



INDEED

Evidence - Based Model for Evaluation of
Radicalisation Prevention and Mitigation

Deliverable 3.8

D3.8 Final report describing the refined and optimised model and tool

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Abstract:

D3.8 Final report describing the refined and optimised model and tool is an updated version of D3.7 (Report describing the refined and optimised model and tool). This document presents in detail the work that was carried out to improve the INDEED Evidence-Based Evaluation Tool and the Evidence-Based Evaluation Model (EBE Tool and EBEM), in response to comments received during testing at different stages of its development and during validation. For a clear presentation of the continuity of work and the entire change process, the information described in deliverable 3.7 has been retained.

The document focuses on describing the implementation of refinement plan. It presents refined tool and model in a form of screenshots.



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List of Acronyms

Acronym	Definition
INDEED	Strengthening a comprehensive approach to prevent and counteract radicalisation based on a universal evidence-based model for evaluation of radicalisation prevention and mitigation
PVE/CVE/DeRad	Preventing violent extremism/ countering violent extremism and de-radicalisation
SMART Hub	Stakeholder Multisectoral Anti-radicalisation Team Hub
EBE	Evidence-based Evaluation
DoA	Document of Action
NGO	Non-governmental organisation
EBe	Evidence-based evaluation
PPHS	Polish Platform for Homeland Security
UI	User Interface
UoH	University of Helsinki
UX	User Experience
HP	Hellenic Police
KEMEA	Center for Security Studies
LEA	Law Enforcement Agency
CT	Counter-Terrorism Unit
Q&A	Question and Answer
WP	Work Package



INDEED Project Overview

INDEED aims to strengthen the knowledge, capabilities and skills of PVE/CVE and De-radicalisation first-line practitioners and policy makers in designing, planning, implementation and in evaluating initiatives in the field, based on evidence-based approach. INDEED builds from the state-of-the-art, utilising the scientific and practical strengths of recent activities – enhancing them with complementary features to drive advancements and curb a growing rise of radical views and violent behaviour threatening security.

The INDEED methodological framework is based on the '5I' approach i.e 5 project phases: Identify; Involve; Innovate; Implement; Impact. At the core of INDEED's work methodology is an interdisciplinary and participatory approach, which includes the co-creation of individual project phases and implementing them with the close engagement of multi-sectoral stakeholders. The creation of SMART Hubs (Stakeholder Multisectoral Anti-Radicalisation Teams) as part of INDEED is intended to facilitate this process.

The selected results of the project are:

1. The Universal Evidence-Based Model (EBEM) for evaluation of radicalisation prevention and mitigation;
2. A practical EBEM-based Evaluation Tool;
3. A collection of user-friendly repositories (repositories of radicalisation factors and pathways into radicalisation; factors strengthening resilience to radicalisation; repositories of evidence-based practices) for practical use by practitioners and policy makers;
4. Targeted curricula and trainings (offline/online);
5. Lessons Learnt and Policy recommendations.

All results will be integrated and openly accessible in the INDEED multilingual Toolkit for practitioners and policy makers in the field for the entire lifecycle of PVE/CVE and De-radicalisation initiatives, from design to evaluation.

INDEED promotes the EU's values and principles; heeding multi-agency and cross-sectoral methods, including gender mainstreaming, societal dimensions and fundamental rights.





1 WORK PACKAGE 3 OVERVIEW

According to the INDEED Document of Action, for WP3 the overall objective is to the develop a universal Evidence-Based Evaluation Model (EBEM) for radicalisation prevention and mitigation, and to develop an Evaluation Tool dedicated to the PVE/CVE and De-radicalisation initiatives. All 19 project partners have been involved in the design, development and verification of the EBEM to allow practitioners and policy makers have insights into the most up-to-date, ethical and legal evidence-based methods, techniques and tools for evaluation of: a) policies and strategies, b) long-term comprehensive programmes, c) short-term actions and d) ad-hoc interventions. The EBE Model and the Tool enrich the knowledge of practitioners, policy-makers and other stakeholders on how to design and improve evidence-based evaluation. In addition, both the EBE Model and the Tool fill in the existing gap in the standardisation of the evaluation practice through an agile and flexible solution.

The development of the Model and the Tool was foreseen as an iterative, continuous action enabling co-design and co-creation throughout the project to ensure a high-quality, user-friendly outcome. The WP3 tasks were built in upon the findings received from WP1 and WP2. The WP1 outcomes were essential for the conceptualisation and definition of the evidence-based evaluation practice both in the field related to PVE/CVE and De-radicalisation and beyond. The results of WP3 were used in WP4 where the INDEED team conducts evidence-based evaluations of European, national, regional and local initiatives. The results are implemented into the Toolkit for practitioners and policy makers and used during the trainings in WP5.





2 INDEED TOOL TESTING AND VALIDATION SUMMARY

2.1 PROCESS

The process of developing of the INDEED tool for evidence-based evaluation (EBE) of PVE/CVE and De-radicalisation initiatives as part of the INDEED Toolkit was described in *D5.4 Toolkit for practitioners and policy makers including an e-learning suite*, and the stages of idea verification with end-users were consulted at many stages, which was presented in detail in *D3.4 Tool testing and validation report*. The whole process consisted of the following stages:

- (1) Validation/ tool conceptualisation/ improvement of the EBEM concept;
- (2) Analysis of Stage 1 results and their incorporation into the Tool;
- (3) Tool development process;
- (4) Further development and upgrade of the Tool through a reiterative process;
- (5) Pilot testing and validation of the Tool;
- (6) Final testing and validation of the Tool with external stakeholders;
- (7) Analysis and recommendations to be used in the validation report and then forwarded to the Task 3.4;
- (8) Refinement of the Tool.

The final stage of the INDEED tool production - refinement – was completed. The following chapters present relevant feedback, proposed views of an improved version of the application and the implementation of proposed changes.

2.2 END-USERS' FEEDBACK

The table below presents a summary of the feedback, comments and suggestions we received at various stages of the INDEED tool development from various end users. End-users were represented by different groups at different stages of testing and validation - at the workshop in Helsinki and the meeting in Sofia they were mainly Consortium and Advisory Board Members. Later, during validation, INDEED tool was used and checked for usability and other parameters in INDEED SMART Hubs. The results of testing and validation, a detailed description of procedures and measures are described in D3.4 - INDEED tool testing and validation report. The table below contains information about the event during which we received a given comment, comment/feedback/suggestion and the response from ITTI (technical creators of the INDEED tool) to a given comment. ITTI response is a comment received at the stage of obtaining a reply - hence the future tense. The collected feedback is color-coded in the table below. The colours mean:

	Feedback concerns graphic design, UI and UX design (30 comments).
	GDPR, privacy, security, terms of use related issues (4 comments).
	Compatibility with other applications and plug-ins (2 comments).
	Basic requirements and verification of assumptions resulting from the project proposal and GA (3 comments).
	Substantive issues and issues directly related to the content presented in the Tool (11 comments).





Other (2 comments).

Table 1 Summary of feedback from testing and validation and ITTI response (D3.7) supplemented with information about implemented changes in the past reporting period (D3.8)

Stage/ event	Feedback	ITTI's response	Changes
First mock-ups/ Helsinki workshop (May 2023)	Picture in the background should be given stronger colours – and not many white spaces should be left in the background.	The comment concerns the graphical website of the INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3. ITTI sticks to the colours established in the INDEED palette in the tool, which is generally established and used on the INDEED website, Toolkit landing page etc.	Change implemented
	The fonts describing the different parts and sections of the Tool be bigger and more visible.	The problem is broader, because it is not enough to set the same font size. On different screens, devices and browsers, the sizes scale differently, hence the impression of differences. However, we are aware of these bugs and the final version of the app will be free from such issues.	The font size was adjusted where needed
	Ensure the font is compatible e.g. readable with other apps e.g. reading translators, reading aloud.	ITTI agrees with this comment and will include it in the final version of INDEED tool.	The font was adjusted
	Buttons should be bigger to ensure easy accessibility.	The comment concerns the graphical website of INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.	Change implemented
	Provide short description of stages.	ITTI agrees with this comment and will include it in the final	Short descriptions are





Stage/ event	Feedback	ITTI's response	Changes
		version of INDEED tool.	part of INDEED tool
	Start/ download options should be at top, ensuring better visibility.	The comment concerns the graphical website of INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.	Change implemented
	The Tool must provide an off-line option.	Yes, that is one of the requirements. We plan to solve this with the possibility of downloading content to a file, which was discussed and accepted.	It was partly provided by the ability to download the report
	Ensure the EBEM determines the design and development of the Tool.	Agreed.	Both INDEED model and tool were aligned with the common vision
	The Tool must be GDPR compliance e.g. ethics, tips, suggestions.	Agreed. This is already done on various levels.	Tool is GDPR compliant
	The Tool must provide video teaser and explainer.	Agreed. All the required videos will be incorporated.	Relevant videos and short introductory descriptions were provided
	After each field is completed a pop-up checklist to guide the evaluation/ensure all steps were adequately filled.	Agreed.	Implemented
Pilot testing of first online version/ Sofia General Assembly; dedicated workshop (September 2023)	The Tool is logical and great when it comes to the structure and content, however more focus should be given to the visual/design side to make the tool more professional/ modern/ more attractive. Visually, the tool looks a bit outdated.	The comment concerns the graphical website of INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.	New graphical layout was implemented
	The colours used should be in line with INDEED's colours, as well as the same font (size and type) should be used throughout the Tool.	Well noted, ITTI agrees that this should be satisfied.	The tool was adjusted to be in line with the INDEED visual identity
	It would be more helpful if, by clicking on a certain module, the page opened in a new window,	The comment concerns the UI and UX of the INDEED tool, the upgrade of	This change was not introduced. A user can open the window





Stage/ event	Feedback	ITTI's response	Changes
	instead of jumping back and forth all the time.	which has already been proposed in the mock-ups in the chapter 3.3.	himself by clicking the right mouse button. Navigation allows you to go back directly to the beginning of the module and directly to the tool's home page
	The modules' buttons would be more attractive or accessible to users in bigger fonts and designs.	Well noted, we have designed and proposed a new visual version of INDEED tool also in this document.	This suggestion was implemented
	The modules should not be placed at the bottom of the website, it makes them less important, and the modules are "the heart" of the Tool.	The comment concerns the graphical website of INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.	A new graphical layout was implemented that strongly highlights the modules, making them more visible
	Technically, when clicking on a module, the start button is not intuitive to find, maybe relocate it. It takes too many clicks to find the modules and start button on the website.	The comment concerns the UI and UX of the INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.	A new graphical layout was implemented, the Start Button is more visible
	All sections should be of similar lengths and avoid providing too much information that could be unnecessary sometime.	Agreed. ITTI will take it into consideration when developing the final version INDEED tool.	The presentation of these parts was changed in consultation with the University of Helsinki
	Whilst the Tool is very specific tool, training would be essential on how to use the Tool.	A training, instruction video will be added to the tool.	A dedicated material to facilitate understanding was added
	The feature of the Tool providing/generating the final report is very useful.	Well noted.	No action needed
	Technically, all parts of the Tool are not coherent, as some of the features of the Tool do not display properly on the mobile device e.g., some of the links seem to break after being clicked on mobile. Similarly, the format/	We are aware of these differences and this will not be an issue in the final version.	The current version of the Tool has been subjected to cross-browser tests. Work has also been





Stage/ event	Feedback	ITTI's response	Changes
	layout changes on different browsers e.g., displays differently on Google compared to Bing.		carried out to improve the display for different sizes of monitors (mobile, laptops, tablets)
	There should be a clear notification that the SYSTEM does not save/ store data, as quitting means losing the progress.	Yes, this information can be found on the first page in the privacy terms tab.	No action needed
	Instead of "Go back" to return to the homepage, it could be more helpful to add "Back to Homepage" button. Similarly, it would be more helpful to add an option to return to the first page of each Module and not just the Homepage.	The comment concerns the UI and UX of the INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.	Implemented
	Also, add a "Go Back" button at the end; there is only a "Finish" button. So, it would be useful to have a "Go Back" to the previous stage as well.	Well noted. We are planning to change the position of buttons and navigation in the application.	Implemented
	It would be more helpful to provide more guidance towards the toolkit, it might be helpful for first users and help them use the toolkit in a more adaptive and informed way.	Well noted. We plan to change the position of buttons and navigation in the application. Also, an introduction video, training how to use the Tool will be provided.	The layout was adjusted and materials were prepared to facilitate the Tool navigation
	The tool needs to be more adapted to the PVE/CVE/ De-RAD initiatives, in the format and language, as well as in the content.	We adapted the latest version already by providing specifications on the challenges in P/CVE field. Since the contexts within PVE/CVE are so different, high level of details is impossible. Plus, it was emphasised that the tool should be used together with the INDEED e-guidebooks that feature examples. One of the latest ideas was to include those examples in the tool.	No action needed



Stage/ event	Feedback	ITTI's response	Changes
	Some specific knowledge about evaluation is needed for practitioners who want to evaluate but are not trained properly e.g., defining the specific data users/ practitioners need to evaluate to obtain the right/ desired outcome.	INDEED will provide extensive training for using the tool.	Training was provided on June 2024 by University of Helsinki
	The connection between guiding steps in each module and the types of the desired evaluation e.g., formative/ process/ outcome evaluation could be made clearer.	Well noted. We are planning to change the position of buttons and navigation in the application.	Appropriate changes were made
	The utility of the report should be clarified such as what the result could be used for.	Agreed. The report will be improved, will contain more details. Also, it will be possible to add your own notes and save the report in various formats (e.g. PDF, DOC).	The report was improved as planned
	It would be more helpful if the report offered more information, providing the option for practitioners to flag an aspect partially addressed, and to add comments.	Agreed. The report will be improved, will contain more details. Also, it will be possible to add your own notes and save the report in various formats (e.g. PDF, DOC).	The content of the report was adjusted as required
	The report is more static. It is a filled-out report like a checklist instead of a personalised and dynamic report for a certain initiative.	Agreed. The report will be improved, will contain more details. Also, it will be possible to add your own notes and save the report in various formats (e.g. PDF, DOC).	As above
	On the EBEM module page, after "The usage of the model is secure, and no personal data is collected", maybe a reference to our privacy statement - "for further information please see XXX", could be added.	This information can be found on the first page in the privacy terms tab. ITTI does not see the need to explain the rules of use, everything is written in the tab.	No action needed
	Stage 1: "Choose the evaluator". In this section, it should be specified that the Tool is designed to support with "planning" an evaluation and indicate that the final evaluation is done by an individual or a group of	INDEED tool does not provide automated decision-making. The tool is designed purely for planning evaluation. It does not	No action needed





Stage/ event	Feedback	ITTI's response	Changes
	<p>individuals. This will help avoid automated individual decision-making, according to art. 22 of the GDPR.</p>	<p>provide any automatic evaluations.</p>	
	<p>Stage 1: "Form the evaluation team". In this section there are several functions involved in the evaluation and are involved in the processing of personal data, for which should be regulating the privacy rules and given the appropriate information.</p> <p>For example: Respondents and data providers should receive information notices (containing the information prescribed by art. 13 of the GDPR) when interviewed.</p>	<p>ITTI has taken note. This issue is not obvious and will be discussed with the team working on INDEED tool.</p>	<p>An explanation has been added</p>
	<p>For data collectors and data managers, the privacy rules should be regulated e.g., are they data processors or authorised persons? Only after this, roles should be designated and, consequently, individuals or teams e.g., data processors or collectors should be appointed.</p>	<p>This information can be found on the first page in the privacy terms tab (agreed with UoH, VICESSE and ITTI). We do not see the need to explain the rules of use, everything is written in the tab.</p>	<p>No action needed</p>
First online version validation/ SMART Hubs (November 2023)	<p>In general terms, functionality is excellent. The Tool is well-built, in a transparent way that allows the use of the texts provided. However, there are some areas that need improvement or additional attention. For instance, instead of using dots for each benchmark, consider using a soft, distinctive background for a more appealing look.</p>	<p>The comment concerns the UI and UX of INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.</p>	<p>The look was adjusted</p>
	<p>The blue lines under the section names are short, and they could either be extended or removed to avoid appearing as a mistake. Also, using the Tool on a phone is more difficult and image and text do not scale to screen resolution on PCs. It was recommended that, first of all, it would be nice to have an X (close) symbol to click on in order to close the info boxes that pop up when clicking on the WHAT-WHO-HOW.</p>	<p>The comment concerns the UI and UX of the INDEED tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3. Problems related to displaying the context on different screens will also be removed in the final version of INDEED Tool.</p>	<p>A new graphical interface that meets these needs was implemented. Tool was adapted to mobile devices</p>



Stage/ event	Feedback	ITTI's response	Changes
	<p>It might be easy to figure out for all users that they need to click outside of the box to get back to the previous page. Secondly, similar to the hand/pointer symbol that appears when going over with the mouse on the Modules, it would be useful to have a similar symbol when going over the questions (e.g. What do I need to remember when planning an initiative?). The colour change of the font when going over the text does not imply at first glance that one needs to click on it in order to have access to more information.</p>	<p>These are UI and UX issues that should be resolved with the latest version of INDEED tool design, which was developed by a very experienced designer.</p>	<p>A new graphical interface that meets these needs was implemented</p>
	<p>More technically, a responder provided the following statistics about the technical functionality of the Tool following its testing and validation on different mediums.</p> <p>The Tool was evaluated with two tools Google Lighthouse and Siteimprove: 1)Google Lighthouse: 74 Performance 79 Accessibility 86 Best Practices 69 SEO 2) siteimprove.com: Accessibility score 100/100: Status A Failed 2, SEO score 66/100: Technical issues 89/100 Mobile issues 43/100 Content issues 45/100 Experience issues 60/100, Performance score 77/100: Speed index (SI)8/10 Largest content (LCP)12/25 Interactive (TTI)9/10 Blocking time (TBT)30/30 Layout shift (CLS)15/15, Page optimization score 65/100.</p>	<p>These numbers satisfy the requirements for application.</p>	<p>No action needed</p>
	<p>The use is easy and intuitive in a good sense of it- the energy can focus on the subject matter, which certainly is a plus.</p>	<p>Well noted.</p>	<p>No action needed</p>



Stage/ event	Feedback	ITTI's response	Changes
	<p>However, to enhance the accessibility further it was recommended by the stakeholders that:</p> <p>As this project is international in scope, participants may have varying degrees of English proficiency and come from diverse professional backgrounds, understanding some words or concepts might be a challenge.</p> <p>To increase user-friendliness, the developer may consider including example boxes or sentences to clarify the meaning of specific instructions. Furthermore, in certain sections, the evaluation steps may not effectively guide the user. These sections require a more refined paragraph structure to ensure a smoother flow of information and instructions.</p>	<p>The automatic translation of the tool is already possible and available e.g. using the Google Chrome plug-in. The final version of the tool will be translated in different languages. It was not the initial plan but INDEED recognised a need to have the tool translated in order to increase the possibilities of its use in different countries.</p>	<p>Explanatory boxes were added.</p> <p>Work on translations is ongoing and will be completed in August this year. This is additional work, not foreseen in the project, hence this task will be completed later.</p>
	<p>Completely user-friendly, maybe more beneficial if further work to increase adaptability to specific intervention (for example, on specific target users, sectors, or online interventions) is carried out on the Tool.</p>	<p>Well noted. The new version of the design is based on the existing framework and layout, so we want to maintain the level of user-friendliness assessment, but graphically the application will be improved.</p>	<p>A new graphical interface has been adapted to the needs</p>
	<p>Some terms lack definitions (Context analysis, Theory of Change), and risk and protective factors' definitions should be defined in the context of planning objectives and their evaluation (usually used in the context of assessing individuals). It was reported by a respondent that "The tool is practical and useful. It contains good justification from theory and research. Maybe a better explanation of the theory of change needed with specific and practical examples."</p>	<p>INDEED will provide a glossary and will make sure that the tool is used together with the E-guidebooks, which explain those terms. This issue might be mitigated when the links to the INDEED e-guidebooks will work.</p>	<p>Tool contains appropriate redirects to e-guidebook which explain the theory</p>
	<p>Also, Language used is completely not so clear and sounds more theoretical rather practical to suit the stakeholders'</p>	<p>UoH tested the formulations with INDEED practitioners and received different</p>	<p>Work on translations is on-going</p>





Stage/ event	Feedback	ITTI's response	Changes
	<p>routine needs and requirements. Currently, from the first-line practitioners' aspects, the language is challenging. To mitigate this challenge, where/ if possible, multi-language options should be added to the Tool.</p>	<p>feedback, some understand well, a few do not. This is all about English language proficiency. Could be mitigated with translation of the tool that is planned as part of the project.</p>	
	<p>It is difficult to find the "start" button for the evaluation, the progress bar does not clearly show progress (remains at 0/100%).</p>	<p>Well noted. We consider this remark.</p>	<p>Start button is more visible</p>
	<p>For the success of online platforms, it is crucial to reduce uncertainties for users, often referred to as 'transaction cost.' The lower the transaction cost, the higher the likelihood of user engagement with the platform.</p>	<p>These are UI and UX issues that should be resolved with the latest version of INDEED tool design, which was developed by a very experienced designer.</p>	<p>New version of INDEED tool design and improvement of the content should reduce the uncertainties for users</p>
	<p>The Tool offers a low barrier to entry for users, and there are not any major issues with the visual content. The Tool is easy to use and engaging and can engage a critical mass of users.</p>	<p>Well noted. The new version of the design is based on the existing framework and layout, so we want to maintain the level of user-friendliness assessment, but graphically the application will be improved.</p>	<p>No action needed</p>
	<p>Since the Tool is accessible and user-friendly, it is highly likely that its users will remain engaged with the tool, enhancing its sustainability. One respondent reported "The tool is valuable and useful. I think it will be used in practice and will make work easier." Another respondent reported "I think that there is added value especially for the people who are fairly new or have only done specific kind of evaluations. It is also helpful that you can find this information in one place which saves time." It was reported that "In general, I find that the Tool will help to plan more precise objectives that can</p>	<p>Well noted.</p>	<p>No action needed</p>





Stage/ event	Feedback	ITTI's response	Changes
	later be evaluated ... The tool is very useful and helps to evaluate initiatives by providing clear guidance and direction." Another respondent lamented "I like the Tool and I think it is very useful, I'm not sure how it is especially designed for PVE/CVE, to me it seems very applicable on all sorts of initiatives. I do not see this as an issue."		
	This Tool could benefit from the inclusion of 'gamification' elements. Gamification has the potential to capture the user's attention and increase their engagement with the Tool. CENTRIC has prior experience in gamifying certain programmes, as they did for Europol. It might be worthwhile to explore this approach further.	Well noted. The new version of the design is based on the existing framework and layout but UI and UX are improved.	Gamifying the Tool was not planned, no action needed
	When used to prepare the evaluation strategy for a project that has just finished, the Tool was very useful for that. However, if used for the same project as if it were starting now, the experience would be different. Also, the option to take notes and/ or customise the final document with specific project information is missing, or, if there is, it is not visible easily. Also, the fact that stakeholders cannot review and edit the evaluation proposal/ plan is a pain-point because the situation can change from one module to another, and, it would be helpful if the stakeholders are able to go back to a previous module without starting all over again.	This has to be discussed and agreed between UoH, PPS and ITTI during SCRUM Team Meeting on 18 th December 2023.	The editable report generation function allows the user to enter notes. Better navigation functions were added for the users, editable reports were developed, 2 different versions of the reports were expected to meet different users' needs. The tutorial and the instructions were also added to allow for better information on how the tool could be used.
	It would be great if users could take notes about individual steps in the evaluation process (next to ticking boxes). Alternatively, it	Agreed. The report will be improved, will contain more details. Also, it will be possible	The editable report generation function allows





Stage/ event	Feedback	ITTI's response	Changes
	<p>would be great if users could download an evaluation plan/ report before starting a module to add personal notes.</p> <p>To efficiently understand the purposes of the tool and how to act in each stage, the practitioners would require some background knowledge on evaluation (even if just to make them acquainted with the terminology used), and their attention to the need to incorporate evidence-based evaluation practices should already been heightened (i.e., some EU MSs might not be that keen on incorporating evaluation procedures or even understand such benefits).</p>	<p>to add your own notes and save the report in various formats (e.g. PDF, DOC).</p> <p>Agreed, this is the reason why INDEED included the e-guidebooks in INDEED tool.</p>	<p>the user to enter notes</p> <p>Tool contains appropriate redirects to e-guidebook which explain the theory</p>





3 IMPLEMENTATION OF THE REFINEMENT PLAN

3.1 SCOPE

As it was described in deliverable 3.7 the scope of refinement concerned both the content and the technical side of the application. In terms of content and texts, UoH analysed feedback, needs and opportunities as well as the best solutions on how to organize knowledge to fit the application. ITTI focused on improving the visuals and UX. Based on the feedback collected during workshops and validation in SMART Hubs, ITTI proposed a new design and improved UX plan in the form of mock-ups presented in deliverable 3.7. The mock-ups were developed by an experienced UI and UX designer. The project is based on the existing application but proposes seemingly small changes that were intended to improve the reception of the application and encourage users to use it not only for professional and substantive reasons, but also for ease of use and user-friendliness.

3.2 WORK ORGANISATION AND SCHEDULE

Task T3.4 Refining the INDEED Evidence-Based Evaluation Model and the Tool is led by ITTI with the support of task partners: CENTRIC, UoH, LPR, KWPG, HP, RMP, MoJ, GDES, PMM. ITTI, CENTRIC and UoH acted as the main implementers and decision-makers, while the others took part as representatives of end users and stakeholders. The task is scheduled for months 23-34 and should be completed in July 2024. ITTI organized the team's work based on the SCRUM methodology, i.e. conduct regular meetings, assigned smaller tasks and regularly verified the progress and compliance of the tasks performed with the assumptions, requirements and plan. Those meeting aimed also to finetune the INDEED tool by discussing the challenges and following up on the progress.

Team meetings were held every two weeks on a set date and time from December 2023 until the end of the assignment. If necessary, additional ad-hoc meetings were also held in various participant configurations.

3.3 MOCK-UPS OF REFINED INDEED Tool

Based on all the data collected from end users and partners involved in the project, a decision was made to graphically improve the INDEED tool. In accordance with the work plan specified at the proposal stage, INDEED, as part of WP3, envisaged a task (T3.4 Refining the EBE model and the tool) devoted to improving the model and the tool itself. In terms of the EBEM itself (available here: <https://www.toolkit.indeedproject.eu/EbemView>) there was little feedback, but the project partners anticipate minor changes in the UI itself and possible further adaptation of the content to more up-to-date knowledge, improvement of the structure and easier communication. The scope and type of changes were determined during work under the task. INDEED tool was improved mainly in terms of visuals, graphics, UI and UX design. ITTI conducted a thorough analysis of the feedback obtained during meetings and during validation in SMART Hubs and designed new desktops for individual views in INDEED tool, based on the existing layouts and formula. Mock-ups proposed in deliverable 3.7 were additionally adjusted to the needs and comments received from partners and end-users.



3.4 WORK CARRIED OUT TO IMPROVE THE INDEED Tool

All work in recent months focused on adapting the Tool to the needs of the end user, by introducing changes and suggestions proposed both in Table 1 and resulting from individual consultations with partners. Based on the previously developed mock-ups, the graphic design of the Tool was improved, focusing on UI, UX. The following points list the developed functionalities and improvements that were made in the final stage of work.

1. Reports

In response to user needs, the functionality of generated reports has been significantly improved. After consultations, the content of the report template, which is generated after the evaluation is completed, has been enriched. In addition, the ability to generate two types of reports has been added: detailed and short. Both are generated in an editable version, in the form of a document in docx format, with the possibility of entering comments. According to the user requirements, the templates of generated reports have dedicated fields for entering notes. In addition to the previously generated reports for Modules 1-3, a new functionality has been also implemented - the ability to download a report for Module 4.

2. Tool Content

The text presented in the Tool has been refined and changed. Both substantive and editorial work on the content displayed by the Tool was carried out.

3. E-guidebooks:

The visibility of e-guidebooks on the Tool page has been increased to introduce the user to evidence-based evaluation in the PVE/CVE. Two e-Guidebooks, available in 10 languages are presented in the Toolkit in a user-friendly way with the function of downloading a given e-Guidebook. In order to increase attractiveness, the e-guidebook displays as a flipbook, allowing pages to be turned.

4. Resource Bank

What was improved is the accessibility of the Resource Bank. Each module has been enriched with a tab that allows direct and fast entry to this resource.

5. Tool navigation

In the final phase of refinement, the work was focused also on the intuitiveness of navigation. In order to increase a user's comfort while clicking and looking through resources on the Tool the following improvements have been made:

- to indicate to a user the items that are clickable, hovering the mouse pointer over a link changes it to a small hand icon;
- a new button "Back to the main page" allows direct return to the Tool home page;
- during the evaluation a user can be redirected to the specific module home page, where a user can start the evaluation process from the beginning ("Go to the information of the module" button);
- presentation of materials introducing a user to the Tool space and each Module at the beginning of the page (videos with short text) in an accessible way gives a user the opportunity to easily familiarize themselves with individual parts of the Tool.

6. Cross browser testing and adjusting Tool to different screen sizes (desktop and mobile version)

After updating the content, implementing new layout and adding new functionalities, it was necessary to conduct cross-browser tests and adjust the displayed content to different screen sizes. The correctness of display was checked for the following screen formats 16:9, 16:10, 4:3 and full HD. The cross-browser tests focused on checking the display of the page in the following browsers: Microsoft Edge, Chrome, Vivaldi, Safari, Opera and FireFox. Tests showed the need to adjust the website, which was done.





In order to increase the accessibility of the Tool for end users, it was decided to additionally perform the translation process and implement the translated text in the Tool. Since this work was not planned in the project, it requires additional involvement and time. As a result, the INDEED Model and Tool will be available in 10 languages (English, Italian, Polish, German, Spanish, French, Romanian, Greek, Latvian, Bulgarian). Work on translations is still ongoing.

The INDEED Tool helps you to plan, design and conduct evidence-based evaluations of PVE/CVE and De-radicalisation initiatives. It introduces you to what you need to know about evaluations at all stages of the initiative's implementation. It is suitable for a wide range of initiatives implemented in different sectors and contexts. It offers step-by-step instructions for planning various kinds of evaluations, such as more extensive formative, process and outcome evaluations, as well as more limited evaluations that focus on short-term actions and ad-hoc interventions related to single cases.

The INDEED Tool is based on [Evidence-Based Evaluation Model](#) developed by the INDEED project.

Figure 1 INDEED Tool Home Page presenting an introduction part and the option to switch to another language

The INDEED Tool provides practical guidance and solutions towards the development of evidence-based evaluation of PVE/CVE and De-radicalisation initiatives, ad-hoc actions and cases unfolding in various contexts. The Tool is based on Evidence-Based Evaluation Model (EBEM) developed in the INDEED project.

The Tool provides step-by-step instructions for planning and conducting evidence-based evaluations that are suitable for your needs and contexts. It covers most common types of evaluation (formative, process and outcome). It also provides recommendations on how to design PVE/CVE and De-radicalisation initiatives with evaluation in mind, because advance planning is one key element of useful and relevant evidence-based evaluations.

For those initiatives that have started without an evaluation plan, the Tool provides information on what kinds of options are available and how to develop the initiative so that it can be evaluated more comprehensively in the future.

While the Tool contains a lot of information on all key aspects of evaluation, it is also important to recognise that evidence-based evaluation often requires additional knowledge and skills, especially concerning evaluation designs and methods. The Tool provides the [Resource Bank](#) containing such resources.

STRONGLY EMPHASIZES AND RECOMMENDS THE IMPORTANCE OF THINKING ABOUT EVALUATION STARTING FROM THE STAGE OF INITIATIVE DESIGNING

Figure 2 INDEED Tool Home Page presenting detailed explanation about Tool (What-Who-How)





GET STARTED

CHOOSE

the module that is closest to where you are with the initiative and to what you would like to learn more about.



1 EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN



2 EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES



3 EVIDENCE-BASED EVALUATION OF COMPLETED INITIATIVES



4 EVIDENCE-BASED EVALUATION OF SINGLE CASES

MODULE 1

If you are planning your initiative and would like to find out what you should know about evaluations at this point. This module may also be useful when you are redesigning an already existing initiative.

MODULE 2

If you have started your initiative and you would like to know how it is going.

MODULE 3

If your initiative has already ended or is about to end and you would like to evaluate it.

MODULE 4

If you like to evaluate how you have done in one or a small number of cases. These cases may have situations that you have handled as part of your daily work as ad-hoc basis interventions, or these can be activities taken as part of an initiative.

Figure 3 INDEED Tool Home Page presenting the part enabling Module selection

GOOD TO KNOW ABOUT EVALUATION IN PVE/CVE AND DE-RADICALISATION FIELD

PVE/CVE and De-radicalisation initiatives can largely be evaluated like any other type of initiatives. However, there are some issues that deserve special attention. If you are not familiar with the PVE/CVE De-radicalisation field, a brief introduction can be found in the INDEED E-guidebook 1, Chapter 1.

New policy field – PVE/CVE and De-radicalisation work has largely developed during the last two decades. This means that there is only limited information available about what works, under what conditions and why. The evaluation of initiatives in this field is an even more recent undertaking. There are no established models or designs for how various types of PVE/CVE and De-radicalisation initiatives should be evaluated.

Vulnerability – Many initiatives work with vulnerable individuals, groups and communities, such as various minorities, people stigmatised because of their ethnic or religious background, underaged children or teenagers, young people and extremists after their release from prison. This needs to be taken into account at every stage of the evaluation by applying relevant ethical standards and instructions.

Accessibility of data – Many initiatives deal with various types of sensitive data that may be difficult to share with external evaluators. This is particularly the case with information owned by the security authorities. It is therefore important to think early on what kind of data can be legally obtained for evaluation and who has the right to process it.

Indicators – There are no established indicators of radicalisation or de-radicalisation, nor measures of the success of PVE/CVE and De-radicalisation initiatives. Coming up with reliable indicators is generally difficult for a number of reasons. Nevertheless, indicators are used in evaluations for measuring performance of the initiative by reflecting on one's own actions.

Measuring outcome and impact – Doing outcome evaluations for initiatives in this field can be exceptionally difficult. This is due to the lack of register data or statistics to be used as a baseline. Moreover, research designs that include a control group are difficult to use due to ethical considerations and the fact that violent extremism is a rare phenomenon.

Political tensions – Violent extremism and radicalisation are politically divisive and hotly debated topics that intertwine with different kinds of stereotypes and prejudices, as well as current realities. This should be taken into account when communicating to various audiences about the evaluation and its results.

› Privacy and terms of use

› Help us improve the tool

Figure 4 INDEED Tool Home Page – part focusing on the Evaluation in PVE/CVE and de-radicalisation field





▼ Privacy and terms of use

The INDEED project consortium takes issues of privacy and data protection seriously. Reading this privacy notice will help you understand your privacy rights and choices. Be aware that we do not collect or store any personal data (including IP addresses) when you use our website and services. We do not process sensitive (personal) information. We do not receive any information from third parties. We will update this notice as necessary to stay compliant with relevant laws. If you have questions, please don't hesitate to contact us at office@indeedproject.eu.

▼ Help us improve the tool

-  If you used our tool and have suggestions on how to improve it, please send your suggestions to us.
-  If you noticed any irregularities in the work of the INDEED Tool, please kindly inform us.
-  If you wish to share any useful materials that could be added to the INDEED Tool, we would be happy to consider them as well.
-  office@indeedproject.eu

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Figure 5 INDEED Tool Home Page – part focusing on the privacy and data protection policy





MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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INTRODUCTION

Module 1 provides guidance on how to design an initiative using an evidence-based approach so that it can be evaluated well at every stage of its implementation. It will introduce you to the stages of an evidence-based formative evaluation.

Research and experience have shown that there are great benefits to planning the evaluation already in the design phase of an initiative. This way, the initiative and its monitoring practices can be developed so that they support evaluation in the best way. It is also possible to do your first evaluation already at the planning or piloting stage.

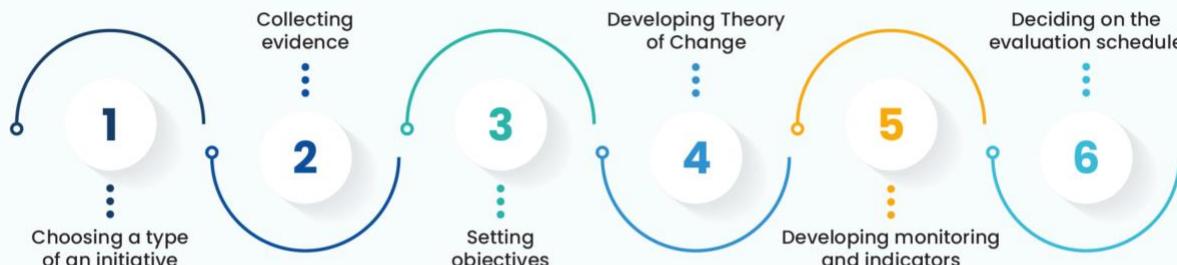


PLANNING YOUR INITIATIVE WITH EVALUATION IN MIND FORMATIVE EVALUATION RESOURCE BANK

PLANNING YOUR INITIATIVE WITH EVALUATION IN MIND

What do I need to remember when planning an initiative?

Designing initiatives with evaluation in mind



- How to integrate the evaluation in the initiative plan?
- How can I use the evaluation when planning an initiative?
- Conducting ethical evaluations

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Figure 6 Main page of Module 1- introductory



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MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

[Back to the main page](#)

INTRODUCTION

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PLANNING YOUR INITIATIVE WITH EVALUATION IN MIND FORMATIVE EVALUATION RESOURCE BANK

FORMATIVE EVALUATION

What?

Formative evaluation ensures the initiative design to see whether it is sound and is expected to work as intended.

When?

It is conducted at the point when the initiative is being planned, typically when the initiative's plan is almost finalised or its first pilot implementation is conducted. It can also be done when an already implemented initiative is redesigned.

There are two main ways to approach a formative evaluation:

1. Evaluate the initiative plan itself – for example, whether it is based on sound assumptions about radicalisation that are supported by scientific knowledge, or whether it addresses all key needs and requirements identified in the planning phase.
2. Evaluate the pilot implementation of the initiative plan – for example, to see whether the initiative plan can be implemented as intended, how those involved experience it and whether there are any unaddressed issues that need to be resolved.

To start using step-by-step instructions on formative evaluation, please press the START button.



START

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Figure 7 Module 1 – formative evaluation



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MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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[Go to the information of the module](#)

FORMATIVE EVALUATION

STAGE 1: PREPARE

- Map relevant stakeholders
- Check available resources
- Choose the evaluator
- Form the evaluation team
- Review initiative's documentation
- Review the Ethics checklist [PDF](#)
- Review quality standards for evaluation checklist [PDF](#)

MAP RELEVANT STAKEHOLDERS

Evaluation is most useful and easiest to conduct when it is planned and conducted together with key stakeholders.

Stakeholders include all those who are somehow involved in the planning and implementation of the initiative or are impacted by it. Stakeholders may represent several sectors and work in various functions in their organisation or institution. Answering these questions may help identify potential stakeholders:

- Who provides resources for the initiative?
- Who participates in implementing the initiative?
- Who are the key cooperation partners of the initiative?
- Which communities are impacted by the initiative (and its wider impact)?
- Who can help understand the wider context in which the initiative operates?

Think about which stakeholders should be involved in the evaluation.

When mapping stakeholders and deciding who to involve in the evaluation,

[Next](#)

PROGRESS BAR 14/100%

PREPARE 42/100%

DESIGN 0/100%

EXECUTE 0/100%

UTILISE 0/100%

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Figure 8 Module 1 – First stage of evaluation - Prepare





MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

[Back to the main page](#) [Go to the information of the module](#)

FORMATIVE EVALUATION

STAGE2 : DESIGN

- Set [evaluation objectives, questions and indicators](#)
- Choose the [evaluation design, data and methods](#)
- Agree on the [timeline and roles](#)
- Set up a [data management plan](#)
- Finalise and agree upon the Evaluation Action Plan [PDF](#)

DATA MANAGEMENT PLAN

At this point, a data management plan should also be developed. The plan defines how the collected data will be stored and used, and who will have access to it. The data management should comply with ethical and GDPR standards. These standards may set requirements on how exactly the data can be stored and who has access to it. They may also require the anonymisation or pseudonymisation of data, as well as setting limits on what kind of personal data can be stored.

The data management plan should include a section about what will be done with the collected data after the evaluation: how long it will be stored, where it will be stored, how it will be anonymised, and who will have access to it. Information about the current and future use and storage of data should also be included in the consent forms that respondents are asked to sign.

It is useful to assign a person within the evaluation team who will be responsible for data management.

It is also good to consider whether the initiative and its implementation may have any aspects related to gender and diversity that could be evaluated in the formative evaluation. Having gender aspects included may provide

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PROGRESS BAR 23/100%

PREPARE 42/100%	DESIGN 40/100%	EXECUTE 0/100%	UTILISE 0/100%
 	 	 	

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Figure 9 Module 1 – Second stage of evaluation – Design





MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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[Go to the information of the module](#)

FORMATIVE EVALUATION

STAGE3 : EXECUTE

- Keep [track of the evaluation process](#)
- Communicate with stakeholders
- Collect and manage the data
- Analyse the data and form conclusions

ANALYSE THE DATA

Interpretation and analysis of the received data are done at this step. This is to be conducted by using the data analysis methods defined in the DESIGN phase. At the end of the data analysis, it should be possible to answer the evaluation questions.

An integral part of the analysis includes thinking about the limits of the evaluation. The limitations, for instance, could be related to changes in certain regulations impacting research activities, a low number of respondents or whether the results can be expected to be applicable if a similar initiative is implemented in another context.

For conducting rigorous data analysis, you may want to reflect on the impact and meaning of gender and diversity aspects. Consider how potential limitations in access to data might impact the outlined conclusions.

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PROGRESS BAR 38/100%

PREPARE 42/100%

DESIGN 40/100%

EXECUTE 75/100%

UTILISE 0/100%

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Figure 10 Module 1 – Third stage of evaluation – Execute





MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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[Go to the information of the module](#)

FORMATIVE EVALUATION

STAGE4 : UTILISE

- Discuss results with stakeholders
- Prepare results for presentation
- Decide on the following steps
- Share recommendations
- Manage the collected data

RECOMMENDATIONS

Policymakers or funders can significantly benefit from presented recommendations on the initiative and/or the sector. In this case, policy briefs offer the best format. Addressing lessons that were learned might help others in the field to avoid the most common errors and identify new practices that may suit their needs and situation. Providing recommendations covering gender, societal and legal perspectives is the way to demonstrate commitment and compliance with ethics standards. Some recommendations may also concern the evaluation process as such, such as good practices for reaching out to and working with vulnerable and marginalised groups.

[Previous](#)

[Finish](#)

PROGRESS BAR 57/100%

PREPARE 42/100%

DESIGN 40/100%

EXECUTE 75/100%

UTILISE 80/100%

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Figure 11 Module 1 – Fourth stage of evaluation – Utilise





MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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[Go to the information of the module](#)

FORMATIVE EVALUATION

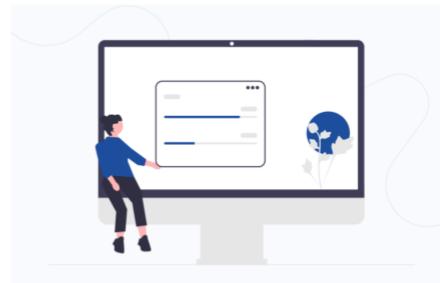
RESULTS MODULE1

[See the short report](#)

[See the report detailed](#)

[Clear all and start from the beginning](#)

[Go to the information of the module](#)



PROGRESS BAR 57/100%

PREPARE 42/100%

DESIGN 40/100%

EXECUTE 75/100%

UTILISE 80/100%

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Figure 12 Module 1 – Results page





MODULE 2: EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES

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INTRODUCTION

Module 2 is developed to support evaluation of ongoing initiatives. It may help you map available options, starting from where you are with your evaluation plans. It also walks you through the steps of process evaluation, – the most common evaluation type used for ongoing initiatives.



WHAT ARE MY OPTIONS? PROCESS EVALUATION RESOURCE BANK

WHAT ARE MY OPTIONS?

- Main types of evaluation available for an ongoing initiative
- Requirements for evaluation

In an ideal case, the decision about how and when an evaluation will be conducted is made already when the initiative is planned. However, it is not uncommon that this has not been done. In such situations, the available options are usually more limited, but it is still almost always possible to do some form of evaluation using the evidence-based approach.

What kind of evaluations can be done even when they are not originally planned depends on how the initiative has been implemented and documented. Three aspects are particularly important:

Initiative's objectives – Evaluation requires that the initiative's objectives are clearly defined. These objectives should be put down on paper, agreed upon by involved stakeholders and be kept up to date. If the objectives are only lacking documentation but clear consensus exists among the key stakeholders about what they are, it may be possible that there is enough clarity about the objectives to conduct the evaluation. If the initiative's objectives were not clearly defined on paper before evaluation, it is important to think about how that may affect the results of the evaluation.

Theory of Change – Another key starting point for evaluation is the initiative's Theory of Change. It explains how the initiative is supposed to reach its desired results. It is still regrettably common for an initiative to lack a well-defined Theory of Change. If the Theory of Change is not put down on paper, that needs to be done at the beginning of the evaluation. Again, this is not an ideal situation, but it may be possible to manage it. If the Theory of Change is defined retrospectively, it will have an impact on the reliability of the evaluation results.

Data – A lot depends on the availability of data. If there is rich, systematic and detailed documentation of the initiative's implementation, there may be enough data to evaluate its implementation over time. It should, however, be very carefully assessed whether the data is sufficient.

As a general rule, if there is enough clarity about the initiative's objectives and Theory of Change, it is usually possible to conduct a process evaluation of at least some aspects of the initiative. A high-quality outcome evaluation is rarely possible without an existing evaluation plan and corresponding monitoring practices. One option that is always open for new and redesigned initiatives is a formative evaluation of objectives and the Theory of Change.

If no evaluations have been done before, it is good to start with less demanding evaluation types. Establishing solid evaluation practices can be seen as a process that starts by establishing supporting practices and progressing towards more complex evaluations. For an already ongoing initiative, this can proceed, for example, through the following stages:

- Elaborating on the initiative's objectives and Theory of Change
- Introduction of the evaluation plan and supporting monitoring practices
- Process evaluation of the initiative's implementation
- Formative evaluation (if/when the initiative is redesigned)
- Outcome evaluation of the initiative's results

➤ Conducting ethical evaluations

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Figure 13 Main page of Module 2 - introduction



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MODULE 3: EVIDENCE-BASED EVALUATION OF COMPLETED INITIATIVES

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INTRODUCTION

Module 3 provides information on what evaluation options you could have if your initiative has come to an end or is about to be completed very soon. Evaluations at this point typically focus on the outcomes and effects of the initiative, but it is also possible to take a final look at its implementation process.



WHAT ARE MY OPTIONS? OUTCOME EVALUATION RESOURCE BANK

WHAT ARE MY OPTIONS?

- Main types of evaluation available for a completed initiative
- Requirements for evaluation of completed initiatives

What kind of evaluation can be conducted for a completed initiative depends greatly on the initiative's monitoring and documentation. All evaluation types require some kind of documentation of the initiative's objectives and implementation. In some cases, the initiative is originally planned to be evaluated when its implementation ends, and the documentation and monitoring activities are designed to support it.

It is also common that the decision to evaluate the initiative is taken only when the initiative's implementation is reaching (or has reached) its end. In that case, possibilities for evaluation may be more limited.

What kind of evaluations can be done even when not originally planned depends on how the initiative has been implemented and documented. Three aspects are particularly important:

Initiative's objectives – Evaluation requires that the initiative's objectives are clearly defined. These objectives should be put down on paper, agreed upon by involved stakeholders and be kept up to date. If the objectives are only lacking documentation but there is a clear consensus among the key stakeholders about what they are, it may be possible that there is enough clarity about the objectives to conduct the evaluation. If the initiative's objectives were not clearly defined on paper before evaluation, it is important to think about how that may affect the results of the evaluation.

Theory of Change – Another key starting point for evaluation is the initiative's Theory of Change. It explains how the initiative is supposed to reach its desired results. If the Theory of Change is not put down on paper, that can be done at the beginning of the evaluation. Again, this is not an ideal situation, but it may be possible to manage it. If the Theory of Change is defined retrospectively, it will have an impact on the reliability of the evaluation results. The Theory of Change is important because it elaborates on the initiative's objectives and helps form more specific evaluation questions and indicators.

Data: A lot depends on the availability of data. If there is rich, systematic and detailed documentation of the initiative's implementation, there may be enough data to evaluate its implementation over time. It should, however, be very carefully assessed whether the data is sufficient.

An outcome evaluation almost always requires both "before" and "after" data, meaning data about the situation at the start of the initiative's implementation (or some other earlier point in time) and at its end. If the goal is to establish that the observed changes are caused by the initiative, there should also be data about a control group. If there is no "before" data, there are some options to compensate for that. The [PVE toolkit](#) provides some ideas about how to do that.

- Conducting ethical evaluations

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Figure 14 Main page of Module 3 – introduction



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INDEED

MODULE 4: EVIDENCE-BASED EVALUATION OF SINGLE CASES

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INTRODUCTION

Module 4 introduces the cased-based evaluation, a limited form of evaluation that looks at only one or a limited number of cases. It does not replace other forms of evaluation but can be a useful option especially where evaluations are difficult to arrange due to limited access to data or other issues that restrict the possibilities of involving external people in evaluations. It is also suitable for actions that have PVE/CVE and De-radicalisation goals but take place outside of any particular initiative (ad-hoc interventions).



WHAT, WHY, WHEN, WHO? CASE-BASED EVALUATION RESOURCE BANK

WHAT, WHY, WHEN, WHO?

What is case-based evaluation and what is it good for?

A case-based evaluation in the field of PVE/CVE and De-radicalisation is a limited form of evaluation that focuses only on one case or a very small number of cases. It aims at deep analysis of *how* and *why* the intervention has worked or has not. It is not the same as risk assessment, which aims at analysing the individual's situation in order to determine what type of intervention is needed.

The case-based evaluation is not an alternative to the large-scale evaluation types described in the other modules (formative/process/outcome). It is rather a supplementary process that can help you learn from your own practices and improve your interventions.

A major advantage of the case-based evaluation is that it does not require a lot of resources, and it can also be conducted internally. It does not take as much time as a full-scale evaluation, and it does not require much planning or preparation. Therefore, it can be conducted more often.

Case-based evaluations can also look at a limited number of cases and compare them to each other. Using this type of evaluation can provide some insights into what may account for differences between those cases. The more cases are included, the more time and resources are also needed for processing them.

It is, however, important to be very clear about the limitations of case-based evaluations. Its findings are not generalisable; in other words, they do not tell how your initiative is going, only how you have done in the analysed case(s). The results of such evaluations are mainly useful for your professional environment and might not be transferable to other environments and sectors.

- What is a case?
- What kind of case makes a good case for evaluation?
- Who can conduct a case-based evaluation?
- Conducting ethical evaluations

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Figure 15 Main page of Module 4 – introduction





MODULE 4: EVIDENCE-BASED EVALUATION OF SINGLE CASES

CASE-BASED EVALUATION

6

1. SELECT THE CASE

2. MAP AND INVITE STAKEHOLDERS

3. DEFINE OBJECTIVES AND EVALUATION QUESTIONS

4. SELECT DATA AND METHODS

5. COLLECT AND ANALYSE YOUR DATA

6. UTILISE THE RESULTS

MODULE 4 REPORT (289 KB)

3. DEFINE OBJECTIVES AND EVALUATION QUESTIONS

- Consider what you would like to learn from your evaluation and decide on the main objective for your evaluation.
- Once you have an objective, you can start developing evaluation questions. These questions should correspond with the main objective by breaking it down into segments. For example, you may have:

Objective/Learning	Evaluation questions
One case/*Several cases	
Understanding the course of events	<ul style="list-style-type: none">What has happened and why?*Does this concern all the cases?
Extracting challenges and good practices	<ul style="list-style-type: none">What did not work out? Why?What worked out well? Why?*Does this concern all the cases?
	<ul style="list-style-type: none">What were the staff's actions in response to this case?

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Figure 16 Case based evaluation in Module 4

3.5 WORK CARRIED OUT TO IMPROVE THE EBE MODEL

After implementing significant changes in INDEED tool layout, it was necessary to adjust the Model page in terms of graphics and general visual aspect to follow the design pattern for the whole Evaluation package in the INDEED Toolkit. On both pages, the font, banners, and introductory sections were unified, and the colours were adjusted to be consistent with the assumptions of the INDEED project home page (INDEED identity package). The Model has been cross-browser tested and adjusted to different screen resolutions.





MODEL

INDEED MODEL FOR EVIDENCE-BASED EVALUATION OF PVE/CVE AND DE-RADICALISATION INITIATIVES

INTRODUCTION

The INDEED model lays out a framework for the evidence-based evaluation of PVE/CVE and De-radicalisation initiatives. It crystallises the universal components of the evidence-based evaluation process (stakeholder, evidence and analysis) and divides the evaluation process into four stages (preparation, design, execution and utilisation). The core idea of the INDEED model is to conceptualise the main steps that each of these evaluation stages should include when the evaluation is conducted in line with the key components of evidence-based evaluation. The purpose of the model is to give a general understanding of the evidence-based evaluation process. It introduces the principles of evidence-based evaluation for practitioners and policy-makers so that they can take part in planning, designing and implementing evaluations.

› Evidence-based evaluation process
› How can the INDEED model be used?
› How The INDEED model was developed and by whom?

INDEED EVIDENCE-BASED EVALUATION MODEL

COMPONENTS OF THE MODEL

There are 3 main components extracted from the evidence-based evaluation placed at the heart of the INDEED's Model: Stakeholder, 2. Evidence, 3. Analysis
⊕ Check out the report here to find out more (pages 21-23)

STAGES OF EVALUATION PROCESS

4 stages of the process of evaluation included in the INDEED's Model:
1. Preparation 2. Design 3. Execution Utilisation
⊕ Check out the report here to find out more (pages 25-30)

STAGES, STEPS AND COMPONENTS OF THE EVALUATION PROCESS

Each stage 1. Preparation ; 2. Design ; 3. Execution ; 4. Utilisation works based on the iterated components of EBE – stakeholder, evidence and analysis.
⊕ Check out the report here to find out more (page 25)
① Click on each step (e.g. Cooperation, Resources, GELSA, GDPR) under each stage to receive more suggestions for evaluation.

1 PREPARATION	2 DESIGN	3 EXECUTION	4 UTILISATION
STAKEHOLDER Cooperation Resources GELSA and GDPR	STAKEHOLDER Involvement Evaluation Questions GELSA and GDPR	STAKEHOLDER Communication GELSA and GDPR	STAKEHOLDER Communication GELSA and GDPR
EVIDENCE Data Knowledge GELSA and GDPR	EVIDENCE Data Methods GELSA and GDPR	EVIDENCE Data GELSA and GDPR	EVIDENCE Presentation Recommendations GELSA and GDPR
ANALYSIS Initiative Objectives Challenges GELSA and GDPR	ANALYSIS Timeline Challenges GELSA and GDPR	ANALYSIS Challenges Interpretation GELSA and GDPR	ANALYSIS Challenges Follow Up GELSA and GDPR

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Figure 17 EBE Model adjusted to the Tool and INDEED graphical identity package

