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The fight against hate and violence from extremist groups stands as one of the primary safety and security challenges of today. Over the past years, Nordic capitals and communities have experienced how individuals and groups have perpetrated violent crimes in the name of ideology or religion, causing an increase of fear within the public towards extremists and terror-related attacks.

In the fight against extremism, it is widely acknowledged that cities are at the forefront of the challenges and therefore constitute the main actors to prevent radicalization and build social cohesion in local communities.

Today the capital cities of the north face many of the same challenges in this field. They have similarities in size, political structure, and societal culture and environments. They all build their responses and actions on the Nordic values of democracy, freedom of speech, equality, mutual respect, and trust when tackling violent extremism.

Capital cities are to a certain degree on the frontier of the challenges of extremism and have both resources and responsibility to act in tackling the issues.

This presents these cities with an opportunity to take frontrunner leadership and develop new innovative solutions. Much to the benefit and inspiration for other Nordic cities and much to the inspiration for other capitals in Europe and the world, who at the moment have their lenses on the Nordic way of preventing terrorism and extremism, in particular the Nordic approaches to early prevention.

Therefore, the Nordic capital cities and the Nordic Safe Cities programme have decided to boost the collaboration between the cities.

This publication, The Capital Code 2020, marks the beginning of this journey. The publication demonstrates the capital cities’ aim and commitment to continuously create safer, open, and resilient cities that reduce hate and extremist violence and the polarization between citizens.

The Capital Code 2020 introduces The Capital Code of Action. The code of action outlines the ambitions of the capital collaboration. It includes the first four areas of action that the capital cities will explore in the coming years to safeguard the more than 3 million people living in Oslo, Copenhagen, Stockholm, Helsinki, and Reykjavik. The Capital Code 2020 also uncovers current strategies, approaches, and initiatives in the capital cities to give insight into the work at hand.

We hope the Capital Code 2020 will be the steppingstone for new bold initiatives and approaches to make all Nordic cities safer from extremism and inspire the work conducted in other Nordic and global cities.

Introducing THE NORDIC CAPITAL CODE
THE NORDIC CAPITAL CODE OF ACTION

VISION

- We will safeguard the +3 million capital inhabitants in the Nordics from violent extremism.
- We will continue to build open, trustful, and safe communities in our cities.
- We will be Nordic and global safety pioneers and aspire to be the cities of innovation and inspiration that other Nordic and global Cities look towards.

MISSION

A Stronger capital city collaboration

- Build on the Nordic values democracy, freedom of speech, equality, mutual respect and trust in tackling violent extremism
- Boost the strategic and long term cooperation between the Nordic capitals
- Initiate a fast track to share experiences and adapt new approaches from other capital cities
- Explore new joint Nordic initiatives to tackle violent extremism

ACTIONS 2020

Areas of action we will explore together in 2020 to improve our efforts for capital safety.

1. Reduce threats, fear, and online hate
   Encourage and support a safe and free public debate while ensuring that politicians, public officials, and citizens are safe from threats and hate online and continue to participate in local democracy

2. Empower all citizens to resist false information
   Empower citizens of all ages with critical thinking to recognize misinformation, understand, and resist false information online that threatens democracy and promote violent extremist ideas.

3. Empower youth to promote inclusion
   Inspire and make way for all capital youth to participate in democratic practices and to be local changemakers for inclusion

4. Build and expand our local safe city alliances
   Expand the city’s work with civil society and other partners to unleash joint action for safer cities

Anna König Jerlmyr
Mayor of Stockholm

Cecilia Lonning-Skovgaard
Mayor of Copenhagen

Jan Vapaavuori
Mayor of Helsinki

Dagur B. Eggertsson
Mayor of Reykjavik

Raymond Johansen
Mayor of Oslo
INSIGHTS TO CAPITAL CITY APPROACHES

COPENHAGEN
Population: +600.000
A COMPREHENSIVE APPROACH

HELSINKI
Population: +930.000
CREATING A COHESIVE SOCIETY

STOCKHOLM
Population: +960.000
A PREVENTATIVE AND INTERVENTIONAL METHODOLOGY

OSLO
Population: +680.000
A CROSS-SECTORIAL AND COLLABORATIVE MODEL

REYKJAVIK
Population: +120.000
A HUMAN RIGHTS APPROACH TO PVE

The Nordic capital cities approaches and action plans for prevention of violent extremism.
A COMPREHENSIVE APPROACH

COPENHAGEN

The Copenhagen Action Plan on preventing extremism is based on the Danish prevention model that is characterised by a strong inter-agency collaboration employing different initiatives to address various target groups. The underlying aim of all initiatives is to prevent people from committing or legitimising acts of violence or other illegal acts based on extremist motives.

THE CITY

In Copenhagen, authorities receive most referrals regarding concerns about people having potential affiliations to extreme Islamist milieus, but there have also been examples of extremist incidents caused by people in or at the fringe of left- and right-wing extremist milieus. In addition, authorities have an enhanced focus on extremism among psychologically vulnerable people, which increases the complexity of the casework.

FOCUS AREAS

The City of Copenhagen currently focuses on the following areas:

- Prevention efforts in schools and civil society
- Dissemination of knowledge to relevant frontline staff
- Intervention programs targeting individuals in extremist environments

Prevention efforts in schools and civil society

The aim of the prevention efforts in schools and civil society is to build resilience against extremist influences. Initiatives are supplements to the general civic engagement efforts in schools and youth clubs, aiming to strengthen children and young people’s understanding of democracy and their resilience towards online propaganda and manipulation. Authorities also work with civil society groups to foster positive and inclusive communities as alternatives to extremist groups.

Dissemination of knowledge to relevant frontline staff

Frontline staff such as teachers and social workers will often be the first to notice changes in a person’s behaviour. The aim of this effort is therefore, to ensure that all relevant front staff have the necessary knowledge of extremism and sign of concerns to react in a correct and timely manner if a concern arises. In 2019, the efforts were targeted towards mental health services, secondary education, free schools and social housing. Looking ahead, this will be complemented by a more general awareness-raising campaign towards municipal frontline staff.

Intervention programmes targeting individuals in extremist environments

Copenhagen has a robust procedure for handling concerns about people being under extremist influence or adopting extremist behaviour. This is done under the inter-agency auspices of the Copenhagen Infohouse, which includes Copenhagen Police, the Prison and Probation Service as well as the Social Services, and the Employment and Integration Administration of the Municipality of Copenhagen. The Infohouse assesses all cases of concern, and when deemed necessary to prevent criminal acts with extremist motives, the authorities involved offer individual intervention programs such as mentoring or rehabilitation programs.

EXAMPLES OF CURRENT INITIATIVES

<table>
<thead>
<tr>
<th>Dialogue Network</th>
<th>Outreach activities addressing local communities’ demands, e.g. inter-religious debates, online-safeguarding and transforming enemy images.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeted Dialogue Activities</td>
<td>Strengthened cooperation with parents and other relatives on managing challenges related to youth at risk of radicalisation. Currently focusing on parent participation in young people’s online activities.</td>
</tr>
<tr>
<td>Parent Initiative</td>
<td>Activities such as the celebration of the Danish Constitution Day aiming at strengthening democratic participation and activities as forum theatre with young people sharing their personal stories of involvement in extremist settings.</td>
</tr>
<tr>
<td>Youth Dialogue Initiative</td>
<td>Supporting a network of Copenhagen mosques, fostering the sharing of best practices in developing a strong religious community as alternatives to extremist groups.</td>
</tr>
</tbody>
</table>
The City of Helsinki has a holistic approach to PVE and safety. The key elements are to foster trust and increase citizen participation to create a more cohesive society. This is done by promptly tackling exclusion, marginalization and segregation, providing high-quality social services, and ensuring all citizens have meaningful access to the participatory mechanisms provided by Helsinki. The city works on its own targeted initiatives aimed at general prevention and relies on strong multiagency cooperation as part of its safety and security work.

**FOCUS AREAS**

The City of Helsinki’s current focus areas are:

- General prevention measures
- Tackling exclusion and marginalization
- Strong multiagency cooperation
- Fostering inclusion through participatory budgeting

**THE CITY**

The current challenges faced by the City of Helsinki are the increased rate of polarization, on- and offline hate speeches, and the possibility of “lone actors” who are motivated by personal grievances or disorders rather than by extremist views.

**General prevention measures**

In addition to the emphasis on high-quality social services available to all, the city also has initiatives aiming at general prevention, targeting wider audiences, not just selected groups.

**Tackling exclusion and marginalization**

Another example of the city’s wider approach, Helsinki has launched a new anti-bullying program called KVO13. To combat exclusion and marginalization of the youth, it is necessary to tackle bullying. The numbers refer to the 13 steps to prevent and stop bullying in day-care, schools, upper secondary schools and vocational institutions. The program was built together with pupils, students, teachers, student welfare professionals, police and NGOs.

**Strong multiagency cooperation**

In PVE-related work, Helsinki cooperates widely both with other authorities and with the third sector. For example, Helsinki Police Department and the city of Helsinki have a joint network, Safe Helsinki Network, which was instituted by the Police Commissioner of Helsinki in 2013, recognizing the need for more local cooperation in preventive measures and factors contributing to an unsafe city. The network is led jointly, and it concentrates its activities, especially around four poles: segregation, gangs, hate speech & polarization, violent extremism. The network’s activities include yearly seminars on topics such as honour-related violence as well as implementing projects aimed at diminishing safety concerns.

**EXAMPLES OF CURRENT INITIATIVES**

I See You See (Minun Silmin, Sinun Silmin) program aims at the prevention of hate speech, extremist thinking and group-based prejudice. It is a course run mainly in schools (age 14+). By training the participants to use the acquired skills to solve increasingly difficult problems, the program links theory with practice and fosters academic competencies. Established psychometric measuring is used to ensure ongoing validity and effectiveness.

Specific 13 steps to target anti-bullying from kindergarten to secondary schools. The steps include measurement of the indicators of wellbeing, special programs for developing social and emotional skills of the children, joint rules for classroom behaviour, developed together with the pupils, continuous actions for strengthening social cohesion and bonding, pupils are safely taught skills for recognizing bullying, and new establishing of channels to report bullying also anonymously.

The project was led by the city of Helsinki’ Safety and preparedness unit to understand and address the challenges posed by and affecting a specific neighbourhood in Helsinki in which numerous problems ranging from drugs to marginalization occurred. The results have been widely shared with various stakeholders, including with the political leadership of the city. This has resulted in allocated funds and in actions being taken to reduce marginalization and segregation.

Fostering inclusion through participatory budgeting

Helsinki has placed great importance in increasing the participation opportunities for its citizens to expand the dimensions of direct democracy. In 2019 Helsinki opened €4.4 million annually from the city budget for the city residents to decide what it will be used for. Helsinki is the first Finnish municipality to introduce participatory budgeting to this extent. Citizens generate proposals and all above the age of 12 can vote which ones of the proposals will be put into practice.
The City of Stockholm is actively engaged in working against violent extremism through both a preventative and interventional methodology. Examples include preventive measures, support for individuals who want to leave an extremist environment and support for relatives. All three milieus, right, left and Islamist extremism, are present in the City of Stockholm, which demands a broad and flexible city approach.

FOCUS AREAS

- Raising awareness and competence
- Action plans including a description of the local situation and appropriate measures
- Association grants and local leasing
- Method Development

Method development

In Stockholm, there is ongoing and extensive work to develop new and adapt old working methods to prevent and deal with violent extremism. At a general level, Stockholm focuses on early preventive work to counteract many problems such as violent extremism, exclusion, criminality and antisocial behaviour. These preventive measures can be general, targeted at-risk groups, or directed towards children or families on an individual level. The basis for the work against violent extremism is the social service’s preventive work and work with criminals who want to leave criminality. The work must be constantly developed and streamlined as new knowledge is added and col-

Raising awareness and competence

The City of Stockholm has produced a web-based educational programme that all employees are required to fulfil. The purpose of the in-depth education is to strengthen the ability to carry out assignments and to provide individual participants with support to counter and prevent violent extremism. The education gives a higher understanding of the extremist milieus, their organisation, mission and activity. It also provides guidance on how to act in cases of violent extremism. Since 2018 the city has provided relevant parts of the city’s operations with in-depth education targeted to specific issues.

Action plans including a description of the local situation and appropriate measures

Every city district (14) and five of the Specialist Departments (social, labour market, education, culture and sports) has an individual action plan for their work against extremism. The action plans contain a description of the local situation based on crime statistics, information from the police and information from the employees regarding events and concerns. In every action plan, there are activities aimed to combat the local problems, creating a varied approach to counter violent extremism throughout the city.

Association grants and local leasing

The city strives to ensure that financial contributions, access to facilities or association grants do not go to any organisations or individuals with undemocratic values or who encourage or enable violent extremism. The City of Stockholm is developing citywide guidelines regarding the use of a democracy condition for city districts and specialist departments working with grants and when leasing facilities to organisations and individuals.

THE CITY

The City of Stockholm provides guidelines for the citywide work against violent extremism. In the guidelines, the basics for the work are laid out.
Laboration with other authorities is deepened. The social services have an excessive responsibility concerning helping and supporting individuals who are about to be radicalised, who are active in a violent extremist milieu or who want to leave an extremist milieu. Adults are required to apply for support from social services themselves and all of the measures are voluntary.

Much of the preventive work aimed to prevent radicalisation is carried out in schools. The Swedish schools are assigned to teach and encourage democracy strengthening efforts, talk about fake news, and how to prevent its spread and teach about democracy as such. However, it is up to all functions in the city to, within the scope of their assignment, prevent extremism and to act if they encounter it or individuals who are radicalised or violent extremists.

Apart from the local cooperation with the police and in keeping a shared situation awareness, the city has close cooperation with the police in other areas as well. For example, in accordance with Swedish law the social services work closely together with the police for to support juvenile delinquents.

The city is also involved in the process of allowing demonstrations and manifestations. The decision was taken in a dialogue between the city and the police authority. The regulations regarding the possibility to deny a demonstration is very strict, and the opportunities are small.

**EXAMPLES OF CURRENT INITIATIVES**

1. **Raise Awareness and Clarify Responsibilities**
   In the City of Stockholm many different functions are affected in various ways by the work against violent extremism. Structured work is underway to ensure that awareness of the problems in the city is high; that the functions that are particularly affected have sufficient knowledge and that there is support available so that those who experience concerns, or an event linked to violent extremism knows how to act.

2. **Outreach to Returned Foreign Fighters**
   The city has formed a team to provide citywide outreach activities directed at individuals who have returned from war affected areas. The work is performed in close cooperation with the police.

3. **Returning Children from Syria**
   In close cooperation with Stockholm County Council and the police, a plan has been developed regarding actions if children with or without parents come back from Syria. The goal is to make the homecoming as smooth and safe as possible for the child and provide a good basis for continuing integration.

4. **Increased Focus to Prevent Right-Wing Extremism**
   Together with researchers the city is considering a specialist education to form another expert team to provide citywide support regarding right-wing extremism especially aimed at exit-strategies.
A HUMAN RIGHTS APPROACH TO PVE

REYKJAVIK

Reykjavík City has various policies and action plans that tackle violence and discrimination. While the city does not have policies and action plans directly addressing violent extremism, its strong framework for human rights, along with many policies, action plans and work, have the ambition of preventing violent extremism (PVE).

THE CITY

While Reykjavík City enjoys for the most part peace and low levels of violence, with little that could be construed as violent extremism, there are certainly challenges to be addressed and future goals and policies that must keep PVE in mind. Current challenges include finding a balance between freedom of speech and hate speech while considering the protection and safety for those at the receiving end of hate speech. Informal education networks with hateful sentiments, promotion of violent extremism, foreign officials known for promoting discrimination and hate, the interplay and cooperation of various minorities, who are all at one point or another subjected to hate speech and possible violence are all challenges that Reykjavík City faces and must consider moving forward.

FOCUS AREAS

The following focus areas have measures that touch on, address and work towards, preventing violent extremism:

- Human Rights Policy and Action Plan
- Committee and Action Plan Against Violence
- Policy and Action Plan on Immigrants, Refugees and Applicants for International Protection
- Reykjavík Education Policy and Action Plan

Human rights policy and action plan

The Human Rights Policy of Reykjavík City aims to enable all persons to enjoy basic human rights regardless of their origin, nationality, class, language, skin colour, religion, atheism or non-religious convictions, political opinions, gender, sexual orientation, gender identity or expression, sex characteristics, age, disability, body build or type, health, ability or other status. Chapter 7 of the policy states that discrimination on the basis of sexual orientation, gender identity, gender expression or sex characteristics is prohibited. Chapter 8 states that discrimination on the basis of religion, life-stance, political opinion or lack of religious beliefs is prohibited. Chapter 9 states that discrimination on the basis of origin, skin colour, nationality, cultural background or any other racist classification is prohibited.

To consolidate the Human Rights Policy there is an Action Plan on Human Rights and Democracy (2019-2022), which includes 113 actions. Some aspects of the policy and action plan relate strongly to PVE. Action 89 stipulates that a system should be developed to respond to incidents of hate speech or discrimination. Action 108 stipulates that prejudice and hate speech must be counteracted through education. Action 114 stipulates Reykjavík’s participation in The Safe Cities Network.

Policy and action plan on immigrants, refugees and applicants for international protection

The City of Reykjavík’s Policy and Action Plan on Immigrants, Refugees and Applicants for International Protection (2018 – 2022) as a whole supports intercultural participation and tolerance. Act II.3 specifically states that
procedures should be developed in the event of hate speech or discrimination. Act II.4 stipulates that workplaces in the city must work systematically against prejudice and hate speech.

**Reykjavik education policy and action plan**

The Reykjavik City Education Policy (2019-2030) is based on five fundamental competencies: Social skills, self-empowerment, literacy, creativity, and health. Social skills refer to the ability to engage in fruitful social relations with others and to positively impact the community and environment. A strong emphasis is placed on children’s ability to cooperate, put themselves in other’s shoes, and treat others with kindness and respect. Social skills are for e.g. associated with emotional literacy, a strong sense of justice, and leadership skills. First and foremost, social skills develop through active participation in democratic cooperation when children are offered the opportunity to express their ideas and put them into practice. In this way, children can actively participate in shaping the society to which they belong.

<table>
<thead>
<tr>
<th>ANTI-RUMOURS PROJECT</th>
<th>A recently approved project in the beginning stages which aims to educate city staff on discrimination and hate speech, with the hope that the knowledge gained will trickle down into city services and to the public.</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERCULTURAL COUNCIL</td>
<td>Advisory capacity engages with immigrant NGOs and organisations whilst looking to connect various groups. Sets and follows an action-based policy.</td>
</tr>
<tr>
<td>SAFE BARS AND CLUBS</td>
<td>A project in cooperation with local police, fire department and organisation representing club owners. Goals are to create safer nightlife in Reykjavik, taking into account sexual harassment and gender-based violence as well as harassment and violence towards minorities, e.g. LGBT+ people and immigrants.</td>
</tr>
<tr>
<td>YOUTH COUNCIL</td>
<td>There are youth councils in various city neighbourhoods which provide young people (under 18) with the opportunity to come together and voice their opinions and concerns as well as bring forth issues to the city council through an annual meeting.</td>
</tr>
<tr>
<td>WELCOMING NEW RESIDENTS</td>
<td>An outreach programme that aims to welcome new residents (from other countries) in a personal and hands-on way with home visits, guided tours and visits to city administration buildings, schools and services within the residents’ neighbourhood.</td>
</tr>
</tbody>
</table>
The City of Oslo’s model for crime prevention is referred to as the SaLTo model (Together we create a safe Oslo). It is a cross-sectorial and collaborative model based on Scandinavian crime prevention. The model primarily works with crime prevention among children and young people but has been extended to operate with all age groups when it comes to crime prevention related to hate crime and violent extremism. The model focuses on collaboration with partners from the local and national level, as well as NGO’s and private sectors to strengthen and further develop preventive work. SaLTo is a decentralised model with local coordinators in 15 districts.

THE CITY
The City of Oslo works with preventing all sorts of violent extremism. In the 2019 yearly report provided by Police Security Service (PST) it was highlighted that the extreme Islamism groups represent the most serious threat. More recently, PST has officially adjusted the threat-assessment around right-wing extremists. When it comes to hate crime, we have seen an increase in reports, but here we also have to consider that this is because Oslo has increased the awareness around hate crime and have establish a police group that only work with this topic. These reports, together with research on the theme, give Oslo an insight into what we should prepare for, as well as where we should focus when it comes to preventive work.

FOCUS AREAS
Examples of the preventative work based on the SaLTo model are presented as follows:

- A local action plan that underlines where we lay our focus
- A contact forum that ensures good collaboration between sectors
- A cross-sectoral consultation team that can assist in challenging cases

Action plan
Based on the SaLTo model for crime prevention, a local action plan to strengthen and further develop preventive work against hate crime and violent extremism was developed. The main focus of the local action plan is to: ensure good coordination and collaboration, ensure safe and inclusive schools, communities, neighbourhoods and public spaces, ensure close and targeted measures for vulnerable persons, families and environments and ensure information, knowledge development and monitoring on the internet and social media.

In 2018 the first Action Plan against hate crime and violent extremism in Oslo was adopted by the Police Council with the goal to strengthen and further develop the preventive work against hate crime and violent extremism. The local action plan: 2018-2021 addresses all forms of extremism. The preventive initiatives in Oslo use the already existing tools and services that are applied in other crime prevention and social work.

Contact Forum
In 2011 the Contact Forum for preventing violent extremism was established, with members from the City of Oslo, Oslo Police District, the Norwegian Police Security Service (PST) and the Directorate of Integration and Diversity. The contact forum acts as a resource team that refers to and collaborates with other organisations and sectors in Oslo.
The Police Council in Oslo serves as the steering group for SaLTo. The Council is composed of the Chief of Police, the Governing Mayor and other leaders from both police and the municipality. Local or regional steering groups decide on local efforts.

**Cross-sectoral consultation teams**

Cross-sectorial teams are a new tool that can assist staff and services in Oslo, who work with concerns and follow-up on issues of radicalisation and violent extremism. Public service providers in Oslo receive relatively few concerns and cases related to radicalisation; however, there are some cases that are acute, complex and challenging. Since the number of cases is relatively low, there is limited experience and skill development on the phenomena of radicalisation and violent extremism. The cross-sectoral consultation team were established to strengthen experience transfers and to provide support in challenging cases.

A consultation team can be called to give advice in a situation where an individual is in the process of being radicalised. The team will not replace already existing services but rather works in parallel to gain a cross-sectoral perspective on the specific case and access to expertise. The Contact Forum for preventing violent extremism provides the consultation team with expertise specific to the case.

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**EXAMPLES OF CURRENT INITIATIVES**

- **SaLTo COORDINATORS**
  The SaLTo coordinators in each district have the coordinating responsibility for individual issues that are of concern. Here it is important to mention that this measure is not dependent on the person’s age, all age groups are included. Concerns can be early signs of being in a radicalization process, already radicalized or already in an extremist group.

- **LOCAL NETWORKS**
  The SaLTo coordinators in 15 districts are divided into 4 regions that work closely together. In each of the regions, there are established networks that meet regularly to share knowledge and experience on how to meet, discover, handle and work cross-sectorial with radicalisation and violent extremism.

- **WORKSHOPS WITH YOUTH**
  In preventive work, it is important to get input from different youth environments. Workshops are held in Oslo with young people from all districts. The purpose is to empower young people in their encounter with hateful expressions and to use their knowledge and experience in the further preventive work related to hateful expressions.

- **MENTOR PROGRAM**
  The city is working on expanding and further develop the mentor program in Oslo. Further details are provided in the collected insights.

- **MENTAL HEALTH**
  The city is planning to increase the focus on mental-health-related to the themes of radicalisation and violent extremism.
COLLECTED CASES

COPENHAGEN
THE COPENHAGEN MOSQUE NETWORK

HELSINKI
I SEE YOU SEE

STOCKHOLM
EDUCATIONAL PROGRAMME

OSLO
MENTOR PROGRAMME: TAILOR MADE SOLUTIONS TO VIOLENT EXTREMISM

REYKJAVIK
COMMITTEE AND ACTION PLAN AGAINST VIOLENCE
THE COPENHAGEN MOSQUE NETWORK

COPENHAGEN

Launched in December 2018, the mosque network is a collection of Copenhagen-based Muslim faith associations seeking to develop and enhance their organizational structures, create transparency in their administrative setup, and co-create common activities. The idea was born directly from structural and practical needs voiced by mosques to municipality workers.

THE COPENHAGEN MOSQUE NETWORK

The network’s core consists of six mosques which are diverse in terms of congregation size, ethnic minority and sectarian background, access to common facilities, budgetary freedom, management of volunteers and experience in interacting with authorities.

By facilitating this mosque network, the City of Copenhagen aims to support and further develop existing positive civil society actors and increase local resilience against undemocratic influence. The purpose is reaching a mutual understanding of how civil society can interact with local government in finding solutions to core challenges together. To do this, the municipality needed robust, self-sustaining and transparent civil society organizations to do their part. Establishing the mosque network required a process of several preliminary meetings during which member mosques designed the framework and ground rules with which the mosque network was to operate.

Activities

Since February 2019, the Mosque Network has held five capacity-building events aimed at managers, the boards and volunteers. The thematic of each individual session was predetermined by the Mosque Network members during the preliminary meetings in 2018 and focused on various aspects of association practices and volunteer work.

RECOMMENDATIONS

Find common ground

Dialogue prospers when based on common ground. To ensure this, the City of Copenhagen asked members to ratify the Charter for Democratic Values which emphasized mutual pluralistic, democratic values as a fundament for the Mosque Network. The City of Copenhagen requests all partners in the civil society sector to ratify the Charter regardless of affiliation, faith, or purpose.

Ensure diverse representation

It is essential to prioritize wide representation instead of focusing solely on large participation. The City of Copenhagen aimed to invite participants who are diverse in terms of congregation size, ethnic minority and sectarian background, access to common facilities, budgetary freedom, management of volunteers and experience in interacting with authorities. Therein lies the value of the network; as they may learn from each other.

Seek participation from leadership and volunteers

Ideally, each organization is represented by staff and volunteers relevant to the thematic in question. In Copenhagen, the municipality encouraged board members to take part with volunteers and practitioners to ensure that the ideas shared within the network are anchored on all layers within the respective organizations.

Commit participants to common values and vision

The network members should begin work by formulating working guide lines to establish a culture for cooperation and knowledge-sharing. In Copenhagen, this code included confidentiality agreements, committing the members to formulating shared goals and guidelines for how to reach them.

Keep the communication lines open

Prioritize bilateral meetings and phone calls as a supplement to the usual email communication with network members. This is important to overcome initial scepticism from members who are not accustomed to interacting with authorities. By establishing good communication relations with network members, they are more prone to collaborating on time-sensitive or urgent matters. In Copenhagen, this open communication style enabled network members to request advisory on how to take security precautions after the Christchurch attack. The City of Copenhagen facilitated this with partner authorities.

To find out more

Contact: vink@kk.dk

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Theme 1: Involving local youth and senior citizens

- Identifying how member groups utilize common areas
- Formulating the association’s inclusion policy
- Evaluating current activities with youth groups and the elderly

Theme 2: Organizing and managing volunteers

- Various techniques for volunteer management
- The importance of shared visions to bolster participation
- Incentivizing passive members to take part in common activities

Theme 3: Financial management and accounting

- Transparency with member-sourced funds
- Budgetary responsibilities
- Efficient fundraising

Theme 4: Efficient project management

- Best practices for leading projects
- Tools for productivity, risk assessment
- Practical challenges in heading small and large projects

Theme 5: Communication

- Tools for effective communication inside and outside the organization
- Increased awareness of the target audience needs
- Implementing a communication strategy

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To find out more

Contact: vink@kk.dk
The I See You See (Minun Silmin, Sinun Silmin) programme is developed by the city of Helsinki in collaboration with Finnish and international scholars, experts and practitioners. It is based on well-known theories about social behaviour, such as group dynamics, resilience, drivers of radicalization, and communication theories. It uses established psychometric measuring to ensure ongoing validity and effectiveness.

Providing concrete tools

The I See, You See program offers concrete tools to be used in everyday situations. As the programme is developing skills of constructive thinking and perspective-taking, it also helps to prevent conflicts that arise from racism, fear, or prejudice. By training the participants to use the acquired skills to solve increasingly difficult problems, the programme links theory with practice and fosters academic competencies.

For whom

I See You See is used when either schools or communities want to make sure that people have the skills and understand the mechanisms of everyday conflicts and how to resolve them. The programme is aimed at youth between the age of 14-19-year of age. Currently, 700 youth have been involved, and 380 adults have been trained as facilitators within the program.

This course is a ready-to-use package. The materials consist of facilitators’ guide, power points and a participants’ workbook. The course materials are free and available upon request in Finnish, Swedish and English. The materials can be adapted to suit various contexts. They are included in central citywide programs in Helsinki and as a PVE measure also on national level, in addition to being used in schools in 6 other cities in Finland.

User experience

“Young peoples’ thinking can be influenced, and a positive impact can be achieved even with a short intervention. It is comforting and important to know that even small local actions matter. Preventive work can be thought of broadly, but sometimes it’s good to step into a young person’s own life and do those little deeds right where they are.” (Facilitator)

“The course helped me to be more confident that I can talk with people who are really different from me and that we can maybe understand each other, even if we disagree”. (Participant, 16 years old)

To find out more

Contact: misi@hel.fi
Webpage: https://misi.hel.fi/en/
The City of Stockholm conducts extensive work against violent extremism. In a city the size of Stockholm, it is especially important that the work is conducted on a long-term basis, structured and rests at an elevated level of knowledge. The importance of continuously controlling the content of any education against current research cannot be emphasized enough.

The City of Stockholm is conducting knowledge-enhancing efforts to raise employees’ awareness regarding issues related to violent extremism. The efforts started in early 2017, through a number of training opportunities that included almost 1800 employees with a broad representation from all of the city’s departments and publicly owned companies. A number of major lectures have also been offered within the city on a regular basis. Thereafter a web-based education was introduced that focuses on knowledge enhancement regarding the extremist environments and their organizations, activities and symbols, as well as the city’s routines for the work against violent extremism.

For whom
The education platform is now available to all the city’s 40,000 employees and to this date almost 3300 employees have participated in the education. Apart from encouraging our employees to participate in the web-based education, the city has also carried out special in-depth training programmes designed to meet the needs of some our operations, - such as the various divisions within our Education Department, Social Services Department and Labour Market Department. The focus has been on the ability of the respective functions to deal with violent extremism in various forms and conditions. The city also provides a broad range of recorded lectures, reading tips and podcasts to listen to for those who want to increase their skills further. In addition to education, the city has created a network of 21 coordinators, who offer local support to employees who are faced with problems related to violent extremism. The coordinators ensure that an exchange of new experience is ongoing in the city, at all levels.

Outcome
The increased awareness and knowledge regarding violent extremism among the employees has led to an increased influx of events and concerns linked to violent extremism in the city. Events have been noticed for example, in several social service activities, in the school and in the city’s job centre. It is the city’s opinion that knowledge of violent extremism and understanding of the problems is a necessity for establishing the work as part of the city’s operations. This is the reason that the increase in incidents is being handled and resolved correctly.

User experience
“The education gave me a comprehensive picture of different perspectives, challenges and possible solutions” (Åsa, Labour Market Department)

To find out more
Contact: kommunstyrelsen@stockholm.se
COMMITTEE AND ACTION PLAN AGAINST VIOLENCE

REYKJAVIK

The City of Reykjavík’s Committee Against Violence is made up of elected officials, the Reykjavík City Chief of Police and representatives from The Women’s Shelter, Stígamót - Education and Counselling Centre for Survivors of Sexual Abuse and Violence, and The Directorate of Health. The main objectives of the committee is to create a platform which allows city officials and experts to combine forces in order to discuss and work on combating violence in its many forms. One of its roles is to advise various entities within the city on working against violence and to promote an open and informed ongoing discussion about violence to create a safer community.

37 actions

The Committee Against Violence oversees an Action Plan which has 37 actions, including increasing awareness on human trafficking, educating children about violence and overseeing proposals on reacting to sexual and gender-based harassment and violence. One of the projects that is part of the action plan and overseen by the committee is ‘Together Against Violence’ which addresses domestic violence. The project brings together local police, city services, NGOs and health care services, aiming to improve services to victims, perpetrators and children that live with domestic violence. While there is a constant focus on gender in this project, there has been a special focus has on immigrants, people with disabilities, LGBT+ people and most recently the elderly. The project has called for greater awareness of and education on domestic violence to service providers, both on the whole but also as it concerns these groups. Together Against Violence, therefore, strengthens the city’s outreach and connections between its service providers and minorities, which in turn is beneficial when evaluating belief systems, discrimination and power dynamics with society.

Appropriate action and changes

Violent incidents that have occurred both within the city administration, and the city as a whole, has been addressed and responded to by The Committee Against Violence, which has called for appropriate action and changes. The platform and composition of the Committee Against Violence therefore ensures that any new challenges concerning violence, including violent extremism, can be addressed, proposals put forth and solutions put into action.

User experience

“The nature of this field was that things never improved. The old system was just that we arrived and the victim had the job of doing the follow up and domestic violence is usually a cycle, there are good and bad times. So after the bad time there came a good time which meant nothing was done, then there was another bad time and we were right back at square one.”

Police officer describing the changes they felt after the project Together Against Violence began.

“Personally I felt it was absolutely necessary that we did this and it was very positive... there were so many cases that we had before which we never would have classified as domestic violence, which we do today... I think the police just viewed the home as a private place, things that happened there, even though we knew something had happened, if someone said no then we just left, we didn’t pursue it at all.”

Police officer describing the changes they felt after the project Together Against Violence began.

“A victim describing their experience with how their domestic violence case was handled after the project Together Against Violence began.

To find out more
Website: http://www.reykjavik.is
Oslo has established a mentor programme with the belief that by motivating, supporting, guiding and creating relationships the city can reduce the risk factors for radicalisation and violent extremism, and therefore better help guide people back into society. A mentor is a guide or an advisor that works closely with a person that the city is concerned about, believed to be either in the process of becoming radicalised, already radicalised or has joined an extremist group. As one of our mentors has said: “sometimes the mentee just needs someone to guide him and help him get help”.

Guiding role

The purpose of the mentor programme is to ensure a close relation to vulnerable individuals and to provide better-coordinated assistance. It is important to point out that having a mentor is voluntary, so the mentee must accept the mentor. Moreover, mentors have a guiding role and should be a supplement to the already established follow-up programme. Typical tasks for a mentor are to assist the mentee in getting help from regular services in the municipality or help the mentee to find new social arenas. This can be different kinds of recreational activities and communities, where the mentor can assist the mentee to expand his or her networks. The mentor works in cooperation with relevant organisations such as school, child welfare, refugee office, police, hubs, volunteer teams, youth-services, etc.

City wide measure

The mentor programme has become a city-wide measure in Oslo and is run as a project under the central SalTo secretariat. There is a mentor pool that consists of people with different backgrounds in terms of age, ethnicity, religion, education, gender, social status, etc. that are representatives from the community, rather than municipal employees. The mentors have a contract and work only as a mentor, without any other obligations to the mentee. The aim is to find a good «mentor match» between the mentee and the mentor. A good match is crucial for establishing a good and credible relationship. If this is established, it makes it possible to:

• give advice and guidance
• provide practical help
• converse with the mentee to develop reflections and expand perceptions
• introduce him or her to a new network

Oslo aims to strengthen the mentor programme further by supplying training, guidance, and support for the mentors, improving the selection of mentors and recruitment of mentee, as well as ensuring the efficiency of the tools. The key is tailor-made solutions to each mentee.

To find out more

Website: https://www.oslo.kommune.no/politikk-og-administrasjon/prosjekter/salto-sammen-lager-vi- et-trygt-oslo/#gref