



MANUAL

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## ASSESSMENT MODEL FOR CONCERNS ABOUT EXTREMISM



Danish Centre for  
Prevention of Extremism





The assessment model is a set of dialogue-based tools used to investigate the elements, extent and seriousness of a reported concern. When working with the assessment model, it is important that the information collected as part of the investigation is carried on to the various phases, from the first receipt and taking stock of a reported concern to a holistic assessment and recommendation. In that connection, please note that information and data may not be stored electronically in, for example, a shared record-keeping drive under the auspices of the Infohouse Municipality. This means that written descriptions must be deleted or shredded after meetings, etc. and it is only when a potential reported concern leads to the opening of a case from an authority that written material may be stored. It is to be stored in the record-keeping systems used by the authority in question that opens the case, and it must be done in accordance with the applicable rules for record-keeping and also in accordance with the rules for storing information and data under the provisions of the new GDPR legislation.

For further information about collecting and storing information and data, please see the Danish Ministry of Justice's guide ([retsinfo.dk](https://retsinfo.dk))

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# 1 Introduction

In collaboration with the Danish National Police's National Prevention Centre, the Danish Security and Intelligence Service's Prevention Centre, a long list of local practitioners from municipalities and the police, researchers and Rambøll Management Consulting, the Danish Centre for Prevention of Extremism has developed an assessment model to be used when a concern is raised about the risk of crimes with an extremist motive. The assessment model is designed to be used by personnel from authorities in the cross-sectoral collaboration, Infohouse Municipality, which is tasked with assessing the concerns reported.

This manual describes the approach to handling reported concerns and highlights the various phases and steps involved in handling a reported concern about extremism, from the time it is received until processing is completed. The manual also describes how the supporting tools in the assessment model should be used along the way in the cross-sectoral authority collaboration.

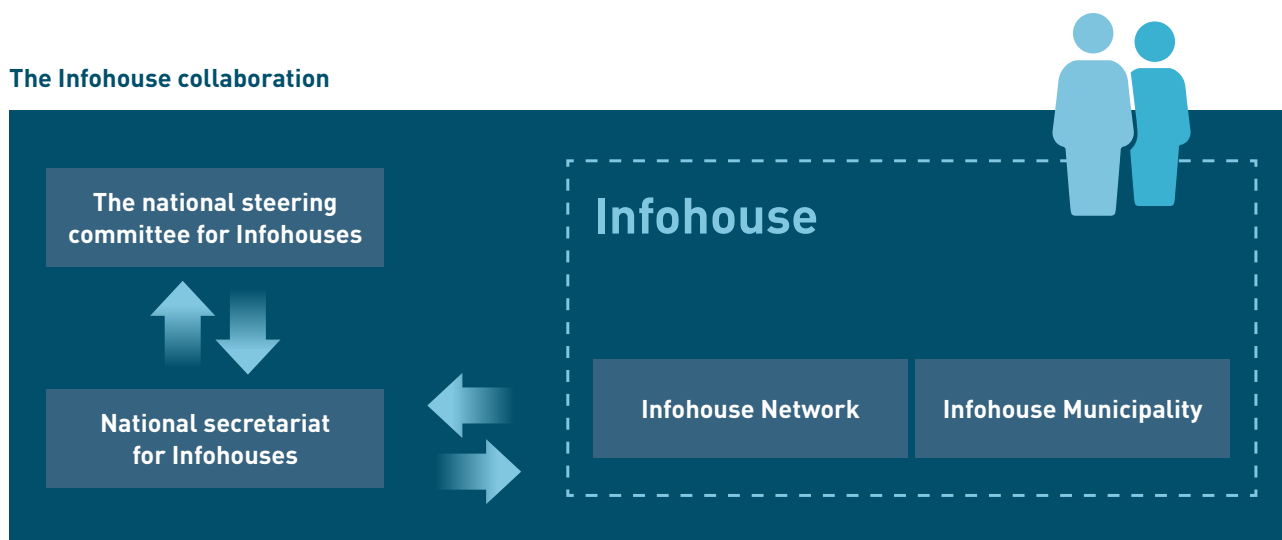
## Background

The Danish approach towards preventing extremism reflects that the concerns about extremism vary greatly - ranging from individuals who are vulnerable to those who might potentially pose a security risk. Examples of the various challenges include: cases dealing with people who are travelling to conflict zones, concerns about citizens with mental illnesses, concerns about being ready to use violence and association with criminal environments, traumatised, vulnerability and marginalisation. As part of the efforts to prevent and counter extremism, Infohouses have been established in collaboration between Denmark's 98 municipalities and 12 police districts. Infohouses are the nation-wide concept for assessing and preventing risk behaviour that may lead to criminal acts motivated by extremist views, and it builds on a long tradition of multi agency collaboration to prevent crime and youth delinquency.

Mapping the preventive efforts has indicated that there is a need to systematise the way authorities collaborate in terms of working towards prevention. In particular, this collaboration between authorities on prevention requires a more cohesive, coordinated and knowledge-based prevention effort. A number of initiatives aimed at supporting this have been based on a need to develop a collaboration model for the Infohouses and a need to develop a tool for handling and assessing reported concerns about extremism in the context of Infohouse Municipality (cf. the box below to view the activities of the Infohouses and how the Infohouses are structured).

In relation to the latter in particular, it should be noted that an effective and targeted handling of reported concerns in the cross-cutting collaboration between authorities requires a shared systematic approach and methodology for assessing the concerns. At the same time, allocating the right competences and making use of the correct information requires a common approach so that the handling of every reported concern is based on an interdisciplinary holistic assessment. In light of this, an assessment model has been developed that can be used when receiving reports of concerns about extremism.

## The Infohouse collaboration



### Activities of the Infohouses

The Infohouse is a crime-preventive collaboration where the key actors are the coordinators from the police and municipalities who work with the prevention of crime based on extremist motives. The purpose of the Infohouse is to ensure that people who are at risk of committing criminal acts based on extremist motives are identified in time so that preventive efforts can be initiated.

Since radicalisation is a dynamic process and is expressed in many ways, it can be difficult to identify the indications of extremism in an individual. Religious beliefs, political beliefs or a general state of dissatisfaction are not in themselves concerning signs in relation to extremism. Instead, it is the whole life situation of the individual, the risk of criminal acts and risky behaviour in general that are being assessed and handled in the Infohouse.

Thus, it is the risk of a criminal act that define whether a reported concern is worth pursuing by the Infohouse.

### Structure of the Infohouses

The Infohouses have two main tasks. One is to assess, analyse and handle reported concerns, and the other is to be a forum where the authorities can share information on local challenges and trends. The Infohouses are therefore organised into two components, *Infohouse Network* and *Infohouse Municipality*.

**Infohouse Network** is a cross-sectoral forum for coordinators and other authorities within each of the 12 police districts. The purpose of the Infohouse Network is to share experience and knowledge on a general level.

**The Infohouse Municipality** is where the collaboration takes place on specific reported concerns. The overall purpose of the Infohouse Municipality is to create local coordinated collaboration between authorities where relevant skills are brought together to make a systematic, coordinated and qualified analysis and assessment of reported concerns. The authorities work and act based on various regulatory frameworks and must undertake to implement measures and initiatives in accordance with the current legislation of their agency. At Infohouse Municipality, the respective authorities work together to prepare a holistic assessment of the reported concern.



## Assessment Model for concerns about extremism

### **Purpose of the assessment model**

The purpose of the assessment model is to create a uniform system and a shared language in the Infohouse Municipality and also to ensure that the right skills are always in place when a concern of extremism-motivated crime is reported. The assessment model is supported by a thorough analysis and holistic assessment of both the person and the concern reported. At the same time, it will contribute towards ensuring that relevant authorities can then launch a holistic and effective initiative on an informed basis.

The assessment model consists of a manual and four tools (see the box below) which must be used when the authorities receive a reported concern.

### **Four supporting tools for handling reported concerns**

**Tool 1:** Receipt and description of the concern (read more in chapter 3)

**Tool 2:** Collection of data and information (read more in chapter 4)

**Tool 3:** Dialogue tool for analysing a reported concern about extremism (read more in chapter 4)

**Tool 4:** Holistic assessment and recommendation (read more in chapter 5)

### **Target group for the assessment model**

The target group for the assessment model is the authority staff participating in the Infohouse Municipality and who are tasked with assessing reported concerns. This includes municipal administrative officers working with children, youths and adults, the police, psychiatric staff and the Danish Prison and Probation Service and any relevant partners working under the auspices of the Infohouse Municipality. The tool should be used in all cases where extremism-related concerns have been reported, including concerns about extreme Islamism, right-/left-wing extremism and other types of extremism.

### **Knowledge base of the assessment model**

The assessment model is the result of comprehensive mapping and systematisation of international research. Research on an individual's pathway to and from extremism, signs of concern, risk and protective factors and the catalysts of extremism have been mapped and translated into the tool as attention points that can be used to analyse the reported concerns. The attention points that the tool – and the various supporting tools – highlight are thus all based on research and they build on specialised knowledge on extremism.

In addition to the mapping of research, the tool is also based on a mapping of pre-existing screening tools, investigation tools and analysis tools. A number of existing tools have been selected that are either validated or based on very strong research for inspiration. However, only very few tools exist that are specifically aimed at identifying extremism. This assessment model thus stands out by being aimed at prevention.

The assessment model is also based on mapping of the practical knowledge and legal frameworks in a Danish context and on the experience with the work aimed at preventing extremism. Finally, the tool is based on a broad-spectrum and actor-centred identification of the needs of the authorities in the interdisciplinary collaboration in the Infohouse municipality who will be using the tool. This included visits to all of Denmark's Infohouse municipalities and the hosting of a 'development camp' with key practitioners, researchers and experts. All in all, this means that the tool is very closely aligned with the local context of the practice and process in which it will be used.

Even though the assessment model is built on a robust foundation of knowledge, it is, however, important to emphasise that the model and the attention points in the associated tools are not necessarily exhaustive. The model is to help bring the professional skills of the various authorities into play and to contribute towards creating a systematic approach toward analysis and assessment, based on the best possible data.

The assessment model is based on a dynamic understanding of the risk and protective factors. This means that the attention points in the tool should be viewed as factors that may develop over time and which may be very pronounced or quite insignificant. The combination of factors also has an impact on how serious the situation is. Additionally, the tool also builds on a process-oriented understanding of people's resilience. Research indicates that resilience is not a trait a person has, but rather a process that occurs as a result of a number of factors and which therefore can develop – and which is also something that can be worked with concretely. The assessment model therefore encourages an investigation of the factors that impact an individual. This way, the individual's ability to master their surroundings and their opportunities for changing their lives can be addressed.

### **Signs of concern**

Signs of concern are observable actions and statements that may indicate that a person is at risk of becoming an extremist.

### **Catalysts**

A catalyst can be viewed as a single event or incident that can trigger or accelerate an individual's move towards extremism. This might include events that bring people into an unbalanced existential state or crisis and which leads them to seek meaning in their life and makes them susceptible to extremist answers and interpretations.

### **Risk and protective factors**

- Risk factors are circumstances inside or surrounding an individual that increase the likelihood of that individual being vulnerable or behaving in a problematic manner.
- Protective factors increase the likelihood of an individual developing in a positive direction.
- When viewed together, every individual's risk factors and protective factors are an indication of that individual's resilience. Resilience may develop over time, and the risk and protective factors can also impact someone differently at various periods in their lives.
- Risk factors and protective factors deal with probability and statistical correlations – not causality.

To read more about the attention points in the model, please see the knowledge declaration which can be found on the attached USB drive. If you want to read about the knowledge synthesis, please see [www.stopekstremisme.dk](http://www.stopekstremisme.dk).

### **Reading guide**

The manual is structured in such a manner that it can serve both as a comprehensive part of the work from the point of receiving a reported concern to the point where processing is completed and as a more focused tool where you can look up information about the current phase of the process.

The manual contents are as follows:

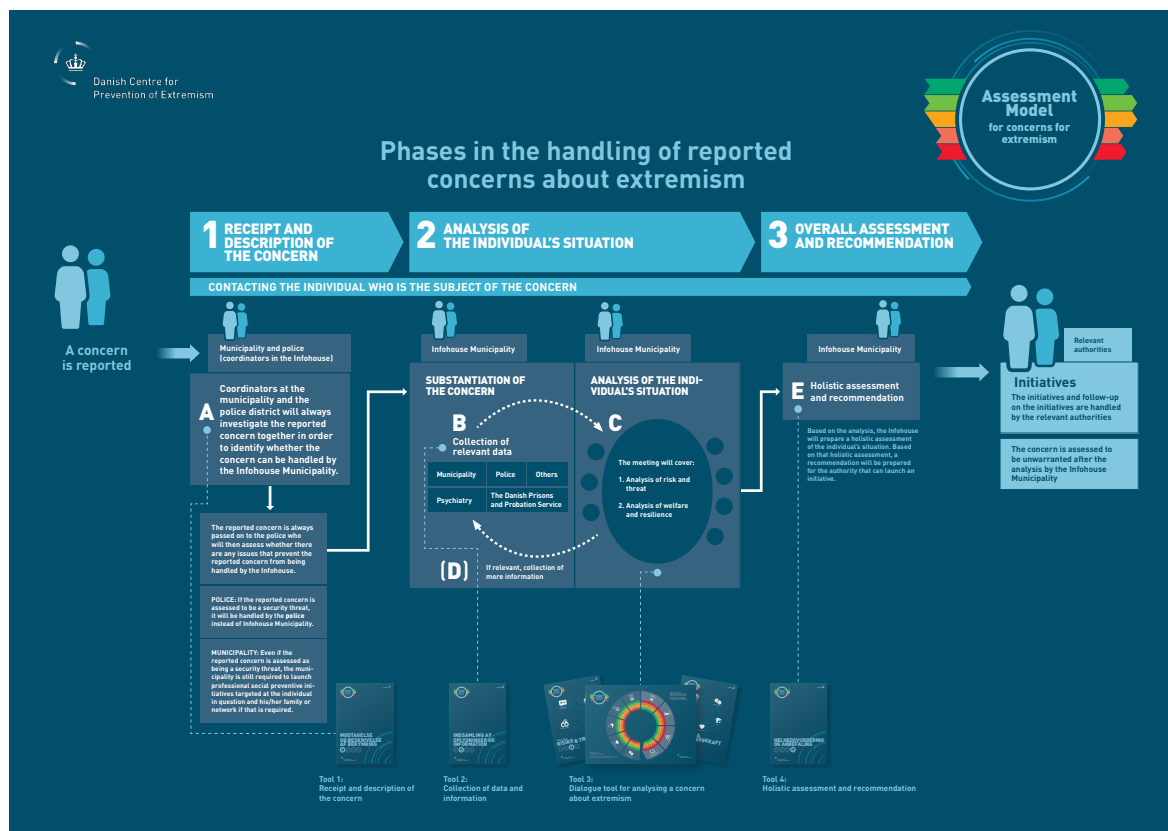
- **Chapter 2** presents the phases, steps and tools that will shape the process for an assessment of a reported concern from the moment it is received until processing has been completed. The process is presented in a combined visual model.
- **Chapter 3** describes phase 1: Receipt and verification of a concern, including the purpose of the phase, the individual steps and supporting tools.
- **Chapter 4** describes phase 2: Analysis of the individual's situation, including the purpose of the phase, the individual steps and supporting tools.
- **Chapter 5** describes phase 3: Overall assessment, including the purpose of the phase, the individual steps and supporting tools.



# 2 Introduction to handling a reported concern

This chapter will provide a brief introduction to the overall process for handling reported concerns related to extremism. The model below provides an overview of the entire process and clarifies the various phases and steps involved in the handling of a reported concern - from the point at which it is received to the point at which the processing is completed, and it also outlines how the tools in the assessment model should be brought into play along the way. The individual phases and steps are described in more detail in the subsequent chapters.

**Figure 2 - 1: Phases in the handling of a reported concern**



The figure can be seen in full size in the attached materials, and it is also on the USB drive.

## Brief overview of the different phases

### Phase 1: Receipt

When you receive and investigate a concern, the coordinator (i.e., the relevant municipal Infohouse coordinator or the police district's Infohouse coordinator) in the Infohouse Municipality collects the relevant information on the nature of the concern. The coordinator can use **tool 1**, the interview guide, to remember to ask the most basic relevant questions when receiving the concern. If a reported concern has been received by a coordinator in the municipality, it is important that the first thing that is done after receiving the concern is to contact the coordinator in the police district. The police must always be involved when receiving a reported concern. Among other things, this is because the police must have the opportunity to review their data systems and investigate whether there is something that prevents a reported concern from being processed in the cross-sectoral collaboration of the Infohouse Municipality. If the concern turns out to be a security threat the police cannot work on the reported concern in terms of prevention, the municipality may still be obliged to keep working on the reported concern on its own.

### Phase 2: Analysis of the individual's situation

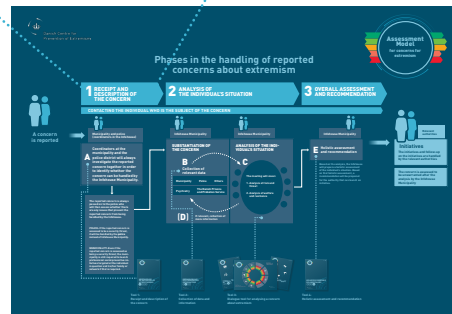
If a reported concern is deemed appropriate for further investigation in the interdisciplinary collaboration in the Infohouse Municipality, the next step is for the reported concern to be substantiated. In other words, relevant authorities in the interdisciplinary collaboration will collect relevant information from registries for the purposes of being able to undertake a qualified and in-depth data-driven analysis and assessment of the reported concern. To substantiate the reported concern, **tool 2** can be used to collect data and information. Here it is important to note that only the representatives who join a meeting in the Infohouse Municipality will bring data and information. Likewise, only staff working for the authorities who can collect data and information from registries, etc. from their own areas of administration and only as far as this complies with the legislation on the area. Thus, staff from one authority can not collect data and information from the areas that other authorities are in charge of.

As the next step in the model, the staff from the authorities within the interdisciplinary collaboration will meet in the Infohouse Municipality for a joint meeting. Here an analysis will be made of the individual's situation based on a review of both the risk and threat and the individual's welfare and resilience. The analysis and dialogue at the meeting will be supported by **tool 3**, which is a tool that is a composite of several elements. The analysis can be a circular process in which it might be required to move back and forth between the steps. For example, it may be necessary to collect new information and new knowledge after a meeting if there are circumstances related to the individual that have not been sufficiently investigated during the first meeting. It should be considered if, when and by whom the individual who is the subject of the concern should be contacted.

### Phase 3: Overall

Based on the analysis, a holistic assessment is made of the person's overall situation. Also, a recommendation will be made as to what main problems and strengths should be addressed in order to best help the individual in question. Subsequently, initiatives are decided upon and carried out under the auspices of the relevant authorities, and it will also be the relevant authority that follows up on whether the effort is working or should be adjusted. **Tool 4** supports the communication of the holistic assessment and the recommendations to the relevant authority or authorities. When working to analyse the individual's situation and when working on preparing the overall assessment and recommendation, the individual in question should be contacted and involved in the work to the extent that this is feasible.

# 1 RECEIPT AND DESCRIPTION OF THE CONCERN



## Phase 1: Receipt and description of the concern

In the first phase, the objective is to clarify whether the reported concern is of a nature that indicates that it should be handled in the interdisciplinary collaboration between the authorities in the Infohouse Municipality or if the reported concern requires other action to be taken – for example, by the police or another relevant authority.

The phase consists of one step:

### Steps in phase 1: Receipt and description of the concern

#### Step A: Receipt and description of the reported concern

### 3.1 Step A: Receipt and description of the reported concern

#### Purpose - why work with this step?

The purpose of Step A is to ensure that the reported concern is handled correctly and effectively and with a view towards ensuring a quality processing of the concern in the process that follows. At the same time, it is critical that the concern reported to the Infohouse coordinators in the municipality or the police is handled properly.

It is also in this step that the first information on the reported concern is collected in order to make it as specific as the situation allows. This first handling of the case is a crucial step in clarifying whether the reported concern should be passed on to the interdisciplinary collaboration in the Infohouse Municipality.

#### Work process - what is the specific approach towards the work?

Typically, a coordinator at the municipality or in the police district will receive the concern. This might be a concern from a professional, other actors in civil society or a citizen – for example, someone in the individual's network or family. The concern reported to the coordinator at the Infohouse Municipality may be reported in person, over the phone or by email.

When receiving the concern, the coordinator from either the municipality or police must collect relevant information on the nature of the concern for the purposes of making a preliminary investigation of the concern. In that connection, **tool 1** can be used by the coordinator.



### **Tool 1 - Receipt and description of the concern**

A tool has been made to support the work involved with receiving a concern. The tool is in the form of a semi-structured interview guide which the coordinator at the Infohouse Municipality or police will use when receiving a concern. The interview guide is an aid in asking some relevant questions to the individual who reports the concern and is thus intended to support systematic collection of important information when the concern is first reported. The interview guide consists of five themes:

1. Background information about the individual who is the subject of the concern
2. Specific questions to ask the person who reports the concern
3. Existing initiatives, if any
4. Information on the individual who is reporting the concern
5. Attention points in the context of extremism.

In particular in connection to the latter, it should be noted that it is a number of attention points that might be indications of extremism - for example, any potential catalysts and/or current factors that can be identified in the individual. The attention points can be relevant to use when investigating a reported concern, and they can also be used to guide the dialogue with the individual who is reporting the concern. The attention points should be viewed as an aid and should not be seen as a check list that *needs* to be covered in connection with the first interview. The attention points should also not be viewed as an exhaustive list of the factors that are relevant to investigate when someone is concerned about extremism.

In addition to the five sections above, the tool also contains a section concerning the conclusion of the interview. This is to emphasise that it is important to conclude the interview in such a manner that the individual reporting the concern feels that he or she is being taken seriously and is encouraged to call again if new information surfaces. The interview can be concluded by providing the individual reporting the concern a brief description of how the concern will be processed going forward.

The tool is designed in such a manner that it is possible to write down the significant points. In general, it is important that the information collected via the tool is carried forward to the subsequent process of analysing the reported concern.

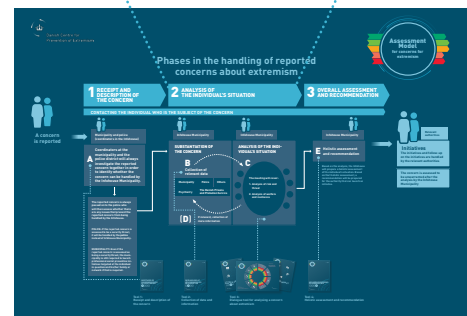
### **After the specific concern has been reported**

If the reported concern has been received by a coordinator at the Infohouse Municipality, it is important that the first step being taken is to contact the coordinator at the police department. The police must always be involved when receiving a reported concern. For one thing, this is because the police must have the opportunity to investigate whether it concerns criminal matters or urgent security matters and also to see if there is anything preventing the reported concern from being processed in the preventive collaboration in the Infohouse Municipality.

In general, it is important that the coordinator who receives the reported concern contacts the other coordinator at the Infohouse Municipality – the coordinator at the police and the coordinator in the municipality. This is to ensure that it is not a single person who will be deciding on whether the reported concern should be passed on for processing in the interdisciplinary collaboration between authorities in the Infohouse Municipality or if the reported concern is something that instead should be handled in the regular crime-preventive work - or even if the concern is completely unfounded.

## 2 ANALYSIS OF THE INDIVIDUAL'S SITUATION

# Phase 2: Analysis of the individual's situation



The purpose of phase 2 is to analyse the reported concern about extremism that the Infohouse Municipality has received. Here, the participants in Infohouse Municipality must work together to analyse the individual's overall situation – focusing on what is of concern and what works well for that person. When working with the analysis, the individual who is the subject of the concern can be contacted and involved if relevant.

The phase consists of three steps:

### Steps in phase 2: Analysis of the individual's situation

**Step B:** Substantiation of the concern prior to the analysis of extremism (preparation for the meeting)

**Step C:** Analysis of the individual's situation, including focus on analysing the risk and threat and assessment the individual's welfare and resilience (over one or more meetings).

**Step D:** If relevant, collection of more information (preparation for a meeting, if this is deemed necessary).

## 4.1 Step B: Substantiation of the concern prior to the analysis of extremism

### Purpose - why work with this step?

When a reported concern is passed on to the Infohouse Municipality, it is important that a number of relevant details are collected prior to the joint meeting. In other words, the concern needs to be substantiated. The purpose of substantiating the concern is to allow the authorities in the Infohouse Municipality to make a qualified and in-depth data-driven analysis of the individual's situation. The concern can be substantiated by using existing information from relevant authorities and various registries. Here it is important to note that only the representatives who join a meeting in the Infohouse Municipality will bring data and information from their sector and in compliance with the legislation that regulates their line of work.

Overall, Step B is to help ensure that the subsequent analysis of the concern about extremism is based on a comprehensive dataset so that it results in an effective and holistic processing of the reported concern. In other words, the analysis is only as good as the synthesis between the collected data and the professional dialogue about it.

### Work process - what is the specific approach towards the work?

On the basis of the initial interview with the individual who is reporting the concern, the coordinator will send out a standardised email to the other authorities which are relevant to the reported concern and which should be invited to participate in a meeting at which the reported concern about extremism is analysed. This is done via a secure email system, and the coordinator can use **tool 2**.

### Tool 2: Collection of data and information

The tool is to support systematic collection of relevant information prior to the meeting in the interdisciplinary collaboration of authorities in the Infohouse Municipality. In essence, the tool consists of two parts.

The first part consists of sharing the knowledge provided by the individual who reports the concern (the information collected in connection with the use of tool 1). Here it is listed who and what the concern is about.

In addition, the tool contains a list of what information the individual authorities in the Infohouse Municipality are expected to collect prior to the meeting. Thereby, a systematic approach is set up for what information needs to be collected, and likewise, it is ensured that every authority knows what is expected of them and what information they can use in the further process of analysing the concern. At the same time, it makes it possible to ensure that the authorities in the Infohouse Municipality have an overview of the information that the other authorities can bring to the table.

Based on the tool, and prior to the meeting in the Infohouse Municipality, the individual authorities in the Infohouse Municipality will search their own registries and collect the relevant information that will be used for the subsequent analysis of the individual's situation.

## 4.2 Step C: Analysis of the individual's situation

### Purpose – why work with this step?

In this step, the relevant authorities meet in the Infohouse Municipality to complete an analysis of the individual's situation. The purpose the analysis is to review (1) the risk and threat level in relation to the individual's level of extremism and (2) the individual's welfare and resilience in terms of his or her overall situation in life.

The model aims to ensure that the dialogue in the Infohouse Municipality results in a holistic assessment of the individual's situation and recommendations for what challenges and resources should be addressed in the preventive work at the relevant authority.

### Work process - what is the specific approach towards the work?

In order to make an analysis of the individual's situation, the authorities in the Infohouse Municipality have a dialogue about the individual who is the subject of the reported concern. This takes place during a face to face meeting and will be based on **tool 3**.

### Target group for the dialogue tool

The tool has been developed to analyse individuals at risk of committing criminal act based on an extremist motive. Therefore, it is important to stress that some parts of the tool will be more relevant for some people than for others, just as different attention points will be in focus for different people when using the tool – these differences might depend on whether it is a young teenager or an adult at risk of embracing extremism. For example, a child or a teenager will presumably react differently to a divorce and experience it as a more impactful event in terms of family relationships than an adult will. However, financial and job-related issues will presumably have more of an impact on an adult's situation than it would on children or young people. The individual's situation in life and the different impacts of various circumstances can thus vary depending on the individual's age, gender, childhood, nationality and convictions. It is important to be aware of this when making a specific analysis of the individual's situation.

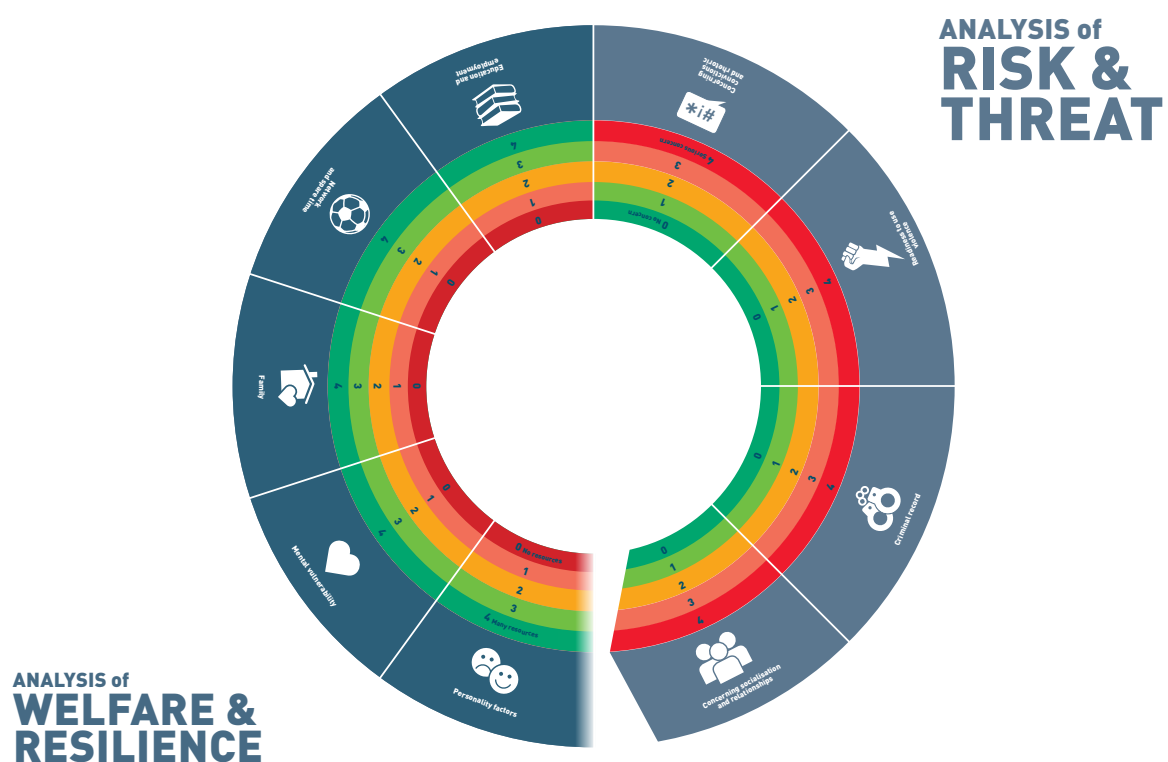


### Introduction to tool 3: Dialogue tool for analysing a concern about extremism

The tool is a dialogue-based analysis tool which is intended to help the participants in the Infohouse Municipality maintain the focus and direction of the dialogue regarding the individual's risk and threat level in addition to their welfare and resilience. The tool has been developed as a combined tool with nine dimensions - four dimensions for part one and five dimensions for part two.

The tool consists of two parts: **The first part** is intended to analyse whether the concern about extremism is legitimate. Here the focus is on whether there is a risk that the individual will try to commit acts of violence and legitimise violence and other illegal acts based on an extremist motive and end up harming themselves and others.

**The second part** is intended to analyse the individual's resilience and potential for change in relation to the concern about extremism. Here focus is on welfare and resilience. The combined tool appears in the figure below.



The nine dimensions of the tool has been selected and developed on the basis of comprehensive mapping and systematisation of international research on an individual's pathways to and from extremism, the signs of concern and the risk and protective factors. The nine dimensions thus represent areas that are relevant to investigate when a reported concern is to be analysed systematically and effectively in a targeted manner.

**Part one: An analysis of risk and threat** consists of an analysis of dimensions 1-4. The dimensions are analysed separately, and for each dimension, it should be stated what a professional assessment considers a cause for concern, cf. below.

### What are the causes for concern?

What **concerns** you in relation to the individual or the individual's context when you use the attention points as a guide?

For each of the four dimensions, a range of attention points and risk factors have been defined. The attention points are observable actions that may indicate that a person is attracted to extremist views. The attention points should not be seen as a check list - but they can be used as a starting point for the dialogue and the analysis of each dimension. The attention points do not comprise an exhaustive list. Therefore, there may be some points missing that, based on a professional assessment, might lead to concerns about extremism.

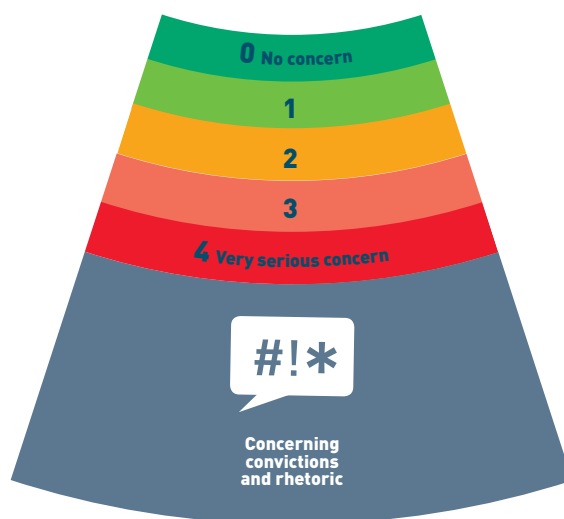
If the person in question shows behaviour in accordance with some of the attention points, this is not necessarily a cause of concern in itself. Typically, it will be a combination of various risk and threat factors that will cause concern.

In analysing the concern, the Infohouse Municipality will investigate those dimensions that are relevant for the specific individual. However, it is important to take the time to go through all of the dimensions. There might be some dimensions that are more relevant than others, and thus the length of the dialogues may vary from dimension to dimension.

The analysis of the four dimensions results in a rating of how serious the *concern* is for each of the four dimensions – in other words, one score per dimension. For each dimension, the concern must be scored on a scale of 0-4, where 0 is 'no cause for concern at all' and 4 is a 'serious concern'. On a practical level, this is accomplished by every participant in Infohouse Municipality stating how concerned they are based on their registry data combined with relevant attention points on this scale and explaining why they are scoring that dimension as they do. This encourages a dialogue about each dimension as well as a calibration of opposing views.

When the Infohouse Municipality have been through all four dimensions – and if the analysis shows that there is cause for concern about extremism – then the work continues with the second part of tool 3. This may take place at the same meeting or at a new one if more information needs to be collected. It should be stressed, however, that even if just a single person in the Infohouse Municipality has concerns about the individual in question, then the second part of the tool must be used.

If the Infohouse Municipality find that there is no cause for concern about extremism, the analysis work can stop here. It is important, however, that the participants in the Infohouse Municipality notify the relevant authorities if the analysis has revealed that the individual has other social problems than the risk of extremism.



**Part two: An analysis of welfare and resilience** consists of an analysis of dimensions 5-9, which together form a picture of the individual's resilience and potential for change in relation to the concern about extremism. As with part one, the dimensions are analysed individually.

The dimensions are based on a resource perspective, and they are to be analysed via a *balanced approach* where both the protective factors and the risk factors are investigated. Thus, for each of the five dimensions it must be stated what a professional assessment considers to be working well for the individual and what are causes for concern. Here it is important to be aware of the fact that in some situations, a risk factor may also serve as a protective factor, and thus in fact be a circumstance of the individual or the individual's network which is simultaneously a cause for concern and something that works well. However, this will not apply to every case.

#### What works well?

What **works well** in relation to the individual or the individual's context when you use the attention points as a guide?

#### What are the causes for concern?

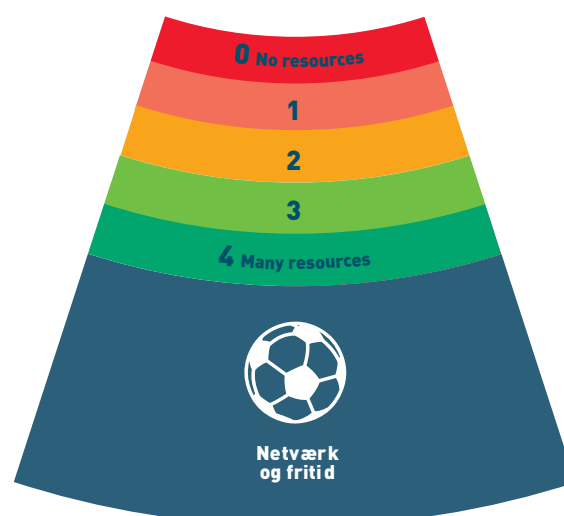
What **concerns** you in relation to the individual or the individual's context when you use the attention points as a guide?

The attention points under each dimension in the tool help to ensure that the participants in the Infohouse Municipality touch upon all relevant subjects during the dialogue, and they also help to highlight where more information is needed.

As in part one, the participants in the Infohouse Municipality will investigate the parts of the dimensions that are relevant in relation to the specific individual. However, it is important to investigate all five dimensions. This ensures that there is a holistic focus on resources in the analysis.

As in part one, the analysis of the five dimensions results in a score. Here, *resources* are scored for each of the five dimensions – so again, one score per dimension. Every dimension is scored based on the level of resources and the score is on a scale of 0-4. The scores in this assessment are reversed compared to the ratings of part one – here 0 indicates very few resources (negative) while 4 indicates many resources (positive).

The process itself involves every participant in the Infohouse Municipality telling how many or how few resources the individual is assessed to have in each relevant dimension. As before, the participants in the Infohouse Municipality must explain why their score is what it is. This encourages a dialogue about the weighting of what are causes for concern and what works well for the individual and his/her surroundings.



## 4.3 Step D: Collection of more information, if relevant

### **Purpose - why work with this step?**

In some cases, it will not be possible to process a concern in a single meeting. It will therefore sometimes be relevant to collect more information. The purpose of this step is thus to ensure that the authorities in the Infohouse Municipality collect more relevant information about the individual.

For example, more information could be collected from the individual himself/herself. This will often be the preferred approach. Information can also be collected from relevant professionals who have extensive knowledge of the individual and who can provide more in-depth information on him/her.

### **Work process - what is the specific approach towards the work?**

Based on the dialogue and the analysis from step C, more information will be collected from the individual himself/herself or from professionals that have information about or know that individual.

When the individual in question is contacted directly, it should be considered whether some participants in the Infohouse Municipality are better suited for the task of initiating the contact than others. For example, there might be someone who has a particular knowledge about or a particular relationship with the individual or the individual's surroundings.

This step can use **tool 2**, cf. the description of the tool above.

## 3 OVERALL ASSESSMENT AND RECOMMENDATION



# 5 Phase 3: Overall assessment and recommendation

Based on the in-depth analysis and dialogue concerning the reported concern, the purpose of phase 3 is to prepare a holistic assessment of the individual's situation. The assessment must identify and map what needs, problems and strengths of the individual became apparent in the analysis and that should be addressed in order to change the individual's issues with extremism. This does not mean that the holistic assessment will result in a recommendation of a number of specific measures, but rather that it results in a recommendation as to what needs of the individual should be addressed in order to encourage a positive development. It is the individual authorities which will oversee and offer the initiatives under their own auspices. As far as possible, these will be coordinated with any other initiatives focusing on the individual.

The phase consists of two steps:

### Steps in phase 3: Overall assessment and recommendation

#### Step E: Holistic assessment and recommendation

## 5.1 Step E: Holistic assessment and recommendation

### Purpose - why work with this step?

This step aims to ensure a holistic assessment is prepared of the individual's situation. Based on the holistic assessment, the relevant authorities will be notified of Infohouse Municipality's recommendations concerning what key issues and resources the relevant authorities should address.

In the recommendation, it is important to highlight the factors that can strengthen and support the individual in developing *resilience and welfare* – in other words, it should be based on the factors that the individual can work on and change while at the same time highlighting the causes for concern that an initiative by the relevant authorities can address and reduce.

### Work process - what is the specific approach towards the work?

Based on their professional analysis, the authorities in the Infohouse Municipality will prepare an overall assessment of the individual's situation. The holistic assessment will highlight the key issues and resources in the life of the individual. Based on the holistic assessment, the authorities in the Infohouse Municipality will make recommendations on what key issues and resources can be addressed by initiatives undertaken by the relevant authorities.

**Tool 4** has been developed to make this kind of recommendation. It is important to note that the Infohouse Municipality is not responsible for launching and carrying out initiatives. The initiatives are carried out by the relevant authorities pursuant to the applicable legislation for launching and following up on initiatives.

## 4

### **Tool 4: Holistic assessment and recommendation**

This tool has been developed to support the communication sent to the relevant departments of authorities. The recommendation by and large consists of the information that has been collected in the prior phases in connection with the analysis and processing of the reported concern – this allows the authority who will be carrying out the initiative to have an overview of the individual's situation. Specifically, the tool collects the most important key issues that have been identified in the analysis and it also provides an overview of the resources and challenges associated with the individual in question.

Furthermore, the tool encourages a shared reflection on who would be best suited to approach the individual. This might be someone from the Infohouse Municipality, but it might also be a family member, a football coach or someone else. This information is then handed over to the authority who can launch an initiative.

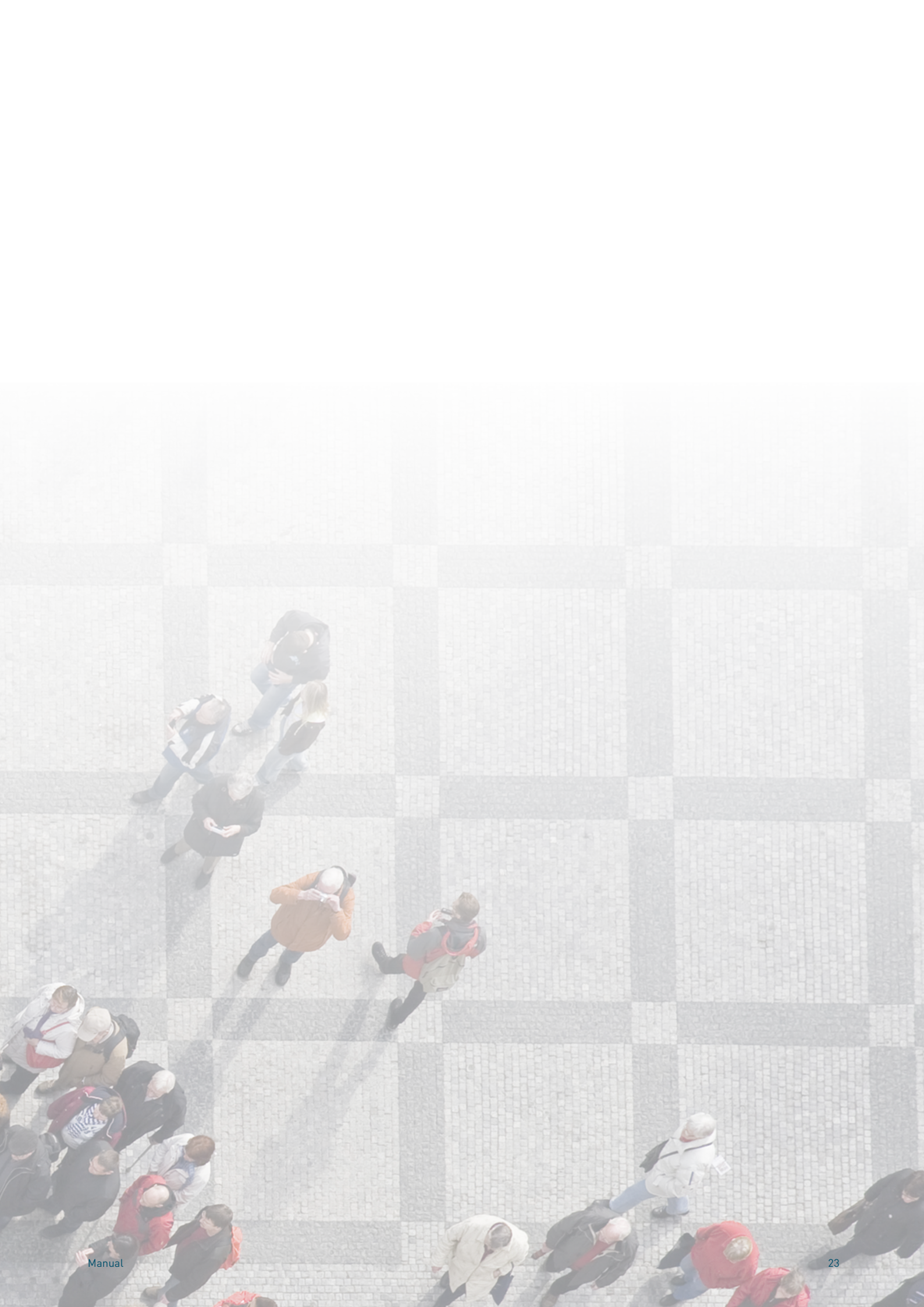
## Follow-up

As with other social or employment-oriented initiatives, ongoing follow-up must be made to ensure that the launched initiative meets its objectives and, if relevant, to adjust the initiative if the individual's needs have changed. As always, this should be done by the authority carrying out the initiative. This means that it is not the authorities in the Infohouse Municipality which are responsible for following up on the specific initiative that has been launched. If an initiative is launched and carried out by, for example, the Job Centre, it will be the Job Centre that follows up on that specific initiative.











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