workers
- o Housing
- o Prisons
- o Probation
- o Local communities, voluntary organisations and charities.

A threat assessment/vulnerability framework can be used to assess the individuals risk in terms of:
- o Engagement with a group, cause or ideology,
- o Their intention to cause harm,
- o Their capability to cause harm, and
- o Additional information regarding risk of protective factors (family situation, health/social care assessments, housing situation etc.)

9.2 Lessons learned

- The objective of a multi-agency approach is to share knowledge to support the vulnerable individual more effectively. However, to ensure a coordinated multi-agency approach, one organisation should chair and coordinate the meetings and have final responsibility over the process and outcome. The lead organisation (local authority, police, etc.) will differ from one country to another, (but it should be clear to everybody which organisation is leading.

- The number of organisations and the extent to which they are involved will differ greatly from one case to another. However, partnership involvement ensures that those who are considered vulnerable have access to the widest range of support, from diversionary (such as sport) activities through to the provision of specific services such as education, housing and employment.

- Drawing upon the existing collaboration between local authorities, statutory partners (such as education and health sectors, social services, children's and youth services and offender management services), the police and the local community, instead of setting up a new arrangement is absolutely key.

- Clear rules and guidelines about (confidential) information sharing are essential to the approach and information sharing agreements will be valuable in this process.

- Reciprocity is also key; all partners should share information with each other in a way that is proportionate and necessary in order to protect the interests of the vulnerable individual.

- A multi-agency approach should be applied at all stages; from radicalisation to de-radicalisation and disengagement during/after a prison sentence for example. All partners dealing with a (potential) violent extremist should have access to relevant (previous) information to be able to follow up adequately.

9.3 Practices

The specific practices that will be further discussed are:
- Channel
- Extremism and Hate Crime Unit
- Information Household (IHH)
- Multi-Agency Public Protection Arrangements (MAPPA)
- Operation Archer

- Prisoners Investigation Information Point (GRIP Reporting Centre)
- PSP (Psychiatry, Social Services and Police) co-operation
- SSP (Social Service, Healthcare and Police) interdisciplinary and cross-sectorial cooperation
- Tackling Radicalisation in Dispersed Societies (TaRDiS)

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: Channel

Country: United Kingdom

Target group: authorities

Approach: Institutional infrastructure

Description:
Channel is a multi-agency referral process which provides support to those individuals who may be vulnerable to radicalisation, and diverts them away from potential harm. All partners should know and understand the processes involved. Channel provides a mechanism for supporting those who are vulnerable to radicalisation by assessing the nature and the extent of the potential vulnerability or risk and where necessary providing an appropriate support package tailored to an individual's needs. Local multi-agency panels decide on the most appropriate action to support individuals, by taking all of their circumstances into account. Supporting those at risk of being drawn into terrorism is about diverting people away from potential harm at an early stage, which prevents them from being drawn into criminal activity. Partnership involvement ensures that those who are considered vulnerable have access to a wide range of support, from diversionary activities through to provision of specific services such as education, housing and employment. Channel is not about reporting or informing on individuals in order to prosecute them. It is about communities working together to support vulnerable people at an early stage, preventing them from being drawn into terrorism.

Process and method of the practice:
Channel uses existing collaboration between local authorities, statutory partners (such as the education and health sectors, social services, children's and youth services and offender management services), the police and the local community. Collaboration to identify individuals at risk of being drawn into terrorism, assess the nature and extent of that risk, and develop the most appropriate support plan for the individuals concerned. Channel uses a vulnerability framework assessing the individual on three dimensions, the individual's:

1. Engagement with a group, cause or ideology

2. their intention to cause harm, and

3. their capability to cause harm.

4. Additional information from partners regarding health /social care assessments or vulnerability profile is used in conjunction with the assessment framework. Recognition is given to a number of people who may be subject to safeguarding procedures.

After the assessment there are different developing intervention support packages:

- Wrap around support packages agreed by multi agency panels.

- The vulnerability assessment and the panel's professional expertise are used to identify the individual's particular vulnerabilities that require support.

- Intervention support providers can include local statutory and community partners.

- Community or non-statutory partners providing support need to have a level of credibility within their local community.

- Community partners have a key role and their reliability, suitability to work with vulnerable people needs to be established.

Channel doesn't focus on one specific issue, it is a holistic approach and uses the interventions which are necessary.

Information and contact details:

Prevent Strategy : Channel is a key element of the Prevent strategy and clearly sits in objective 2 of the strategy - prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.

Revised Channel Guidance: provides advice for local partnerships on how to deliver Channel projects explains why people may turn towards terrorism and describe indicators which may suggest they are doing so provides advice on the support that can be provided to safeguard those at risk of being targeted by terrorists and radicalisers

Organisation: Office of National Coordinator Prevent, ACPO(TAM)
http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: (+44) 020 7084 8950

Radicalisation Awareness Network

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Collection of Practices

Name practice/organisation: Extremism and Hate Crime Unit , London Probation Trust

Country: United Kingdom

Target group: authorities, firstline staff

Approach: Creating an Institutional infrastructure

Description:

The Extremism and Hate Crime Unit is part of the London Probation Trust and aims to help manage offenders with radical or extremist views. The unit is set up in a centralised way because of the large volume of offenders in the London area, multiple different partners, heightened concerns about risks, lack of interventions and training and high interest from government and media.

The main activities of the Unit include:
- Coordinating activity: central oversight but local delivery.
- Chairing central MAPPA (also see MAPPA) for Terrorism Act (TACT) offenders.
- Strategic links with key statutory agencies and other partners- use of service level agreements and protocols.
- Providing training, advice guidance and consultation for staff including co-working.
- Contributing to research and evaluation.

Information and contact details:

Organisation: London Probation Trust
http://www.london-probation.org.uk/who-we-are/equalities-and-communities-engagement/
Address: 151 Buckingham Palace Road, 1st Floor, SW1W 9SZ London, United Kingdom
Contact: Simon Cornwall – Manager Extremism and Hate Crime Unit
Telephone: (+44) 030 00 480 000

Radicalisation Awareness Network

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Collection of Practices

Name practice/organisation: Information House Hold

Country: The Netherlands

Target group: individuals at risk of radicalisation

Approach: Creating an institutional infrastructure, deradicalisation & disengagement

Description:
In the city of Amsterdam in The Netherlands part of the counter radicalisation programme are curative measures and de-radicalisation. The aim of those measures is to prevent people who are undergoing a process of radicalisation from further radicalisation and de-radicalise individuals who have become radical. The municipality runs a so called hotline and advice centre. If people are being referred there, they will be assessed on the risks of radicalisation. If there is (a risk of) radicalisation, a tailor made package of activities and interventions is made.

The approach includes:
- Creating an entrance for contact.
- Create awareness about the process at hand and the potential risks and consequences.
- Motivate the person to accept help and support for his problems. These problems could be material and immaterial.
- Delivery of material interventions (housing, school choice, employability) and/or immaterial interventions, such as learning to talk about injustice, anger, exclusion; reflect on own behaviour; compare ideological texts etc.
- Interventions. Preferably interventions should be delivered by the existing providers.

The interventions were successful in cases where people accepted help, not in cases where individuals felt like 'patients' and weren't open to contact. It is therefore key to build on trust first, also by being open about the involvement of the municipality.

Information and contact details:
Organisation: Municipality of Amsterdam, department for security and public order (OOV)
http://www.onderzoeksraad.nl/en
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Contact: Saadia Ait-taleb
s.aittaleb@amsterdam.nl
Telephone:+31205522684

Collection of Practices

Name practice/organisation: Multi-Agency Public Protection Arrangements (MAPPA)

Country: United Kingdom

Target group: authorities

Approach: Creating an institutional infrastructure

Description:

MAPPA stands for Multi-Agency Public Protection Arrangements – MAPPA are framework of statutory arrangements operated by criminal justice and social care agencies that seek to manage and reduce the risk presented by sexual and violent offenders in order that re-offending is reduced and the public are protected. MAPPA include youth offending teams, Jobcentre Plus, local education authorities, local housing authorities, registered social landlords, social services, strategic health authorities, Care Trusts and NHS Trusts, Home Office and Immigration and electronic monitoring providers. The aim of MAPPA is to ensure that risk management plans drawn up for the most serious offenders benefit from the information, skills and resources provided by the individual agencies being co-ordinated through MAPPA.

The principles that govern MAPPA are:

- To ensure more comprehensive risk assessments are completed, taking advantage of coordinated information sharing across the agencies.

- To direct the available resources to best protect the public from serious harm.

- Offenders eligible for MAPPA are identified and information is gathered and shared about them across relevant agencies. The nature and level of the risk of harm they pose is assessed and a risk management plan is implemented to protect the public.

- In most cases, the offender will be managed under the ordinary arrangements applied by the agency or agencies with supervisory responsibility. A number of offenders, though, require active multi agency management and their risk management plans will be formulated and monitored via Multi Agency Public Protection (MAPP) meetings attended by various agencies.

The arrangements operate across England and Wales and allow agencies to review the risk posed by offenders and the actions taken to manage them.

Information and contact details:
Organisation: Ministry of Justice
http://www.justice.gov.uk/offenders/multi-agency-public-protection-arrangements
https://www.gov.uk/government/publications/multi-agency-public-protection-arrangements-annual-report

Collection of Practices

Name practice/organisation: Operation Archer - Association of Chief Police Officers (ACPO)

Country: United Kingdom

Target group: Strategic key personnel from local council, senior police officers, emergency planning teams, statutory and voluntary sector, media personnel and key community individuals from independent advisory groups and Police Authorities. It is designed for both strategic and tactical decision makers.

Approach: Creating an Institutional infrastructure. Community engagement and empowerment

Description:

Operation Archer is a table top exercise which has been developed by the Association of Chief Police Officers (ACPO) *Prevent* Delivery Unit (PDU) to help police and partners understand the impact of counter terrorism operations on communities and the impact of these operations on community cohesion at a local level. The exercise also helps people and partners understand how to build resilience within vulnerable communities by effective conflict and consequence management.

The exercise focuses on the impact and aftermath of a critical incident on communities at a local and national level. Communities are of paramount importance when managing the consequences of counter terrorism operations as it is recognised that the actions of police and partners can have a significant impact upon the future of public confidence and engagement. The scenario is centred on a town that is hosting an Olympics training venue and includes TV news bulletins containing details of arrests in a fictitious counter terrorism operation. Participants are asked to consider the impact the police operation will have on:

•   New and emerging communities
•   Subsequent political protests
•   National and international media coverage around high profile national events.

The key objective of Operation Archer is for participants to generate an action plan, through a measured and partnership approach which evaluates learning from the day. The exercise specifically addresses areas of concern, level of preparedness and clarity in terms of the roles and responsibilities of all organisations and agencies involved. Its overall aim is to improve understanding so that we can be more effective in safeguarding vulnerable individuals and communities.

The exercise is successful in demonstrating the need for a multi-agency collaborative approach to countering terrorism. It highlights the impact on communities and identifies areas of weakness in partnership structures initiating a plan for future improvement

Information and contact details:
Organisation: Office of National Coordinator Prevent, ACPO(TAM) http://www.acpo.police.uk/
Address: 1st Floor, 10 Victoria Street, SW1H 0NN London, United Kingdom
Contact: prevent@acpo.pnn.police.uk
Telephone: (+44) 020 7084 8950

Radicalisation Awareness Network

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Collection of Practices

Name practice/organisation: GRIP - Prisoners Investigation Information Point

Country: The Netherlands

Target group: authorities, police, prison and probation, judicial system

Approach: Creating an Institutional infrastructure

Description:

The GRIP Reporting Centre is responsible for coordinating information between the prison system, the police and the Public Prosecution Service as part of maintaining law and order in the correctional facilities, preventing the possibility of escape, and preventing or investigating criminal offences. GRIP is an acronym for Gedetineerde Recherche Informatie Punt, which means Prisoner Investigation Information Point (Detainees Intelligence Desk).

The GRIP Reporting Centre serves primarily as an intermediary between the police, the Public Prosecution Service and the judicial system. The judicial system in this case means the Custodial Institutions Agency, which is responsible for custodial facilities in The Netherlands for juveniles, adults, illegal aliens (i.e. deportation centres) and people subject to a hospital order. The centre provides the following products: threat assessments, risk profiles, advisory reports, official expert reports and information coordination reports.

Personnel of the Ministry of the Interior and Kingdom Relations and the GRIP Reporting Centre provide training and information with respect to identifying and recognising different forms of radicalisation. This training and information is provided to prison personnel in these departments in particular, but also to prison staff in general.

Information and contact details:
Organisation: GRIP - Prisoners Investigation Information Point

Contact: Aart Bergwerff, Head of GRIP Reporting Centre

aart.bergwerff@klpd.politie.nl

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: PSP (Psychiatry, Social Services and Police) co-operation

Country: Denmark

Target group: Authorities, Police, Social Services, Psychiatry

Approach: Institutional infrastructure

Description:

This is a 'new' model of working practice between governmental sectors in Denmark. The aims of PSP are to ensure that relevant information is shared, faster/earlier and better coordinated, more knowledge, understanding and respect between sectors, diminishing taboos, identifying citizens at risk and initiating coordinated intervention. Each local area has a PSP. The PSP co-operation exists for 10 years in Denmark and has been implemented nationwide. Each local area has to implement it and it is the task of the police to organise this. It is an evident platform within Denmark to manage radicalisation awareness.

PSP kept the co-operation as simple as possible with one person from each sector in a 'leader board' and 3 groups of 3 persons for a specific area in the front line, which started on a small scale and bottom up. They organise meetings once a month and discuss cases and plans. Besides that they organise education/training and seminars.

The advantage of the co-operation is personal contact, sharing information and knowledge and coordination. Furthermore there is more qualified intervention and treatment possible which is relatively cheaper.

Information and contact details:

Contact: Dorte Maria Sestoft, Ministry of Justice, Clinic of Forensic Psychiatry, ds001@retspsykiatriskklinik.dk, lav@sum.dk

Radicalisation Awareness Network

RAN

Collection of Practices

Name practice/organisation: School – Social Services – Police (SSP) system

Country: Denmark

Target group: Children, youngsters

Approach: Creating an Institutional infrastructure

Description:

The Danish SSP system is a local collaboration between Schools, Social services and Police with the aim of preventing crime among children and adolescents in the municipalities and local areas by working together as early as possible. The main target group is 6 -18 years but it continues up to 25 years in SSP+.

There are 98 municipalities in Denmark that have their own SSP-model and SSP personnel. There are 12 police districts with a police commander in chief. There is a representative council (the SSP council) that consists of 95 municipalities as members and is divided into 12 SSP-districts equated to the police-districts. The aim and mission of the council is to support crime prevention work on local, regional and national level by creating networks between local players and other participants within the area of SSP. The SSP-Council cooperates with authorities, politicians and other central players to create an optimal framework for SSP work in Denmark.

Information and contact details:
Contact: jpe@silkeborg.dk; head of SSP council

Collection of Practices

Name practice/organisation: Tackling Radicalisation in Dispersed Societies (TaRDiS) (ISEC) Safer Sutton Partnership Service

Country: United Kingdom

Target group: Local authority officers and the Metropolitan Police.

Approach: Creating an institutional infrastructure

Description:

The Safer Sutton Partnership Service, a partnership between the London Borough of Sutton and the Metropolitan Police Service has joined with the Police Science Institute of Cardiff University and the Dutch Police Academy to understand and tackle radicalisation in dispersed societies.

Key to the project is Cardiff University's Situational Model of Radicalisation. This, in part, focuses on the risk those individuals who are dissatisfied with their environment become; being vulnerable to violent extremist influences. A strength of the project is that Sutton like 80% of European municipalities is made up of disparate communities where the dissatisfaction of individuals or small groups is harder to identify and address. Police Academies and the Dutch Police Academy, in particular, will use research and development from Sutton to advise the project team on European relevance and the potential for transference of learning.

The project will include the development of new methods to achieve a deeper understanding of the potential for dissatisfaction amongst Sutton's residents and the potential for those individuals to be radicalised towards violent extremist viewpoints. The project is based on accepted tenets that we can minimise the likelihood of violent extremism by understanding and addressing the concerns of different   communities.

This will be achieved by developing the Intelligence through Neighbourhood Security Interviews (INSI) that have been conducted in Sutton since October 2007. INSI is a community safety interview methodology that:
- Enables police and partner agencies to target and impact upon the community safety issues that really matter to the public;

- Establishes an evidence base for multi-agency action and joint problem-solving;

- Develops effective feedback over time.

The INSI work will be taken forward in a new survey (SENSOR), an accessible tool that will capture:
- Local sources of dissatisfaction across the borough (not just community safety related) and;

- Associated drivers and identify those seeking to exploit that dissatisfaction for the purposes of violent extremism.

Interviewers will be trained in the Situational Model of Radicalisation and to identify signals of potential extremist views during the interviews.

To support this work, the project will also develop SENTINEL, a computer based Sentiment Reasoning Engine, that will track community tension through publically available UK online social media systems in real-time. Partners within Sutton will determine what services, issues or places the engine should focus on to build a picture of polarised views within communities and identify sources tension. SENTINEL aims to provide a real time intelligence to allow local public agencies to direct resources at issues to reduce the risk of them being exploited by those who wish to polarise communities and engender violent extremism and public disorder. SENTINEL will inform where resources should be directed and affect the design of services.

Information and contact details:

Organisation: Safer Sutton Partnership Service
https://www.sutton.gov.uk/index.aspx?articleid=2512
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