EX POST PAPER

Family support: what works?

MEETING ON THE ROLE OF FAMILY SUPPORT IN PREVENTING AND DEALING WITH RADICALISATION IN A FAMILY CONTEXT

Introduction: why family support is important

"In order to realise the value of the anchor, we need to feel the stress of the storm"[1]

The role of families in the process or radicalisation has become the centre point in the debates around the prevention of radicalisation leading to violent extremism. Many believe that one of the keys to stop these radicalisation processes at an early stage lies behind the doors of family homes. However, even though this message seems to resonate across the sector involved in prevention of radicalisation, practice shows that a more security-led approach is currently dominant. Family counsellors working with families dealing with radicalisation share the perspective that across Europe a stronger case needs to be made to increase investment in, and enhance the professional approach to, family support. There are compelling reasons for policy-makers to do so.

First and foremost family members should be seen as **partners in signalling, preventing and protecting individuals at risk of radicalisation, contributing to the safety and security of society. Families** can be a very powerful environment to do so, but research shows they need support to succeed.[2] Of course there are cases in which the family or certain family members have a negative influence, however the emphasis should be on the positive potential of families. It is **therefore necessary to look at 'family' from a broad perspective.** Family may mean different things to different people. When speaking of family in this paper, we refer to those people who through the eyes of the individual at risk are seen as his or her family and form the closest circle of influence.

Families are the fundament of any individual's resilience. There is ample research showing the influence of the family environment, upbringing and the amount of love, care and attention

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[1] Corrie ten Boom, 1892-1983, The Netherlands. Quote used by participant about the role of family support.
[2] Sieckelinck & de Winter 'Formers & families' 2015, p. 6

received on someone's resilience to negative temptations, such as joining extremist groups.[3] Involving families as partners in early prevention and resilience building is therefore crucial to contribute to future generations being able to resist these temptations and look for positive alternatives to their personal challenges.

When it comes to families already at risk, engagement through family work is key to prevent further radicalisation and possible violent outbursts from happening. Because the objective of family work is to engage, build trust and form relationships over a longer period of time, this might not only influence the direct family situation is a positive way, it can also **open the door to the person at risk as well as the wider community.** Family counsellors have shared that once a family vouches for them, other families in the community are more inclined to come forward with their issues as well. The same applies to individuals who are at risk of radicalisation, or those who are already radicalised. Once they see there is trust between their family members and the family counsellor, they can be more prone to talk to and work with this professional themselves.

Security perspective versus safeguarding perspective

As indicated in the introduction, the current situation regarding family support in the area of dealing with radicalisation is dominated by a security perspective. This means that in cases of concern, or when something happens (for example when a family member who tried to travel to a foreign extremist group is stopped at the border), the police and intelligence services are involved in the case but the local authority, social worker or a family counsellor might not be involved from the start. One family counsellor described the situation as "the police having the first and last knock on the door". As their first priority is crime prevention (and risk assessment), there is not always enough focus on **the needs of the family**. This emphasis on a security-driven approach, in combination with the general distrust between certain families and communities towards the authorities, may create a **negative spiral of distrust**.

From the safeguarding perspective there is an emphasis on understanding the problems, but also the needs families have to overcome these problems. In addition, there is an emphasis on **transparency instead of secrecy** and working *with* the family instead of working on the case without their involvement. Several of the organisations present were consciously positioned outside of the government to increase their credibility and trustworthiness for their clients. The objective is to help the family **develop long-term resilience to radicalisation**, not just to defuse the situation at hand.

It should be underlined that the involvement of police and intelligence service is necessary and important. However, **the coordination and cooperation between them and organisations or professionals focused on prevention and the family's well-being is equally important**. Safeguarding families at risk through supporting them in becoming more resilient to radicalisation will contribute to the objectives to keep communities and society as a whole safe and secure.

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[3] Walsh F. (2012) "Normal Family Processes". Chapter 17: Family resilience. New York: Guilford Press.

Capacity building in family support

Capacity building is crucial to develop the safeguarding approach with family support and family counsellors as the first-line of engagement. The following forms of capacity building should be facilitated by national and local authorities.

- ***Proper financial resources compared to the amount of (potential) families at risk***. Family support is focused on working with the whole family to positively influence the individual(s) at risk and their surroundings. If for example 300 people in one country are known to have either left to fight with Daesh, died on the battlefield, or have returned to their families, this will easily constitute to over 1.000 family members who are affected by this and who are in a vulnerable position. The financial investment in developing family support should reflect this reality and allow for sufficient financial resources. It became apparent that the level of resources differs greatly between Member States and regions. In some Member States support for families affected by radicalisation is even missing entirely.

The following suggestions for capacity building provide direction on how to spend these financial resources.

- ***Sufficient human resources, reflecting the needs in families and communities.*** Many family counsellors have a background in working with families on other issues, as social workers, youth workers, etc. However the number of qualified family workers who are trained to work with families dealing with radicalisation is still too small. Family counsellors present at the meeting indicated that they sometimes feel alone because they don't have many colleagues to share their experiences and challenges with. Investing in training to increase the number of qualified family counsellors is therefore important.

   Additionally, as engaging with these families is a key feature of the work, the profile of family counsellors should match as much as possible with the background of the families in need. For example, if many of the families are from a migrant background, it might be more challenging for a family counsellor with a different background to open the conversation, to understand the family's needs, and to build trust with the wider community.

- ***Professionalism in this field should be further developed.*** For family support in many other areas (e.g. drug or alcohol abuse, domestic violence) working methods have been developed, tested, implemented, evaluated and adjusted to design a professional, reliable and accountable approach. This should also be done for family work related to radicalisation processes.

- ***Develop understanding that processes of change, disengagement or deradicalisation take a lot more time then radicalisation processes.*** The objective of family support in this area is to help build long-term resilience to radicalisation. These processes of change take time and there are no real quick wins. In general some families seem to believe or hope that disengagement or deradicalisation will go as fast as the perceived radicalisation process, but this is rarely the case. Family counsellors need to get sufficient time to engage with the families they work with. In the ideal situation, no time limit is given to a case. As working with each family is tailored, an indication of the average timespan for support is difficult to estimate. Instead of time, a structured approach to family support should allow for a clear description of the objective, as well as an operationalisation of when that objective has been achieved.

This will allow for transparency to the family what they are working towards and when they can expect support to end.

- ***Invest in support structures for family support professionals.*** Family counsellors present in the meeting repeatedly expressed how much they appreciated the opportunity to exchange experiences with colleagues in the same field. This was a rare opportunity in their field of work, in which they often feel isolated. Support structures that facilitate exchange between family support professionals in a structured manner would help to increase professionalism and develop methodologies at an accelerated rate. Family support should also be closely connected with – and supported by – other relevant organisations and institutions, both on national and local level. This way the family counsellors have the tools available to cater to the needs of the family.

Methodologies

Methodologies are defined as a broader theoretical and methodological framework which steers how professionals work with families dealing with radicalisation. In this paper it does not refer to very specific working methods, e.g. how to hold difficult conversations. For future RAN YF&C meetings the topic of more specific working methods was flagged as an important topic on which to compare between family counsellors.

With regard to the methodologies as the foundation of family work, the following insights can be highlighted.

- ***Methodologies are important in light of transparency, accountability and evaluation.*** Radicalisation is a relatively new topic in the field of family support at a European level. Some Member States have historical experience dealing with families in relation to extremism. However, many organisations are only recently starting to develop a methodical approach. A methodical approach does not mean that one size fits all: each case is unique and requires tailor-made interventions. However, structured working methods will help professionals to make conscious choices that others can retrace and understand, and help gain insights into why certain interventions did or did not work. This makes the chance of success less depended on the unique skills of a family worker.

- ***There is no need to reinvent good methodologies (e.g. related to trauma rehabilitation or dealing with stress), but adapt them to the new reality on preventing radicalisation:*** Some of the drivers and conditions that can lead to extremism share similarities with issues that are well-known in family support[4]. Cocon, a Belgium organisation active in family support, uses methodologies that have proven themselves in other types of destructive behaviour such as additions or run-away children. It is not necessary to completely reinvent the wheel.

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[4] Magnus Ranstorp (2016) 'The Root Causes of Violent Extremism' RAN issue paper

- *Differentiate methodologies depending on the type of extremism and related family dynamics e.g. far right and religious extremism.* It has already been stated that there are different drivers and conditions that can lead to radicalisation. Different causes ask for a different response. Hence, a methodology that works in one case might not be successful in another. For instance, it was noted that families affected by right-wing extremism might demand a different approach than those affected by religious inspired extremism. A toolbox with different approaches is therefore required.

- *Build methodologies involving families who have knowledge from own experience*. Perhaps the most legitimate voices in the search for effective interventions are the families that have experienced them themselves. Involving them in designing, implementing and improving methodologies will contribute to a good 'fit' between the methods used and the families that should benefit from them.

- *Investment in a learning environment for family support.* As the phenomenon of radicalisation is changing continuously, methodologies of working with affected families should also be adapted to these changes. Creating a learning environment for organisations and professionals in this field is crucial to make these adaptations and improve support to families. This learning environment may be created through having continuous training or sharing case studies, by being part of national and international networks dealing with these topics and also by providing individual learning trajectories and coaching. Connecting family counsellors (and their organisations) with research institutes may also be a way of creating a feedback loop in which lessons from practice and research are used to improve methodologies.

- *There is a need for evaluation of family support methodologies and/or practices.* At this moment there is little to no evaluation of family support methodologies and/or practices. A structured working method and registration of data is a preliminary condition to do so. Family counsellors agreed that this is a priority.

Guiding principles for family support

Although working with families who deal with radicalisation as a practice is under development, family counsellors have discussed and agreed on a number of guiding principles in family support.

Basic principles

- *Work from a systemic family perspective.* When working with families it is important to look at families as a whole and the dynamics between family members. Solely focussing on the individual at risk or one of the family members is often not enough to understand the influences and pressures that exist and form one's behaviour. Also the social environment or community of the family is important to understand their attitudes and behaviour. Even though the aim of the counselling is to support the individual at risk, the wider family and community context is crucial to do so.

- *To deliver effective family support, a cooperative attitude from at least part of the family is crucial.* If a family does not want to cooperate or receive support, it will be very challenging to work on the often sensitive and challenging issues of radicalisation. Forcing support on a family is very challenging and sometimes even counter-productive. For this reason there are some cases in which the family will not be the connecting factor to the individual at risk and other network connections should be used.
- *Use an acceptance-based approach, at the least to start engagement.* The core of the acceptance-based approach is that a family worker does not denounce or denies the perspective and attitude of a family and/or individual at risk, but uses this as a starting point for engagement. By building a relationship with trust, it is possible to slowly help the family and individual at risk to change their attitudes and beliefs. The focus therefore is more on building relationships.

Families embedded in communities

- *Use an outreaching approach of physically going into communities and making contact with families.* Reaching vulnerable families and building relationships will not happen from behind a desk. It is important that family counsellors get to know the communities that these families are part of and also gain their trust. The most effective way to do this is to use an outreaching approach by going physically into the community (for example by attending community gathering, organising an information session in community centres, etc.). It is important to know what is going on, whether there are incidents and who the key figures are within the community who might lead the way to get into contact with families who need support.

- *Build relationships with the communities on a structural and continuous basis, not only when events happen.* An often heard complaint from communities in which vulnerable families live is that as soon as something happens, the police and other authorities want their help to solve the issue and prevent further harm. In many cases these communities do not necessarily feel compelled to work with the authorities. This pitfall can be avoided when family counsellors build these relationships on a continuous basis, whether there is a direct issue to deal with or not.

- *Isolation from social structures should be avoided at any time.* When vulnerable families are becoming isolated from their communities and other social structures in which they normally take part, this is often a worrying signal. Especially if there are signs that processes of radicalisation are developing within the family. Having good community connections can alert family counsellors at an early stage when a family is isolating themselves. Interventions to avoid further isolation may then be put in place.

Multi-agency approach

- *Build multi-agency partnerships with relevant actors, both on a case basis as well as structural basis to detect and anticipate on community developments.* Just as any other professional organisation working on the prevention of radicalisation, family support can't be effective on its own. Structured partnerships with the police, social services, schools and health institutions is crucial to understand the family 'picture' and to deliver interventions at the earliest stage possible. It is important to not only have these partnerships on a case basis (discussing specific families in a multi-agency platform) but also

on a structural basis. This will allow partner organisations to anticipate their interventions based on broader trends within families and communities. For example, when four families are affected by family members joining a right-wing extremist group within one particular community, this may call for both specific measures to support those families as well as preventive measures for the community as a whole.

- ***Deal with professional confidentiality by setting up clear arrangements around information sharing (when, where, who, when, what).*** One of the most complex challenges for multi-agency work is the extend to which information can be shared. This is also challenging for family counsellors who work on the basis of trustworthy and transparent relationships with the families. If the families think private information is being passed on to the police and intelligence service, they may be less inclined to cooperate. On the other hand, there is also a safety and security concern that should be taken into account and which in some cases legitimizes sharing private information with security authorities. All family workers stated that they will explain to the families that should they receive information that reveals a risk for the safety of the family itself or others, they will notify the police. The other way around there are complaints that police and intelligence services do not inform local authorities about e.g. families returning from Syria. Developing clear information sharing arrangements within these partnerships is therefore vital do deliver effective family support. These arrangements can be on 'need to know' basis but it should be clarified what this means for each partner organisation.

Working methods for family counsellors

- ***It is important to avoid an identity 'vacuum' when working with extremist youngsters. This may lead to crisis situations.*** Often when young people are radicalising and adopting an extremist mind-set, this helps them form a foundation for their identity and answer difficult questions about what is right and wrong. If someone working with these youngsters addresses this mind-set and worldview and disapproves or delegitimizes it, this may lead to an identity crisis. This crisis can reveal itself through impulsive negative behaviour and actions. It is therefore important to avoid this vacuum and work from an acceptance based approach to rebuild the foundation slowly.

- ***The online component needs to be an active part of family work.*** It is no secret that in these modern times the Internet has become a parallel world for many young people. However, there is a generational gap that may make it more difficult for parents or other family members that are not familiar with online platforms, to understand what their children or relatives are doing and encountering online. As many radicalisation processes are at least fuelled by contacts, messages and 'information' provided online, this component needs to be part of family support at each stage. Both family members as well as family professionals need to what is out there in terms of narratives, images and personal contacts through chat services to deal with this effectively.

- ***Look for creative, pragmatic solutions to fulfil other family needs which can also have a rehabilitative effect.*** In many cases radicalisation is not the only challenge a family is facing. More structural challenges such as lack of employment or education, lack of social networks, lack of finances or financial knowledge, lack of open and loving family environment etc. also influence the overall family's well-being. Addressing needs in these areas may have a rehabilitative effect for the whole family,

decreasing the influence of radicalisation processes and enhancing general resilience. Family counsellors should be creative, use their networks and challenge themselves to think outside the box. A powerful example was a Norwegian girl, depressed because her father and brother travelled and returned from Syria and were now in prison. She had a dream of becoming a hotel director. The family counsellor arranged an internship at a hotel to give her a positive impulse and create a diversion from the family problems and negative influences. Authorities should also encourage family counsellors to be creative and dare to be flexible with the sometimes quite strict frameworks for delivering support.

- ***Rebuilding family/social networks to include positive change-makers (e.g. imam, teachers, mentors).*** As stated before, getting isolated from social networks is a worrying sign when processes of radicalisation are at play within a family. The other way around, rebuilding and reconnecting families to a community can have a positive influence on the family as a whole. Besides time, rebuilding relationships within the community also takes the involvement of trusted and engaged community members, such as religious leaders, teachers or community centre counsellors. They can fulfil a role to bridge the gap between vulnerable families and empowering communities. Family counsellors should look for these positive change-makers and facilitate these connections.

- ***Working on honour related and taboo related topics (e.g. sexuality) which influence family dynamic and identity building.*** Cases of radicalisation within families are often related to certain family dynamics which may become an obstacle to the identity development of younger family members. Honour related issues and unwritten rules, for example about defending the family honour, may bring young people in confusing situations in which distinguishing right from wrong becomes more complex. In addition, ignoring important subjects related to becoming an adult, for example sexuality, may lead young people to look for information and affirmation elsewhere. By addressing young people's questions and needs, also in taboo areas, extremist groups have a space to recruit new members. Family counsellors should be aware of these dynamics and include them in family interventions.

Crisis situations

- ***If the situation is highly complex, the first priority is to prevent and disengage from violence and look for an anchor to stabilize the situation to avoid growth of the trauma.*** As a principle, family counsellors should assess the situation within the family to establish the type of support they need. When a crisis situation is taking place, such as a relative being convicted to a prison sentence, this may have severe effects on the other family members. The order of mitigating these effects will always start by making sure no (additional) violence takes place within the family or from the family towards others. Family counsellors should look for anchors to stabilize the situation. These might for example be support groups, contact with a religious counsellor, taking a short break as a family etc. The first aim is to avoid the growth of trauma.

- ***In crisis situations, directly connect with all relevant, decision-making authorities and institutions to make sure you can make quick interventions.*** Family counsellors will be more effective if they have solid networks that include connections to decision makers in relevant authorities. If a family is in crisis, for example when one of the relatives has committed an extremist offense, swift and transparent

action to secure the family's and society's safety should be in place. Direct contacts with the police and local authorities will contribute to good management of crisis situations that decrease the negative effects on both the families as well as effects on wider society.

Issues to discuss in future RAN meetings

Family support is a key intervention for preventing radicalisation. Developing our understanding how family support works in this area and which methods are effective is of added value to family workers as well as policy-makers and researchers. Taking this into account, family counsellors agreed that a follow-up meeting should focus on:
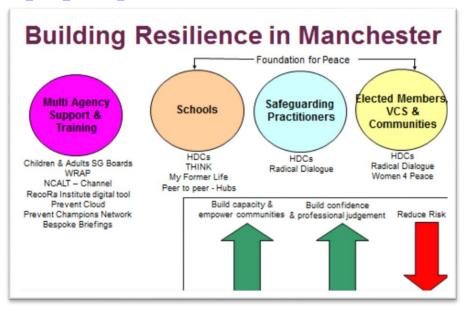
- More in-depth discussion on working methods; not only focussing on methodological frameworks but also the concrete methods used within that framework. For example, how to hold difficult conversations, how to assess risks and needs, how to work with different family members at the same time?

- To elaborate on how to evaluate family support, both from a research as well as a practical perspective. Evaluation is important to improve working methods and with that improve the effectiveness of the work itself. It is also important in light of increasing political legitimacy to invest in family support.

Annex 1: Inspiring practices

The following inspiring practices were presented during the meeting and will be nominated for inclusion in the RAN Collection of Approaches and Practices.

1. **Manchester city Safeguarding approach (**presented by Prevent Coordinator (UK) - Samiya Butt)

- Focus on safeguarding from radicalisation: supporting those who are vulnerable.
- http://resources.cohesioninstitute.org.uk/Publications/Documents/Document/DownloadDocumentsFile.aspx?recordId=191&file=PDFversion
- Legislative framework:
     o Everyone is responsible for safeguarding > prevent duty (national)
     o Channel duty (national)
     o Embedded in existing structures – radicalisation not something separate
     o Early help hub: quick vulnerability assessment – triage
     o Multi-agency safeguarding hub (MASH): heavier cases
- 5 levels of support low to high – from general to specific
- Strength based conversations – create understanding.
- Intra- and inter community dialogue is needed for building resilience and reducing risk.
- Channel: assessing people at risk: http://ec.europa.eu/dgs/home-affairs/what-we-do/networks/radicalisation_awareness_network/ran-best-practices/ran-search/rc_0090_channel_en.htm

2. **Hideaway Project Manchester** (presented by Julie Wharton)

- Intervention: to engage with women
- Parents of vulnerable children are no longer able to talk with their children: because of language, cultural differences, or religious differences.
- Trust is essential. Only then you are able to have the difficult discussions that are needed.
- The parents need to understand their own identity, norms and values. The difference between culture and religion.
- Look for commonalities without denying differences
- Critical thinking. Use arts, exercise, food are good ways to introduce difficult topics.
- Hideaway video against islamophobia. '*You are allowed to cover up*': https://youtu.be/eyDRNq8qu1E

3. **Amal Hayat Denmark -** (presented by Siff Lund Nielsen)

- Learn from other experiences. In this case Hayat Germany. Focus now on Copenhagen.
- Positioned outside of government to increase trustworthiness.
- Organisation currently only consists of volunteers. Hopefully funds will allow professionals in the future.
- First response is dialogue and needs assessment.
- Future ambition:
  - Family consultation
  - Mentor scheme – professionals knowledge in this field
  - Physical working space to have people walk in and ask for help
  - Help returnees reintegrate
  - Family peer support groups
  - Conferences e.g. online tools, for parents who are sometimes confused
  - Evaluation / follow progress

4. **Cocon, Vilvoorde Belgium – (presented by Sofie Van Releghem)**

- Vilvoorde: 44.000 people, 28 left for Syria and Iraq
- The local prevent coordinator receives signals from worried teachers, parents etc. Cocon is called in when there is need for family support at home.
- A differentiated approach for parents, children and the social network. Similarities with approach on addiction, run-away child etc. is has not been evaluated for PVE yet.
- Parents:
  - New Authority: To deal with radicalization we use the 3 most important methods
  - Watchful Care:
  - There is a warm relationship and an open dialogue

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- o There is a certain concern by the parents
- o Action is necessary
- o Social network : Parents need to ask for support
    - o Dealing with taboo and shame
    - o The role of mothers. Mothers school in cooperation with SAVE Belgium: Crucial Position
    - o Psychoeducation
    - o Support in education
    - o Support in identity development. Help mothers to do this.
    - o Communication skills

- Children:
    - o Bring in a key role model to talk to the individual on both an ideological level and for problem solving. Trust is essential!
    - o The same role model does outreaching work on the local level:
    - o Present on a hotspot, approachable, attainable, trustworthy, connects them to others.
- Social Network:
    - o Approach the important people in the social network of the individual and the family.
    - o Involve a Imam when necessary.
    - o Build up a network of partners so we can refer to the right organisation when necessary.
- *Challenges:*
    - o Human resources. Professionals with a background that fits the target group.
    - o Working with families that do not wish to cooperate.
    - o Building up support groups.
    - o Language barriers and cultural differences.
    - o Cooperation between different players and organisations.

5. Entr'autres, France – (presented by Amélie Boukhobza)

- *Work process*
    - o The organisation receives cases through the network, hotline and official authorities.
    - o A good connection with national authorities and other organisations it vital.
    - o The organisation is sometimes perceived as state, which is difficult.
    - o It is an acceptance based voluntary approach.
    - o The first meeting is an intake and assessment of the (family) situation.
    - o A weekly family session at with every 'client' at the office. But daily contact with most cases.

- *Methodology*
    - o Family support related to radicalisation is seen as a different approach to addiction, other social issues.
    - o Do not challenge their extremist ideologies with Western ideologies. They do not perceive 'infidels' as credible voices. Only factual arguments have effect.
    - o Work trough the parents or other family member to reach them: 'transfer of transfer'.
    - o Create an intermediate family space so that the parents can discuss the children worldview.
    - o Teach the family not to oppose, but be close to them.
    - o Because of suspicion, direct work with children is not possible, therefore trust with parents and

through parents reach their children 'transfer of transfer'. Then the children can trust the organisation also. At this phase no counter-argument and discourse should not be used now. Religious and political discourse won't work because of belief against belief. Only factual counter narratives.

- *Challenges*
    - o Make them adhere and understand the necessity of support.
    - o Maintain/ recreate parent and child relation.
    - o Challenging to supress the urge to respond with opinions and ideological counter arguments.

6. Family Support Sweden – presented by Yassin Ekdahl

The Swedish Government has adopted a national counter-terrorism strategy and an action plan to safeguard democracy against violence-promoting extremism, and the Riksdag has tightened up the law against terrorism travel. The National Coordinator for Protecting Democracy against Violent Extremism was commissioned by the Government on 26 June 2014 to activate cooperation and develop
preventive efforts in Sweden. Today all of Sweden's municipalities are part of a nationwide network to combat violent extremism. More and more municipalities are adopting action plans, more are appointing local coordinators and more are recognising the opportunity to integrate the issue in existing structures.

Support to family
Relatives need to know where they can turn when they discover signs that someone close to them is on the verge of becoming involved in violent extremism. It is often relatives who first discover signs of changes in behaviour. It is important that relatives have the courage to contact the authorities and that they trust the authorities. The municipality's contacts with organisations and faith communities are important as these often are naturally close to the relatives concerned. When relatives seek help because they are worried, the agencies need to react with expertise and respect so as to ensure successful cooperation with them. In many respects there is a stigma attached to radicalisation and violent extremism that prevents relatives from seeking help. Setting the bar lower makes it easier to forge contacts with relatives. Working with relatives is an established method that has proved effective in many European countries.

In Sweden family support is embedded in the wider approach to prevent violent extremism. nA helpline and family support service was organised.

Challenges for family support:
- o A survey showed that over 65% of the municipalities mostly worried about RWE and not religious inspired extremism .
- o Traumatised refugee families are a new risk group.
- o Good connection between intelligence, local authorities and family support. There were cases of families returning from Syria of which intelligence was aware, but didn't inform local authorities.

7. Legato , Germany - presented by André Taubert

- Legato only works with cases when teachers, social workers and parents call in with concern. Not out-reaching. The professionals always respond: If the reported individual is not radicalised sometimes the concerned one might worsen the situation by problematizing it.
- Legato works acceptance based. Starting to develop a methodology.
- Almost all 300 cases of radicalised youngsters grow up in non-religious families.

- *Methodology:*
    o The first step is to gather information and analyse on the background and status quo of radicalisation.
    o Priority one is to stop isolation.
    o Once the individual is no longer isolated, it is possible to offer an alternative ideology.
    o Only then it is possible to deconstruct the extremist ideology. If this is deconstructed earlier the individual will fall into a crisis situation.
    o Professionals of Legato do not have theological debates with clients. They do not know the 'right' interpretation of the Islam.

- *Challenges:*
    o RWE is a very real problem, but they are more difficult to detect.
    o Refugees are not radicalised, but a vulnerable group.
    o It is difficult work with communities. Which community do these radicalised people belong.

8. *Dutch Family Support Unit – Presented by Ikram*

- Independent of the government.
- Both family support and exit work.
- Acceptance based. Professionals work at the families home, trough all of the Netherlands.

- *Methodology:*
    o Strict privacy protocol: only share info with municipality or police when there is a safety risk. Trust is essential.
    o Transparent in actions and relationship with other organisations.
    o Professionals are only focused on radicalisation. But are very well connected with other organisations to take care of other needs like housing or jobs.
- There are different routes to radicalisation and different target groups that require a different approach:
    o Naïve, low IQ, little knowledge of the Islam. Looking in need of leadership or a role model.
    o Idealistic and politic driven. More intelligent. Driven by status, not by religion.
    o Ideologically grounded. Have some knowledge of the Islam and politics.
- Sexuality important topic for girls. They feel trapped in a culture or religion in which they can't even talk about it.
- Kids are being labelled in the media – difficult as mostly they are vulnerable and surrounded by the wrong network.
- Individuals that convert very quickly which didn't find the right group to educate them.