

Contents

Keynote Presentations

Blom, Björn Social work research and evaluation: a critical realist perspective	2
Chambon, Adrienne Past promises, present visions: Social work histories at a slant	3
Kröger, Teppo Supporting the reconciliation of work and care: the role of social work and social care	4
Pösö, Tarja Translating Child Welfare – A Sort of Finnish Perspective	5
Wang, Frank T.Y. When Family meets Citizen: Struggling for Recognitions of the Invisible Family Care in Taiwan	6

Symposium Presentations

Burns, Kenneth, Vargiu, Andrea, Hanssen, Helene and Willumsen, Elisabeth SYMPOSIUM: Community-based research and social work students: Promoting students' civic engagement and collaborative knowledge production	8
Carpenter, John, Forrester, Donald, Joubert, Lynette, Scourfield, Jonathan, Webber, Martin and Westlake, David SYMPOSIUM: Randomised controlled trials in social work	9
Cauvain, Simon Education matters? The role of academy in the future of social work.	10
Chambon, Adrienne, Schröer, Wolfgang, Wang, Frank, Good Gingrich, Luann, Lightman, Ernie, Schweppe, Cornelia, Köngeter, Stefan and Olivier, Claudia SYMPOSIUM: Transnational Social Support: Care, Social Policy and History in a transnational world	11
Hardy, Mark The quality and effectiveness of higher education in the training of professionals: A comparative analysis	12
Kiili, Johanna Lessons from the field: what can we learn from different ways of organizing children's participation?	13
Kjørstad, Monica, Mäntysaari, Mikko, Blom, Björn, Solem, May-Britt and Pekkarinen, Elina SYMPOSIUM: Critical realism and social work research	14
Larkins, Cath, Kiili, Johanna and Palsanen, Kati SYMPOSIUM: From ideas to influence: supporting children and young people's perspectives to achieve change in policy and practice	15
Mäntysaari, Mikko Realist View On Empirically-Based Practice	16
Ruch, Gillian, Featherstone, Brid, White, Sue, Karvinen-Niinikoski, Synnove, Sabla, Kim-Patrick, Halford, Susan and Prichard, Jane SYMPOSIUM: Uncertainty, risk, blame, error and trust: Exploring the organisational context of European social work	17
Satka, Mirja, Kääriäinen, Aino and Yliruka, Laura A Finnish model of social interaction between Academy and Agency in social work education	18
Shaw, Ian The Academization of Social Work	19
Webber, Martin, Shaw, Ian, Hardy, Mark, Cauvain, Simon, Kääriäinen, Aino, Satka, Mirja and Yliruka, Laura SYMPOSIUM: The role of the academy in the future of social work	20

Oral Presentations

AL-Makhamreh, Sahar Hearing the voices of deaf young people: Implications for social work practice in Jordan	22
Andersson, Katarina Paradoxes of Gender in Elderly Care: The Case of Men as Care Workers in Sweden	23
Bastian, Pascal and Boehle, Andreas Reflections on qualitative evaluation methodology . .	24
Ben-Ari, Adital and Enosh, Guy Perceiving the Other: Hostile and danger attributions among Jewish and Arab social work students	25
Bergman-Pyykkönen, Marina Negotiating professional identities in developing family mediation collaboratively	26
Brandon, Marian Young people's suicide and risk taking behaviour in serious case reviews .	27
Briggs, Stephen, Finch, Jo, Mulla, Aayesha, Ainscow, Lorraine and Linford, Hannah Working with Practice-Near Research: an interactive data analytic themed workshop	28
Briggs, Stephen, Linford, Hannah and Harvey, Anna The Contribution to Suicide Prevention of Maytree – A Respite Centre for Suicidal People	29
Briggs, Stephen, Mulla, Aayesha, Ainscow, Lorraine and Linford, Hannah An evaluation of Kids Company's work with severely disadvantaged young people	30
Bywaters, Paul Child Welfare Inequalities: An Unseen Scandal	31
Börjeson, Martin Social work and social services in late modernity: The case of Sweden . .	32
Cabiati, Elena Teaching and learning: a knowledge exchange in the university among students, service users and professors	33
Caswell, Dorte Sanctioning the unemployed	34
Cheng, Andy, Taylor, Imogen and Shimmin, Penny Fishing from opposite banks – same river, different fish? Can a professional led Co-operative Action Research bring service users and practitioners together?	35
Cocker, Christine Social Work and the SDQ: Improving the mental health of looked after children?	36
Czarnecki, Sarah From the 'social' to the 'informational' in work with offenders...and back again?	37
Ellenbogen, Stephen Tracking Change Among Participants of a Multi-Family Skills-Training Program for Youth Aggression and Associated Problems	38
Even-Zohar, Ahuva Quality of life of elderly living at home who are members of a "supportive community" compared with elderly living in a nursing home	39
Fargion, Silvia, Frei, Sabina and Rainer, Sylvia A critical view on participatory knowledge production	40
Featherstone, Brid Have we created a monster? Families' accounts of the UK Child Protection System	41
Forsberg, Hannele and Ritala-Koskinen, Aino Children and multiple-place housing	42
Grohs, Stephan, Heinze, Rolf G., Ruddat, Claudia, Schneiders, Katrin and Schönauer, Anna-Lena Intrapreneurship and Social Innovation in Germany. Why Social Entrepreneurship Works Different in Established Welfare States	43

Gunnarsson, Evy and Karlsson, Lis Bodil IN THE SHADOW OF EVERY DAY ELDER CARE – THE PICTURE OF ALCOHOL ADDICTED OLDER PERSONS	44
Halton, Carmel Child Protection Social Workers Experiences of Peer Support Groups: A longitudinal study	45
Halton, Carmel Follow up study of graduates of the Postgraduate Diploma in Advanced Field-work Practice and Supervision (Social Work): 2001-2010	46
Halvorsen, Anne Knowledge-making networks – collaborative practitioner research	47
Hardy, Mark and Fish, Sheila Minimising inaccuracy in social work: developing a continuum for differentiating procedural and judgement based practice	48
Hauss, Gisela Generating productive Citizens or supporting the Weak? Professional Practices between Labour Market and Welfare (Switzerland)	49
Heino, Eveliina Cultural translator as empowering method in family work with Russian immigrant families living in Finland	50
Hiilamo, Heikki and Isola, Anna-Maria Against all odds –coping strategies for low-income middle-aged mothers in Finland	51
Hirvonen, Helena, Virkki, Tuija and Husso, Marita Between the frames of economic imperatives and care: workers’ views on changes in elderly care	52
Husen, Onno The transformation of day-care facilities into family centres in Germany – A new notion of family?	53
Husso, Marita, Virkki, Tuija, Notko, Marianne, Holma, Juha, Laitila, Aarno and Mäntysaari, Mikko Possibilities for Change: Framing Domestic Violence Intervention in Professional Health Care	54
Höjer, Staffan, Forkby, Torbjörn and Liljegren, Andreas Laymen in child welfare – the trade off between legitimacy and professionalization	55
James, Sigrid Effectiveness and Implementation of Evidence-Based Treatments in Residential Care Settings	56
James, Sigrid Family Foster Care – Substitute Family, Place of Residence, Stop-Gap Option or Treatment?	57
Johansson, Kerstin Practice Research and the a new knowledge-based practice in Swedish social work	58
Julkunen, Ilse and Koskinen, Raija Producing socially robust knowledge – a question of dialogues and symmetries or disputes and subjectivity?	59
Kanne, Mariël Development of moral expertise and normative professionalization	60
Karl, Ute Keep the case going on – rationalities of and in transition	61
Kazi, Mansoor Realist Evaluation of social work practice: Examples of comprehensive and continuous evaluation from United Kingdom, USA and Finland	62
Killian, Michael Psychosocial Predictors of Adherence in Pediatric Heart and Lung Organ Transplantation Social Work Services	63
Kroken, Randi and Kiik, Riina Transforming Norwegian Child Welfare	64
Krokkfors, Ylva Agency and power in institutional rehabilitation of elderly people	65

Krstulovic, Gaper Long term parental care for a child with disability: interplay between formal and informal care systems in Slovenia	66
Kuusinen-James, Kirsi Service voucher in home care; are the elderly service users consumers or quasi consumers?	67
Lawrence, Catherine, CLaiborne, Nancy, Auerbach, Charles and Schudrich, Wendy Organizational change: Climate factors that predict readiness for change	68
Lawrence, Julie Discuss the process of social interaction & participation between social workers & health professionals within a multi-disciplinary context	69
Lefevre, Michelle Becoming effective communicators with children: learning trajectories through qualifying social work training	70
Lefevre, Michelle, Boddy, Janet, Burr, Rachel, Croft, Alison and Rosenthal, Rob Identifying systems and processes which promote good practice in child protection in secondary schools	71
Leskoek, Vesna Researching violence against women: the case of Slovenia	72
Leung, Terry T.F. Enhancing user involvement in service management – Collaborative knowledge production with the elderly service users in Hong Kong	73
Liu, Chu-Li and Mishna, Faye Transforming Intimate Partner Violence Practice for the Female Elder Survivors: The Case of Taiwan	74
Luckock, Barry and Broadhurst, Karen Contesting the Case: a qualitative review of cases of birth parent contested adoption.	75
Matthies, Aila-Leena, Kokkonen, Tuomo and Närhi, Kati A view to the policies promoting active citizenship in Finland	76
McGhee, Janice and Waterhouse, Lorraine Crossing boundaries: a comparison of the relative use of child welfare and youth justice systems in two jurisdictions	77
Mcgregor, Caroline Researching Social Work in Transition	78
Milne, Alisoun and Adams, Adrian Enhancing Critical Reflection amongst Social Work Students on Placement in Care Homes for Older People: The Role of a Practice Learning Centre	79
Milne, Alisoun and Hatzidimitriadou, Eleni Continuing Carers – Identity and Role Transitions of Spouse Carers whose Partner is in Long-Term Care	80
Mitchell, Wendy, Brooks, Jenni and Glendinning, Caroline Involving Carers in Personalised Adult Social Care Practice	81
Moilanen, Johanna and Kiili, Johanna Intergenerational relations in the support person practice in child welfare	82
Morén, Stefan, Blom, Björn and Perlinski, Marek Organizing social work in the public sector – a domain theory	83
Mänttari-van der Kuip, Maija Exhausted by the rigorous economic situation?	84
Naujaniene, Rasa and Motieciene, Roberta Construction of 'good' and 'bad' motherhood in family social work	85
Naujaniene, Rasa, Ruskus, Jonas, Mazeikiene, Natalija, Motieciene, Roberta, Dvarionas, Dziugas and Zvirdauskas, Dainius Empowerment oriented social services: the theoretical considerations and practical implications in Lithuania context	86

Neumann, Sascha and Sandermann, Philipp Social Pedagogy As a Perspective on Social Work	87
Niemi, Petteri Models and Ethics for Prioritizing Social Work Services	88
Nissen, Maria Appel Knowledge based practice in the management and development of social work practice	89
Nordstoga, Sigrid User knowledge agenda	90
Nothdurfter, Urban Getting the job done: (Professional) challenges at the frontline of activation services	91
Nylund, Marianne, Sakilayan-Latvala, Margarita and Sjöholm, Johanna Participative Action Research Approach and Qutomo Project: Towards a Culture and Gender Sensitive Integration Path for Immigrants	92
Oko, Juliette Using service users' stories in teaching and learning to help cultivate virtue ethics	93
Picot, Aurelie The Social Order of Egalitarian Individualism: Socio-Historical Perspective on Welfare Policies for Children in Norway	94
Piéart, Geneviève, Margot-Cattin, Isabel and Margot-Cattin, Pierre Support resources for families living with a person with disability: An analysis of existing support resources in Western Switzerland	95
Raeymaeckers, Peter, Hermans, Koen and Dierckx, Danielle Between core and periphery? A mixed method social network analysis on the role of generalist service providers in an inter-organizational service network	96
Rantakeisu, Ulla, Kuusela, Kirsti and Karlsson, Lis-Bodil Social class, gender and emotions – Institutional exclusion at the employment office?	97
Rantamäki, Niina Co-production – combining actors and expertises	98
Rauhala, Pirkko-Liisa From Beveridgean universalism towards individual nudge-policies in the Finnish social welfare	99
Ravey, Michael, Long, Tony and Lovatt, Gary 'RU Different?' A Pilot Study to Develop an Intervention Programme to Reduce the Effects of Social Norms on Young Peoples' Engagment with Risky Behaviours.	100
Rexvid, Devin and Evertsson, Lars Social Workers' and General Preactioners' perceptions of Clients and Patients as Critical Situations	101
Ridley, Julie and Spandler, Helen Challenges and issues in implementing choice, flexibility and control in social care services – an evaluation of self-directed support pilots in Scotland .	102
Roets, Griet and Roose, Rudi Streetwise Parenting: towards a joint responsibility of social services in providing parental support for families who are living in poverty	103
Roose, Rudi, Roets, Griet, Piessens, An, van Gils, Jan, Schietecat, Tineke, Pan-necoucke, Barbara, Vandenhole, Wouter, Desair, Kristof, Opdebeeck, Hanne, Driessens, Kristel, Hermans, Koen, Van Robaey, Bea and Vandebroeck, Michel Participatory research in situations of poverty	104
Ruch, Gillian What counts as 'beneficence' in practice near research: Relationships, reciprocity and containment	105
Ruskus, Jonas Social work research as a sensitive research	106

Rönkä, Anna, Häkkinen, Sanna, Jokinen, Kimmo and Salminen, Suvi The evaluation of the mobile-assisted working model to support parenting and daily family life	107
Sagatun, Solveig and Sagatun, Solveig A research and development project in collaboration between The Norwegian Labour and Welfare Service (NAV), The Child Welfare Service and the University of Agder.	108
Saurama, Erja and Vanhanen, Jonna Structural social work – is it just an outdated dream? .	109
Schjellerup Nielsen, Helle Balancing emotions and power relations in social work with young people	110
Schrøder, Ida Marie When social interventions get translated into spreadsheets: Economics and social work with children and youth in Denmark	111
Shardlow, Steven and Carpenter, John Implementing change at national level: professional development for early career social workers	112
Shardlow, Steven Social work and the networks in Hong Kong of the UK Chinese	113
Sharland, Elaine and Scourfield, Jonathan Can child and family social work learn from UK cohort studies?	114
Shaw, Ian Practice and research in 1920s Social work and sociology	115
Shears, Jane Using Participative Action Research to evaluate community mental health services	116
Slater, Thomas, Scoufield, Jonathan and Greenland, Katy Statutory social workers and suicide prevention: Exploring the context under which social workers come into contact with suicidal service users.	117
Slettebø, Tor The Use of Respondent Validation in Social Research	118
Sobocan, Ana Marija Tough choices, ethical decisions: researching social work practice in child welfare	119
Stanley, Nicky, Austerberry, Helen, Bilson, Andy, Farrelly, Nicola, Hussein, Shereen, Larkins, Cath, Manthorpe, Jill and Ridley, Julie Turning away from the Public Sector in Children’s Out-of-Home Care: Social Work Practices	120
Strömberg-Jakka, Minna Social Assistance via the Internet – A New Form of Service	121
Svenlin, Anu-Riina Contact family as a child welfare intervention – theoretical considerations	122
Symonds, Jon What can Conversation Analysis offer research into social work practice? . .	123
Tapola-Haapala, Maria The possibilities of critical realism in analyzing professional practices – a study on family mediation	124
Uhlendorff, Uwe and Euteneuer, Matthias Learning to be a Family: Development and transformation of family concepts among families using social work services	125
Valokivi, Heli Challenging Citizenship – Elderly in Care Markets	126
Verhoef, Melissa, Tammelin, Mia, May, Vanessa and Rönkä, Anna Child care in a 24h economy: A comparison of child-care arrangements among Finnish, British and Dutch families	127
Walsh, Trish and Toolan, Jane Beyond the glass cliff: the career choices and trajectories of early Irish social work leaders	128
Webber, Martin, Morris, David, Newlin, Meredith, Howarth, Sharon and Reidy, Hannah Evaluation of the Connecting People Intervention: A Quasi-Experimental Study	129

Weiss-Gal, Idit and Gal, John The Facilitator, the Enricher and the Challenger: On the Role of Social Workers in Policy Formulation Processes	130
Whiting, Russell The value of biography in teaching social work history to future practitioners	131
Winter, Karen Review meetings for children in care: a case study exploring the exercise of power and its effects on participation	132
Ylinen, Satu and Rissanen, Sari Elderly Poverty – a literature review and plans for future research	133
ZAVIRSEK, DARJA People with disabilities in Eastern Europe at the End of Neoliberalism: some ethical dilemmas	134
de Chenu, Linda and de Chenu, Linda Comparing policy and practice through a critical text work analysis of government documents	135
huss, ephrat Arts as a Speech Act from the Margins: Connecting between the verbal and the visual as form of social work research	136
van Santen, Eric Placement breakdowns initiated by foster parents	137
van de Luitgaarden, Guido Developing Working Relationships with Young People in an Internet-Based Social Work Service	138
van der Zwet, Renske, Beneken Genaamd Kolmer, Deirdre and Schalk, René Dutch social workers' views about and implementation of the EBP process	139

Poster Presentations

Autio, Anu and Nurmi-Koikkalainen, Päivi Ehandbook for Social Workers on Disability Services	141
Berger, Elisabeth Dependency and autonomy in social work practice. A participatory study of social work with long- term 'multi- problem families'.	142
Bhatti-Sinclair, Kish Child care in Pakistan	143
Boendermaker, Leonieke Measurement of adherence and competence of professionals working with a family focused case-management model in Amsterdam.	144
Edmondson, David, King, Martin and Ciriano, Emilio José Gómez An exploration of representations of social work, child protection and families at risk in UK and Spanish film and television drama since the 1960's.	145
Finch, Jo and Poletti, Alberto "I was just very angry at times": A comparative study of practice educators experiences of working with struggling and failing social work students in practice learning settings in the UK and Italy.	146
Hafford-Letchfield, Trish Rhetoric or reality: examining discourses within public policy on the the participation, involvement and lifelong learning of older people using social care services through documentary analysis	147
Heidi, Anttila, Nurmi-Koikkalainen, Päivi and Autio, Anu Learning network on disability issues to improve customer-based practices: challenges of network management after the starting phase.	148
Hietamäki, Johanna Intervention theory in comprehensive assessment in child welfare	149
Johns, Jade Exploring threshold decision-making as a moral activity	150

Kannasoja, Sirpa Group-level approach to social functioning of young people	151
Lundja, Jacques, Lupiti Kilozo, Bienvenue and Katembo Matabisi, Pernet Juvenile misbehavior	152
Martinez, Patricia Latinas who are victims of domestic violence. Barriers accessing culturally sensitive services	153
Niemi, Riikka, Hytönen, Pauliina and Lääperi, Raija Results of process evaluation in Sarana project	154
Novelle, Michelle Adolescent Social Orphans in Colombian State Care: The Process of Identity Formation in the Absence of Permanency	155
Pölkki, Pirjo, Vornanen, Riitta, Miettinen, Janissa and Jaakola, Anne-Mari Critical factors and processes for effective child protection: Results and reflections on a Finnish research project	156
Smith, Brenda D. Implementing Research-informed Techniques in Substance Abuse Treatment: More likely Among Social Workers?	157
Smith, Brenda Transforming Practice at the Frontlines: Client-Focused Uses of Practice Discretion	158
Spratt, Trevor and Winter, Karen Child Protection in Europe: A taught Doctorate at Queens University Belfast	159
Stamm, Ingo The Right to Social Security and its influence on social politics in Germany and Finland	160
Van Dam, Sylvie Capabilities of Migrant Organisations in Poverty Alleviation	161
Viitanen, Veera Challenges of ending homelessness of young adults	162
Wong, Keith T.W. and Wong, Anthony K.W. How do family factors affect the development of pre-school children in Hong Kong?	163

Indexes

List of Authors	164
List of Titles	168

Keynote Presentations

Social work research and evaluation: a critical realist perspective

Björn Blom¹

¹Umeå University, Sweden

Research on evidence in social work, inspired by evidence research and evaluation in medicine, mainly builds on empirical correlations between standardized methods and its effects on clients. This kind of research is a prerequisite for evidence-based practice (EBP). The ambition is to verify that certain methods probably are more effective than others, but the content and processes in between interventions and results remains a black box. This kind of research and evaluation is mainstream in the field of EBP, and randomised controlled trials usually are regarded as "gold standard".

However, if the ambition is to explain how and why results emerge from the content of interventions and its contextual contingencies – to open up the black box – the research or evaluation task will be quite different. In order to discover the powers and causes in the social reality, that in a deeper sense explain empirical observations, we have to turn to a meta-theoretical perspective taking us beneath the empirical surface. Powers and causes in social reality are seldom observable, rather we must grasp them in terms of abstract entities like structures and patterns of generative mechanisms. It is a matter of developing theory about these structures and mechanisms, based on empirical observations. The meta-theoretical perspective critical realism can work as guide to this sub-empirical dimension of social reality.

This presentation presents the CAIMeR theory that connects critical realism to social work research and evaluation. This theory can help us explain the way results in social work practice arise from the content of interventions and its contextual contingencies.

Keywords: mechanisms explanation meta-theory.

Past promises, present visions: Social work histories at a slant

Adrienne Chambon¹

¹University of Toronto, Canada

This presentation will take the point of view that the histories of social work have gone through 'uneven development' (Poovey, 1988) and social work leaders have put forward various visions (Rowbotham, 2011). Using as background materials the preparations for the centennial anniversaries of two organizations of social work, an academic Faculty of Social Work and a Family Service Organization, enables us to glean insights into surprising materials from the parallel institutional processes of educational and professional organizational actors in our field, within a single locale at the level of a large city. The debates and directions that each engaged in dissolve simplistic constructions of social work and society, and challenge us to pick up some of the pieces and go further.

Keywords: social work histories.

Supporting the reconciliation of work and care: the role of social work and social care

Teppo Kröger¹

¹University of Jyväskylä, Finland

As populations age around the world, increasing efforts are required from both families and governments to secure care and support for older and disabled people. At the same time both women and men are expected to increase and lengthen their participation in paid work, which makes combining caring and working a burning issue for social and employment policy and also affects the future agenda for social work and social care professionals. International discussion about the reconciliation of work and care has previously focused mostly on childcare but this presentation widens the debate, bringing into discussion the experiences of the large number of working-age women and men who are providing regular support to their partners, older relatives and disabled or seriously ill children. The presentation analyses the situations of such working carers in Nordic, Liberal and East Asian welfare systems. The presentation examines how changing welfare and labour market policies shape the lives of working carers in Finland, Sweden, Australia, England, Japan and Taiwan and discusses the implications of the ongoing significant social and policy changes for social work and social care.

Keywords: Welfare regimes, Working carers, Reconciliation.

Translating Child Welfare – A Sort of Finnish Perspective

Tarja Pösö¹

¹University of Tampere, Finland

It is far from uncommon to hear stated nowadays that social work practices are fluid and multifaceted, thus difficult, if not impossible, to talk about with static concepts and methods of study. Child welfare practices certainly belong to that group of social work practices. Yet, child welfare is constantly practised, monitored, studied and transformed globally, nationally and locally, and seems to rest on some kind of shared understanding. How and with what implications is child welfare talked about?

Some snapshots of the 'child welfare' practice, policy development and knowledge production will be given in this presentation to highlight the constitutions of child welfare in Finland. The snapshots are located in a social and cultural context inside which wide media and policy coverage is given to an increasing public debate of unprecedented intensity, and where the very notion of child welfare/protection is contested.

When talking about the snapshots in English, English-language driven concepts and frames of thinking of child welfare take over from the Finnish ones. It is not easy to say in English – and to be fully understood –, for example, that children are 'placed out of their homes' as part of 'in-home services'. This is, however, what we do and what shapes the Finnish version of child welfare.

This issue of translation has been examined by researchers involved in cross-country/comparative research. The importance of the issue goes, however, far beyond research as the child welfare practice methods, expertise and agency-ownership travel across countries, not to mention children, families and social problems. National, cultural and language translations in their variety are indeed a routine element in child welfare.

Keywords: boundaries, cross-cultural understanding, child protection, Finland.

When Family meets Citizen: Struggling for Recognitions of the Invisible Family Care in Taiwan

Frank T.Y. Wang¹

¹National Chengchi University, Taiwan

Countries in East Asia are deeply influenced by Confucian thinking which views the care of older people as a family responsibility. As a result, family care is framed as an private issue rather than a public matter. Because care is seen as responsibility, carers rarely think of themselves as citizens with rights. To name oneself as a carer in the East Asian context is therefore a political move, through which carers lay claim to recognition and rights as citizens. Making caring a public issue has been a long struggle for the women's movement in Taiwan. Like many other countries Taiwan is introducing and expanding its policies to address the need for long-term care. The long term care insurance scheme is expected to cover all citizens on a social insurance basis. Women's groups are divided on the issues of cash benefit. Those who are against cash benefit, using Japan and Scandinavian countries as examples, argue cash benefit will reinforce women's role as care giver within the family. Furthermore, cash benefit will encourage families to hire migrant care workers and offer limited job opportunities for local women. On the other hand, those who are proponent for cash benefit, using German as an example, argue cash benefit provides a choice and income security for women. This presentation will examine how race and class divide women's groups on their struggle for recognition of family care.

Keywords: family care.

Symposium Presentations

SYMPOSIUM: Community-based research and social work students: Promoting students' civic engagement and collaborative knowledge production

Kenneth Burns¹, Andrea Vargiu², Helene Hanssen³, Elisabeth Willumsen³

¹University College Cork, Ireland

²Università degli Studi di Sassari, Italy

³University of Stavanger, Norway

This workshop explores the learning from three social work and health schools that have setup and implemented community-based research initiatives ('Science Shops') as part of a European project over the last 4 years. 'Science Shops' are "small entities that carry out scientific research in a wide range of disciplines – usually free of charge and – on behalf of citizens and local civil society. The fact that Science shops respond to civil society's needs for expertise and knowledge is a key element that distinguish them from other knowledge transfer mechanisms" (Living Knowledge, 2012, p. 1).

The workshop will examine the challenges and opportunities involved in setting up these 'Science Shops' and the experiences of health and social work students, supervisors and civil society organisations that participated in these three projects. The workshop explores how to develop the research mindedness of students and examines what participatory community-based research (CBR) looks like when applied to student dissertations. A key part of the workshop will be to examine the different approaches and models of 'Science Shop' adopted in each of the three countries, which reflects their different political, organisational, cultural, policy, and resource contexts.

Questions that will scaffold this process include: To what extent are the students you work with civically engaged? What opportunities are there in your locality for social work students to engage in collaborative knowledge production through student research projects in partnership with civil society organisations? What are the local and national policies concerning students' civic engagement that you could harness to promote CBR on your course and/or in your School? To what degree will students' development of research mindedness encourage their interest of/application of research in their future role as practitioners? A general approach to evaluation of science shop like activities will also be presented and discussed.

Keywords: civil society organisations, student research, collaborative knowledge production, community-based research.

SYMPOSIUM: Randomised controlled trials in social work

John Carpenter¹, Donald Forrester², Lynette Joubert³, Jonathan Scourfield⁴, Martin Webber⁵, David Westlake²

¹University of Bristol, United Kingdom

²University of Bedfordshire, United Kingdom

³University of Melbourne, Australia

⁴Cardiff University, United Kingdom

⁵University of York, United Kingdom

In the context of demands from policy makers and commissioners for services to demonstrate their effectiveness, there has been a resurgence of interest in the use of randomised controlled trials (RCTs) as a source of evidence. But RCTs in social work present considerable methodological and ethical challenges and in some countries they have rarely been undertaken.

This symposium will consider the practical and ethical dimensions of designing and implementing an RCT with reference to four current research projects. The presentations will highlight the researchers' experiences at different stages of the process, from developing a well-defined intervention in preparation for a trial, through to follow-up of families who have already been randomised. Issues considered will include theory development; the feasibility, acceptability and ethics of using different control groups ('services as usual', alternative interventions, waiting list); the practicalities of randomisation; selling the trial to service organisations and practitioners; and the views of service users and carers. Rather than debating epistemology or the pros and cons of RCTs in the abstract, this symposium will explore the tribulations of setting up and running a trial – and the solutions which the presenters have found so far.

The symposium will start with a brief introduction setting out the different stages of trial development and implementation, rather than assuming the audience is already familiar with these. Four short presentations will then cover trials in different settings (statutory and voluntary sector) with different units of randomisation (social work team; individual service user; family) and with different social problem focus (mental ill health in adults, substance misuse in young people and child maltreatment). An expert discussant from Australia will then respond to the presentations. The four trials featured in the symposium are taking place in the UK, but the methodological issues to be discussed are internationally relevant.

Keywords: Randomised controlled trials, Research ethics, Evaluation research, Knowledge production.

Education matters? The role of academy in the future of social work.

Simon Cauvain¹

¹University of York, United Kingdom

The art of becoming a professional social worker in the UK involves the duality of social work education, "a grounding in a discipline within the social sciences" and of social work training, "learning how to do it" (Doel 2012: 142). Such dualism, whether complimentary or conflictual, distinctly aligns education with the academy and training with the agency.

Within a heightened customer culture in higher education underpinned by the student fee regime, students, lecturers, practice educators, social workers and service users increasingly question the role of social work academy in relation to:

currency and relevance

effectiveness and preparedness of students for practice

quality of courses and students

Some social work courses have recently closed (King's College London, Southampton) and under the UK coalition government social work vacancy rates have decreased. Reasons for this are unclear but they possibly imply a reduction in need. However, evidence suggests front-line workers remain over-stretched and job satisfaction continues to threaten retention.

This abstract is the third and final in a symposium of papers where I offer my PhD research informed critique of the value of dualism (education and training) in the recruitment and retention of UK social work practitioners. I will explore three key areas:

expectations of students and agencies in relation to the academy

front-line experiences of students and newly qualified social workers

the relationship of these to retention

Implications: This presentation will encourage debate about the role of the academy within the social work profession in terms of content and method and the need for a more complimentary relationship. It will also encourage more effective communication which, in turn, will inform how best to meet the needs of students and most importantly service users.

Keywords: outcomes, education, training, retention.

SYMPOSIUM: Transnational Social Support: Care, Social Policy and History in a transnational world

Adrienne Chambon², Wolfgang Schröder¹, Frank Wang⁵, Luann Good Gingrich³, Ernie Lightman², Cornelia Schweppe⁴, Stefan Köngeter¹, Claudia Olivier⁴

¹Institute for Social Pedagogy and Organization Studies, Germany

²University of Toronto, Canada

³University of York, Canada

⁴University of Mainz, Germany

⁵National Chengchi University, Taiwan

Transnationalism has received increasing attention in social sciences and other disciplines in recent years. The concept reflects the growing incidence of border crossings by migrants, the transnationalization of care, education, cultural practices and work opportunities, as well as the political, social and cultural influences of transnational organizations and networks. Nation states and their key institutions are losing their importance as these social flows transcend national boundaries and connect formerly separate social worlds. Social work and other social support systems are highly influenced by these developments. They can no longer be understood and analyzed through relationships and structures that are based solely on individual nation states. Yet, social work is only just beginning to systematically reflect on these new developments.

Therefore, the International Research Cluster "Transnational Social Support" (TSS) aims to contribute to the transnational opening and development of social work and related fields. Its main objective is to make the concept of transnationalism part of their knowledge structure and practice, in order to extend and transform their current nationally-shaped concepts, research and methods.

The symposium aims to present and especially discuss central research interests of the Cluster TSS by focusing on three fields: The Transnational Organization of Care, Transnational Social Policy and Transnational Histories

Thereby we want to elaborate in which way these fields are interwoven and are influencing social support systems and social work practices as well as theories.

Keywords: History, Transnational, Social Work, Care, Social Policy, Social Support.

The quality and effectiveness of higher education in the training of professionals: A comparative analysis

Mark Hardy¹

¹University of York, United Kingdom

Recent developments in the English higher education system have brought to the fore once again an enduring issue within social work, namely the role of the academy in professional training. The need for the social work academy to be able to demonstrate to individual students, as well as to social work agencies and political decision makers, that undertaking a social work degree programme brings added value to professional training is clearly a pressing one.

The justification for the 'academisation' of social work training is usually in terms of the 'quality' of newly qualified practitioners who emerge from training delivered in universities compared to vocational settings. But what evidence supports this proposition? Although there has been recent, limited work which has sought to evaluate the outcomes of social work education, the evidence base is not well developed. One way of contributing to ongoing debate about the possible impact of transferring social work training from the academy to the agency is to utilise findings from other practice based disciplines which have previously experienced similar shifts, notably nursing and probation work. Whereas for many decades nurse training was 'on the job', it is now wholly university based. By contrast, the training of probation officers, which was university based until 1997, is now wholly vocational.

Here, I review existing research comparing the quality and effectiveness of both nursing and probation education and practice pre and post these shifts in training requirements and their salience for social work. This review will better enable us to establish what is and is not known about the advantages and disadvantages of professional training within higher education, as a basis for the establishment of priorities for future research into this area.

Keywords: outcomes, vocationalism, social work training.

Lessons from the field: what can we learn from different ways of organizing children's participation?

Johanna Kiili¹

¹University of Jyväskylä, Finland

In the Western world children's participation is undoubtedly on the national agenda, including Finland. This presentation presents and discusses two different models of working with children and young people and asks what these models can learn from each other.

The first model is a municipal model for children's (7- to 12-year-olds) participation based on representative and democratic principles (representation model). The structure of the model can be described as a 'pyramid model'. The base of the pyramid is formed out of school councils and the middle is formed of general meetings organised twice per year. The board with its 15 members represents the top of the pyramid. The model aims at operating as a democratic dialogue space among and between children and local authorities.

The second model is fairly new and it is based on a tour and forums arranged by child welfare authorities in 2011, called "We believe in you – so should you" focusing on alternative care. During the tour approximately 120 young child welfare customers (12- to 20-year-olds) were met in six locations in Finland (forum model). Young people participating in the forums of the tour had a wide range of experiences of alternative care, including placement in families and institutional settings.

There are number of similarities and differences of how these models are formed and how they work as a method of change. They have the same goal as to achieve change in policy and practice and they are both adult-initiated. There are also number of differences, such as how established they are and how the resources are allocated. It can also be asked who has the possibility of joining in. These issues will be discussed with more detail in the presentation.

Keywords: children, practice, participation, young people.

SYMPOSIUM: Critical realism and social work research

Monica Kjørstad¹, Mikko Mäntysaari², Björn Blom³, May-Britt Solem¹, Elina Pekkarinen⁴

¹Oslo and Akershus University College, Norway

²University of Jyväskylä, Finland

³Umeå University, Sweden

⁴Finnish Youth Research Network, Finland

The aim of this symposium is to present and discuss the relevance of critical realist ontology for different fields of social work practice and research. The focus will be generative mechanisms. We want to discuss how generative mechanisms and mechanism explanations could contribute analytical perspectives in various fields of social work. Related to this, the symposium will expose and discuss how generative mechanisms in social work differ from generative mechanisms in other research fields.

Current changes in welfare policies often have serious consequences for people's life and people's actions. Mechanism explanations might inspire interesting perspectives on implementation practices and explain and interpret different kinds of marginalization behaviour. In child and family research, mechanism explanations may be useful to understand the relationship between parenting stress, coping and support, and activities that promote health.

Critical realism as a meta-theoretical position is based on an understanding of reality as stratified and involves an integration of biological-, psychological-, health- and social factors. Normative theory is relevant. Because theories of social work have a holistic perspective, these factors are significant. In this respect, "pure" empiricism might have limited value in the explanation of human action and as a basis for development of welfare policy.

Keywords: critical realism, social work, generative mechanisms, welfare policy.

SYMPOSIUM: From ideas to influence: supporting children and young people's perspectives to achieve change in policy and practice

Cath Larkins¹, Johanna Kiili², Kati Palsanen³

¹University of Central Lancashire, United Kingdom

²University of Jyväskylä, Finland

³Heikki Waris Institute SOCCA & University of Helsinki, Finland

There are growing examples of research on the views of children and young people about the services they use. This is underpinned by UN CRC Article 12, and the Council of Europe recommendation CM/Rec (2012)2 which states that member States should ensure that service providers 'support children and young people to participate in service development, delivery and evaluation'. The extent to which children's participation results in change in policy and practice is, however, limited.

This presentation identifies recurrent challenges and key strategies which increase the potential for participatory research to achieve change in policy and practice, by drawing on international examples of research with marginalised children and young people. Conditions which appear to increase the potential for impact include: creating a space in which children can set the agenda and direction for research; making connections between research and emerging policy opportunities; engagement of the researcher in a practice environment; dynamic data analysis; understanding the spaces through which change can occur; and, embedding the research in a rolling process of lobbying.

The presentation explores ways in which children can direct knowledge production and calls for children's ethical engagement in social work research to consider timescales and resources necessary to support continuing action towards achieving children's goals for change. If this approach is adopted, research may support children and young people, as social citizens, to contribute to the social good of greater knowledge about children's lives, and also to achieve greater influence over the conditions of their interdependence with adults.

This initial framework, of challenges and strategies for impact, invites practitioners, policy makers and researchers to examine conditions they encounter and can create, in order that children's ideas might be supported to have greater influence. The framework can be reinforced by reflecting on further examples of participatory research that has achieved impact.

Keywords: citizen, impact, participation, Children.

Realist View On Empirically-Based Practice

Mikko Mäntysaari¹

¹University of Jyväskylä, Finland

Evidence-based practice (EBP) has been one of the most discussed topics among social work research. The proponents of the approach insist more coherent use of research in decisions in social work practice. The opponents fear disenchantment of holist view of social work practice, and influence of New Public Management models of service production. My aim is to present an alternative approach to discussion about EBP. Realist philosophy of science speaks for context-based analysis of causal mechanisms and outcomes. This approach suits quite well to debate about EBP. Instead of evidence we should speak of empirically founded social work practice. Realist researchers try to use theory in the research process, aiming at better understanding of societal structures. This might increase the possibilities of cumulative knowledge-production.

My realist approach is based on Hilary Putnam's and Raimo Tuomela's philosophy. Both of them have a pragmatist interpretation of realism. I call my approach pragmatist realism.

Keywords: social work practice, EBP, realism.

SYMPOSIUM: Uncertainty, risk, blame, error and trust: Exploring the organisational context of European social work

Gillian Ruch¹, Brid Featherstone¹, Sue White¹, Synnove Karvinen-Niinikoski², Kim-Patrick Sabla³, Susan Halford¹, Jane Prichard¹

¹University of Southampton, United Kingdom

²University of Helsinki, Finland

³University of Vechta, Germany

The focus of the symposium will be to explore through a creative, reflective format ideas relating to the organisational contexts of European social work in climates of uncertainty and risk and cultures of error and blame. The social work profession in the UK is experiencing a period of turbulence and change, triggered by the findings of public inquiries into the high profile deaths of children known to the welfare services and by research that has highlighted the shortcomings of the implementation of New Public Management in welfare contexts. Whilst these changes in the UK context are suggesting a move away from highly controlled work environments to ones involving greater levels of professional discretion, in parts of Europe trends are moving in the opposite direction towards greater control and audit of social work practice. Thus, there are cross-cultural differences in the direction of travel of the policies being considered and applied within the welfare sector. These contradictory trends raise interesting and important questions about how professional practice is organised and managed in the welfare sector to ensure high quality services, and in particular on the role of trust in these processes. Our interest focuses on understanding how 'just' and trustworthy organisational cultures can be developed and their implications for the relationships between practitioners and managers and between practitioners and service users. Drawing on the symposium organisers substantive knowledge in this field and their expert knowledge of service provision in their home countries, the symposium will explore conceptual and empirical understandings of just cultures, trust as an organising principle for professional practice and the interface between organisational settings, professional practice and service user experiences. The reflective symposium format will enable an exploration of the ideas that lie beneath the surface of verbal discourse and the hidden assumptions embedded within it.

Keywords: blame, risk, organisations, trust.

A Finnish model of social interaction between Academy and Agency in social work education

Mirja Satka¹, Aino Kääriäinen¹, Laura Yliruka¹

¹University of Helsinki & Heikki Waris institute SOCCA, Finland

In Helsinki metropolitan region, a systematized, continuous and close partnership between the local social welfare agencies and the university social work studies dates back to the beginning of this millennium. After about 20 years discussion and experiences of various efforts of co-operation to fulfill the mutual interests in social work research, professional development and education, the leaders of the University and the City undersigned a contract for co-operation. The daily forms of co-operation are under continuous reformulation as the policies, laws and organizations change.

The purpose of this presentation is to illustrate some of the mutual benefits via three examples. One of them is a practice research project course (16 credits) which students complete as one of the last courses in their social work MA program. During this study period the students produce a small-scale practice research in co-operation with an agency. The overall aim is to offer a chance to gain experience of completing a useful piece of research in real work life conditions. The objective is also to produce knowledge for professional practice and to create practical models for how to unite research and practice. The course prepares students for developing work at hand after they have graduated, and to become social workers who carry the identity of research-minded practitioners.

Agencies are exceedingly keen on attaining a student into their team to do the research on themes puzzling themselves. The yearly feedback discussions with the agencies have brought up the following remarks. They value the joint processes of knowledge production with the University teachers and students who are the crossing-boundary agents in this case. Participants of a practice research process will raise examples how the involved agencies can benefit the results and improve their practices. Also the University staff benefits: the students' research processes are open windows to current working cultures in social work and e.g. help to produce research that serves the needs of the practitioners.

Keywords: collaboration, practice research, knowledge production, social work education.

The Academization of Social Work

Ian Shaw¹

¹University of York, United Kingdom

In large parts of Europe, Asia, America, and elsewhere, social work education and research are part of trends that sociologist Fuller calls 'the increased disciplinization of the scaled-up modern university' where the autonomy of inquiry is 'relativised to particular disciplines' (Fuller, 2009: 23). This abstract has been developed to work either as a free-standing presentation, or as opening to the proposed symposium of papers – 'Social work does not need the academy in order to thrive', and has the purpose of providing a critical and research-informed foundation for the place of social work teaching, practice and research within the academy. It draws directly on four recent and current projects by the presenter, that deal/t with:

Documentary analysis, multi-site case studies, and focus group work on UK research council decisions;

Archival research on early sociology and social work in Chicago;

Research on the bearing inquiry by professional practitioners has on professional and discipline identity, and

a mixed method social network analysis of research networks in social work.

Starting from some specifics from Kuhn's 'Scientific Revolutions' argument, the results shed light on four issues/challenges for social work within the academy.

How has social work as a discipline and profession within the academy emerged?

How does the relationship between teaching and research shape social work within the academy?

Are conventional ways of seeing the research/practice relationship appropriate for social work within the academy?

Should the social work community in the universities seek to change the world?

Implications: the presentation addresses wider frameworks for learning and teaching social work practice, and has significant relevance to developing approaches to practice research. The presentation has implications for how social work should recognize, live with, but challenge the relationship of learning, research and practice within the university.

Keywords: academization., practice research.

SYMPOSIUM: The role of the academy in the future of social work

**Martin Webber¹, Ian Shaw¹, Mark Hardy¹, Simon Cauvain¹, Aino Kääriäinen², Mirja Satka²,
Laura Yliruka²**

¹University of York, United Kingdom

²University of Helsinki & Heikki Waris Institute SOCCA, Finland

As an applied social science the discipline of social work straddles the realms of academy and agency. It is concerned with applying knowledge derived from the social sciences to the practical resolution of social problems. Its foundation in social theory and social research means that social work practice is inextricably connected to the academy from which it is derived. Or is it?

Social work graduates commonly talk of a gap between university social work programmes and the reality of social work practice. They argue that theory taught on programmes is not applicable in practice settings, for example. Their employers frequently complain that graduates are not ready for practice and that lecturers are out of touch, suggesting a separation of the academy and the agency in social work.

Non-academic routes into social work may be just around the corner. Non-governmental organisations provide the bulk of social care training in the UK and it is possible that they may develop social work degree programmes in an increasingly diverse higher education market. Whilst universities add value to social work education through the practice-relevant research conducted by faculty members, unless adequate opportunities are provided for students to immerse themselves in research or for faculty members to undertake research, social work could be removed from the academy entirely.

This symposium will explore these questions through four brief papers and a panel discussion responding to delegates' questions and comments. It will explore the place of social work teaching, practice and research within the academy (Ian Shaw); consider the effectiveness of nursing education (which switched from vocational to academic training) and probation education (which made the opposite switch) to understand the possible impact of transferring social work training to the agency (Mark Hardy); the value of the academy in the recruitment and retention of children and families' social workers in the UK (Simon Cauvain); and the role of practice research in bridging the divide between the agency and the academy in Finland (Aino Kääriäinen & Mirja Satka & Laura Yliruka).

Keywords: education, practice research, Academy.

Oral Presentations

Hearing the voices of deaf young people: Implications for social work practice in Jordan

Sahar AL-Makhamreh¹

¹Al-Balqa Applied University/Princes Rahma University College, Jordan

This exploratory study opens discussion about the experience of identity construction of young deaf people within the Jordanian social context, through their own interpretations and their families' perspectives.

The study focuses on the following questions;

How do they narrate their cultural identity?

How does the social and cultural context impact on their lives?

How does this research improve or inform social work practice?

This research utilized semi-structured interviews and focus group discussions with young deaf and their families. Limited observations were deployed in the school, and that forms the principal case study. The research was conducted in a participatory manner. There were 14 participants in total, 8 of the participants are aged 15-18, and in their final year of high school. The data were analyzed in a systematic approach where theories emerge out of the study data. The findings show that schools and family environment remain predominantly exclusionary, impacting on the construction of the young deaf identity. However, young deaf people view themselves as a group with a similar language that is adopted in a collective culture. This study provides an implications for social work practice, such as a consideration to cultural sensitivity, gender, and religion. There is also a call for appreciating the impact of the intersection of deference, when conceptualizing the young deaf identity in the Arab world. In addition, social workers need to focus on school-based parental involvement, inclusive programs, extended family members, and early multidisciplinary team intervention when working with young deaf individuals. Furthermore, to maximize the effectiveness of the data, researchers can deploy the informal communication that is derived from local culture kinship linguistics. Social workers' expected role would be tackling inequalities that young deaf individuals face, promote anti-discrimination practices, and foster a rights based-approach to disability.

Keywords: 'Middle East, "cultural identity", "deaf"', "Social work practice".

Paradoxes of Gender in Elderly Care: The Case of Men as Care Workers in Sweden

Katarina Andersson¹

¹Umeå University, Sweden

The Swedish public system of elderly care is highly relevant for studying gender relations, specifically when male care workers are more frequently seen within this female-coded field of practice. This presentation is based on empirical research in a changing care work practice aiming to illuminate care meetings and negotiations with a multi-perspective approach. Qualitative interviews with male and female care workers, elderly women and men, and care managers are analysed to discover how they talk about care work and how gender is expressed, both implicitly and explicitly, in the materialization of care. By illuminating the dynamics of how gender is constructed and negotiated in the intersection of the different actors' perspectives, the paradoxes of gender appeared. The care workers' moral responsibility seemed to undermine equality between male and female care workers, and the elderly clients' gendered expectations and representations created inequality in care work.

Furthermore, the gender-neutral assessments made by the care managers came to favour elderly men. Thus, the results suggest the importance of capturing the complexities of gendered processes in society's institutions, when approaching social care research.

Keywords: male care workers, gendered processes, multi-perspective approach, Elderly care.

Reflections on qualitative evaluation methodology

Pascal Bastian¹, Andreas Boehle¹

¹University of Kassel, Germany

Programs in Social Work rarely follow a stringent methodological or even technical approach. Based on their concept papers you mostly won't find the philosophy of such programs, because they rarely include clearly defined needs, resources, goals and treatments consistent to each other. For evaluation research this is challenging, because interventions are barely designed and implemented on the basis of stringent and theory-driven hypothesis. In other words, the design of a program also called the "program logic" doesn't always appear easily, but has to be reconstructed.

In our presentation we will show how to evaluate such programs according to the international discourse about theory-driven program evaluation using the evaluation of a stationary treatment for criminal youths in Germany as an example. It is shown how the basic pedagogical elements and aims of the treatment is to be identified based on ethnographic observations and in-depth interviews and reconstructed as the implicit program logic. This so-called logic model is a combination of the implicit assumptions of the stakeholders and of theoretically justified norms about pedagogical practice. Only on this foundation the program processes and outcomes can be evaluated properly.

The proposed procedure utilizes a method-mix of Kellogg's Program-Logic-Approach and Grounded Theory Methodology. It is shown how well these methods match. On short examples it is explained how to reconstruct an analytic model, which allows a grading and validation of the practice-procedures in the black box of the evaluated pedagogical program.

Keywords: qualitative evaluation methodology, program-logic, theory-driven evaluation.

Perceiving the Other: Hostile and danger attributions among Jewish and Arab social work students

Adital Ben-Ari¹, Guy Enosh¹

¹University of Haifa, Israel

The aim of the presentation is to examine the possible relations of hostile and danger attributions and cultural competence socialization. We conducted an empirical study based on a factorial survey, focusing on the significance of formal cultural competence classes and the ongoing interpersonal contact among members of majority and minority groups: Jewish and Arab social work students in an Israeli University. The experimental design manipulated variables of ethnicity, potential dangerousness and potential intended harm, using vignettes. The results indicated that Arab students attribute more hostility to both Hebrew- and Arabic-speaking figures than their Jewish counterparts. Jews attributed more dangerousness to Arabs, and Arabs attributed more dangerousness to Jews. The most striking finding is the significant and positive association between multicultural competence socialization (MCS) and attribution of danger and hostility. The findings are discussed within the framework of ethnic and political conflicts in turbulent areas, anti-oppressive social work, and their implications to social work education.

Keywords: otherness, multiculturalism, attributions, social work education.

Negotiating professional identities in developing family mediation collaboratively

Marina Bergman-Pyykkönen¹

¹University of Helsinki, Finland

Collaboration in multi-professional and multi-organizational settings is a topical issue. For example in Finland we are facing the challenge of amalgamating the social- and health services into an integrated whole. Also the ever more complex family situations with destructive consequences call for increased collaborative work.

Traditionally professional work is organized through a division of labour where every profession has its own education, tasks and objects of work. Complex problems are problems one cannot solve alone. Instead, they require a joint effort of many professions, which also calls for learning and developing new forms of working together.

Inter-professional collaboration makes demands on practitioners. Following Anne Edwards (2005, 2009, 2010) it calls for an additional form of expertise, relational agency, a capacity for working with others to strengthen purposeful responses to complex problems. Relational agency challenges the established professions in divided service systems, where the way to solve a problem or face a new phenomenon is to refer it to another professional. Ahonen (2010) argues for a new concept, work identity, to capture the changing identities when professionals take new objects of learning into possession.

In my paper, I study the potentials or prerequisites of relational agency in two boundary crossing multi-organizational and multi-professional learning networks, which are part of a family mediation project, following the intervention methodology of Developmental Work Research based on cultural-historical activity theory. The genuine primary empirical data consist of the professional discourse in two parallel network meetings. Professionals' different types of turns – questions, responses, initiatives, hesitations, questionings – are analyzed to understand how the participants of the two networks start to explore and construct their joint object: the divorce conflicts and the service system available for divorcing parents. What do these discussions tell us about the formation of relational agency and changing professional identities?

Keywords: inter-professional collaboration, professional identity, relational agency.

Young people's suicide and risk taking behaviour in serious case reviews

Marian Brandon¹

¹University of East Anglia, United Kingdom

Serious case reviews (in England) are local enquiries into the death or serious injury of a child where abuse or neglect are known or suspected. A high proportion of reviews involve incidents which are not directly linked to abuse or neglect and this includes the suicide of a young person with a history of maltreatment. Nationally, around a fifth of reviews are prompted by the suicide, attempted suicide or high risk behaviour of a young person. This paper examines the pattern and profile of these cases from the eight year database we hold on all reviews in England since 2003. It will also present key themes from a more in depth study of cases from 2009-2011 to discern any messages for suicide prevention in social care.

The theoretical underpinning of the four, two yearly, interlinked studies undertaken for the English government, has been an ecological transactional approach. This has provided a way of thinking about the dynamics of interactions between young people, carers and agencies and the way that different risks of harm combine and interact to affect the young person's development, behaviour and safety.

Please cross reference to overall symposium abstract 1216

Keywords: "young suicide" "child death review" "young people's risk taking behaviour".

Working with Practice-Near Research: an interactive data analytic themed workshop

Stephen Briggs¹, Jo Finch¹, Aayesha Mulla¹, Lorraine Ainscow¹, Hannah Linford¹

¹University of East London, United Kingdom

Practice –near research is an activity which connects researchers who use a range of research methods to apprehend and render coherent the complexities of what happens at the interfaces between service users, practitioners and their organisations. Such methods are often congruent with practice methodologies and may be used by themselves or in conjunction with 'practice distant' methods to develop research which is responsive to the concerns of practitioners and service users. They permit comparisons across contexts and are particularly suitable for generating European comparative studies.

The workshop aims to explore, through active participation, the potential for this approach to provide innovation in social work research. We aim to create a setting in which participants work on the analysis of an example of practice-near data, a text taken from data from a current research project. The participative exercise will be undertaken in four stages; initial orientation; sharing of perspectives; predictive hypotheses and actual outcomes; evaluation. Participants will work in small groups (or alone if preferred) and with the group as a whole. Results of the participative data analysis discussion will be evaluated within the workshop using the following key practice-near requirements:

1. How the data uses or yields 'thick description' of the social world to provide understanding of the experiences of service-users and professionals in ways that have relevance for critical appraisal of practice and policy.
2. How the analysis of the data generates comparative discussions across contexts, including internationally across countries
3. How the data and its interpretation allows exploration of emotionality and relational approaches to practice and policy.
4. How the discussion affords opportunities for adequate theorisation of practice and the experiences of research participants.
5. How the research presentation based on this data conveys the vitality of research participants' experiences

Keywords: practice-near, reflexivity, 'thick' description, international contexts.

The Contribution to Suicide Prevention of Maytree – A Respite Centre for Suicidal People

Stephen Briggs¹, Hannah Linford¹, Anna Harvey¹

¹University of East London, United Kingdom

Paper 3: Symposium on suicide prevention, number 1216

Maytree, a charitable organisation in London, has an unusual intervention for suicidal people – respite care. Suicidal people (called 'guests') are offered a stay of 4 nights where the focus is on ordinary relatedness and in-depth open-ended psychotherapeutic sessions. The model is non-medical, and trained staff work alongside volunteers.

Initial evaluations in 2005-6 of Maytree's methods and outcomes demonstrated the beneficial impacts of a stay for suicidal people. Suicidal behaviour appeared to be reduced, and gains were often sustained at follow up 6 months after the stay.

This paper discusses findings of a recent qualitative study of a sample of 50 consecutive guests, including study of casenotes and in-depth interviews 4-9 months after the stay. The study showed that people who stay at Maytree are in a serious suicidal crisis at the time of their stay. At the end of the 4 nights stay, a high proportion of guests (86%) reported reduced levels of suicidality.

A significant finding was that many guests experienced the stay as having a transformational effect on their lives. Guests encountered in Maytree something different and unique; they experienced a restoration of faith in people, and came away with an enduring sense of the significance of the stay for their lives.

The qualitative data supporting this notion of a transformational effect will be illustrated and discussed. The paper will discuss the processes of 'ordinary relatedness' which appear to simultaneously shock and comfort the anguished and despairing states of mind of these suicidal guests, leading to change. Consideration will be given to the implications of this model for social care and ways in which it can be replicated in other settings, and countries.

Keywords: qualitative research, respite care.

An evaluation of Kids Company's work with severely disadvantaged young people

Stephen Briggs¹, Aayesha Mulla¹, Lorraine Ainscow¹, Hannah Linford¹

¹University of East London, United Kingdom

Kids Company (KC) is a charitable organisation, based in London which provides practical, emotional and educational support to vulnerable inner-city children and young people. Previous studies of KC show that 83% of 14000 young people have experienced severe and multiple trauma during childhood; difficulties shared by the vast majority include homelessness, substance misuse, criminal involvement and mental health problems. A particular feature of KC is the holistic, continuous model of care which cuts across divides between services: health, social care, criminal justice, child and adult.

This paper presents first-phase findings from an evaluation of outcomes from a KC programme, 'Legit Living' which provides 'wrap-around' care for 650 vulnerable young people, including the following dimensions: safety, criminal justice, health, family needs, need for dignity, peer relations, leisure & development, enhancing education, employment and aspirations. The focus of the paper will be one aspect of the evaluation: in-depth interviews with a sample of 30 young people, at the beginning of the programme (baseline), and at intervals of 6 and 12 months thereafter. The interviews focus on the young person's narratives of their lives, their challenges, their current life plans and goals, and their experiences of Kids Company. The data is analysed qualitatively, applying grounded theory, to establish themes across the sample and for changes over time.

The interviews provide powerful and evocative narratives of the extremely disturbed backgrounds for these young people, who face severe and complex life challenges. These accounts emphasise how KC's holistic approach engages them initially and the quality of relating by KC key workers develops deep and attachments which, often enduring over several years, facilitate transitions through adolescence into adulthood. Providing hope, sustained support and a focus on attainable goals, KC generates inclusiveness, competence and the development of social, educational, emotional and relational capital.

Keywords: qualitative research, relationships, holistic, young people.

Child Welfare Inequalities: An Unseen Scandal

Paul Bywaters¹

¹Coventry University, United Kingdom

This paper proposes the new concept of child welfare inequalities: unequal experiences of child welfare services, including unequal access to services and unequal treatment when receiving child welfare, and unequal chances of child welfare related outcomes that are systematically associated with social advantage/disadvantage. For example, official statistics show wide inequalities in a child's chance of being in 'out-of-home' care or subject to a child protection plan in England between different local authority areas. Analysis shows this is not a postcode lottery but is systematically related to the level of deprivation of the area in which they live.

However, by comparison with inequalities in health, little theoretical, research, policy or practice attention has been paid to this issue over the past 25 years in England. There is no systematic evidence about the circumstances of parents whose children enter the care system or who are investigated because of child protection concerns. There is no equivalent discourse to that on the social determinants of health but, instead, the current policy focus on early intervention and child protection results in children having a greater chance of being removed from the families rather than receiving support. The intensification of neo-liberal economic and social policies in England in the context of the wider economic crisis is increasing inequalities between families. A culture of blame lies behind policies to target individual families, such as the Troubled Families initiative and payments by results approaches. These are likely to widen child welfare inequalities further with detrimental consequences for children and parents.

The parallel with health inequalities creates a basis for new directions in research, policy and practice and these will be discussed in the conclusion to the paper. Comparisons with developments in other European countries will be invited.

Keywords: inequalities, deprivation, neo-liberalism, child welfare.

Social work and social services in late modernity: The case of Sweden

Martin Börjeson¹

¹Linköping University, Sweden

Today, it is becoming obvious that the preconditions for social work – and even social work itself – in Sweden is under renegotiation. While the Social Services Act of 1982 stated that the social services should deploy an overall view in working with clients, a focus upon preventive measures and take active part in the planning of society, the development in recent years has rather been characterized by tendencies towards specialization and by an increased focus upon individualized measures. And today, there are a number of proposals that taken together (if decided) would result in an abandonment of the idea of a cohesive organization for social services within the local municipality.

However, the debate on these changes has so far been limited. This project takes its departure in that it is important to conduct a thorough discussion on how social work and social services of tomorrow should be organized. The aim is to, by developing a theoretical perspective on social services in late modernity, contribute to the foundations for such a debate.

Studying social work practice in late modernity must acknowledge that social work itself developed as a central part of modern society, but also; that the preconditions for social work has changed as modernity itself has been radicalized. For example, alongside the development of social work, there has been strong efforts to strengthen the knowledge base in relation to practice. In recent years, these efforts also questions the foundations for practice. Another example is the increased individualization of social services – which can be seen as a way to adapt social work to a more heterogeneous society.

Describing the development in the context of late modernity offers a possibility to avoid the dichotomy of modernity vs postmodernity. Instead, the development is viewed more as an open-ended process.

Keywords: new regimes of governance, late modernity, social work in transition.

Teaching and learning: a knowledge exchange in the university among students, service users and professors

Elena Cabiati¹

¹Università Cattolica del Sacro Cuore, Milan, Italy

I would like to share my teaching experience with social work students at the first year of university, that it's a particular teaching and learning experience at the same time. Our modality to contribute to students education, social workers-to-be, is relational and innovative focused on social work principles: empowerment, peer facilitation, reflection and auto-evaluation, valorization and involvement of service users, community work approach, emotional elaboration. The goal of the course "Social Work Orientation" is to be after the students in the social work world, discovering themselves in the meeting with the other, with the society needs, with the life-experiences of the users. We are not talking about lessons, instead about encounters in a circle with the presence of professor as peer-facilitator. The approach is to experiment with the young students a reflection space to prepare the meet with the society needs and the service users, even before with the professional world. Revealing is the experience of "service users as professors": a meeting day in the university between students and service users, a sharing of life stories and relation. The future social workers learn from users'experience, accustom themselves to consider the service users as able people to cope with the life situations. The possibility to experiment from the beginning this approach facilitate the students to become social workers relational, oriented on empowerment and relational processes. The course is thought to train the reflection abilities in a space dedicated to emotional aspects connected with our profession: the students assess their competences thanks to an innovative auto-evaluation instrument. I feel that, during these years, I've taught and learnt at the same time: I've been enriched in a reciprocal exchange with young students and service users combined in a dynamic circle of knowledge.

Keywords: Service users as professors, Professor as peer-facilitator, Reflection space and auto-evaluation, Teaching or learning?.

Sanctioning the unemployed

Dorte Caswell¹

¹Aalborg University, Denmark

Based on research conducted in 2011 the paper addresses the use of economic sanctions towards unemployed cash benefit recipients in the Danish welfare state. The paper addresses the ways in which social workers and managers justify the use of economic sanctions within the active labour market policy context. Looking at the sanctions from both a professional/institutional perspective and from the perspective of the client, the paper critically examines the implications of these sanctions for social work and marginalised clients. The paper draws on organisational, political and sociological theory. The empirical material used in this piece of research includes register data, interviews as well as documents.

The paper is placed within the 'Social work in transition' theme, because it is the point of view of the author that social work needs to address the dilemmas that occur in welfare state contexts that point to active participation and work as means to solve social problems.

Keywords: frontline social workers, unemployed clients, justification, economic sanctions.

Fishing from opposite banks – same river, different fish? Can a professional led Co-operative Action Research bring service users and practitioners together?

Andy Cheng¹, Imogen Taylor¹, Penny Shimmin²

¹University of Sussex, United Kingdom

²Newhaven Community Development Association (NCDA), United Kingdom

This paper discusses the design and delivery of a participatory action research (PAR) initiative to engage users of community development services in co-producing the means of evaluating the impact of those services. The project brings together a university department of social work and a community development agency located in a coastal ferry port area of social and economic deprivation, where the agency provides parenting skills support, youth advice, health promotion and supported routes into employment. The initiative forms a Knowledge Transfer Partnership (KTP), a UK government-funded programme that supports businesses and universities to share knowledge and expertise. KTPs have recently extended to include charitable/non-for-profit organisations.

Needham observes that the "forms of co-production most likely to access its... benefits are those that are collective, dialogical, positive-sum and focused at the point of delivery" (2007 p225). However, participatory processes are complex; personal grievances can be what motivate users to seek involvement in evaluation and governance activities, and formal consultation and decision-making mechanisms are not able to cope with these 'passions' (Carr 2007, p271). The 'passions' held by users can appear to practitioners as irrelevant, irrational or even a challenge to the positions they hold, thus the project explored ways to accommodate this potential 'challenge to the maintenance of rational and professional consensus' (Carr 2007, p270).

The paper reports on the creation of mechanisms for the contribution from users to be meaningful to both them and the agency. It explores the different motivations and interests held by service users and practitioners and shares evaluation of PAR methods selected and trialled by participants. It concludes that PAR has been valuable in generating mutually beneficial accommodation of different interests, and notes the challenges for ongoing application and sustainable practice.

Keywords: knowledge transfer, user participation, co-production.

Social Work and the SDQ: Improving the mental health of looked after children?

Christine Cocker¹

¹Middlesex University, United Kingdom

Limited research focuses on the role of a social worker's assessments of looked after children's (LAC) mental health and their influence over treatment decisions made about the child, alongside Child and Adolescent Mental Health Services (CAMHS). In 2009, 150 local authorities in England began annual data collection using the Strengths and Difficulties Questionnaire (SDQ) for all LAC who had been in care a year or longer. This paper presents the results of research that examines the role of the social worker in screening and gaining access to mental health services for LAC. The question was: Has the introduction of a common mental health assessment tool (SDQ) influenced the way social workers work with looked after children? If so, how?

The study used a mixed methods design. The results of the qualitative research are presented. This involved focus groups and/or individual interviews with 70+ participants from local authorities and CAMHS specialist projects for LAC across England. Focus groups were run separately for social workers and CAMHS professionals. Thematic analysis was undertaken using NVIVO and Framework.

Initial results indicate that the SDQ is not routinely used by social workers. Broader mental health issues are discussed via the LAC review process. Access to specialist support for children, carers and social workers has improved over the past 10 years but mental health issues are viewed as the responsibility of CAMHS. CAMHS have mixed views about the efficacy of the SDQ for work with LAC.

In conclusion, many CAMHS oversee the annual collection of SDQ data and report good triangulation between children who have high SDQ scores and those known to specialist CAMHS/LAC services. This raises questions about the role and purpose of the national data collection exercise. Effective multi-agency working remains key to delivering better services.

Keywords: mental health, social work assessment, looked after children, strengths and difficulties questionnaire.

From the 'social' to the 'informational' in work with offenders...and back again?

Sarah Czarnecki¹

¹Univeristy of York, United Kingdom

Traditional social work organisations, including those who work with offenders, have been subject to a number of policy and organisational changes in recent years. One of these organisations, the UK probation service had its original roots as a social work agency with a remit to 'advise, assist and befriend' offenders (May, 1991). During the latter half of the twentieth century and into the early twenty-first century, this social work focus has been eroded and work with offenders has resulted in the probation service becoming a 'centrally driven' law enforcement agency directed towards assessing and managing offender risk with a public protection raison d'être (May, 1991, Beck, 1992, Raynor and Vanstone, 2007). This has resulted in what Parton (2008) describes as a shift from the terrain of the 'social' to the terrain of the 'informational' (Parton, 2008).

Set against this backdrop, April 2011 saw the probation service begin the roll-out of new National Standards guidelines which promote a move away from the bureaucratic tick-box approach to working with offenders to an approach espousing the increased use of professional judgement and discretion in dealing with offenders (<http://www.theyworkforyou.com>). This policy initiative could be said to signal a return to the 'social' and social work terrain within probation practice. This paper will discuss preliminary findings from a PhD case study research project based in one probation trust in the North of England. The research is directed at mapping the ways that offender risk is assessed by Probation Officers at a time when the new National Standards are being introduced. Discussion of the preliminary findings from semi-participant observation sessions and interviews with probation officers will be outlined with a view to saying whether the 'informational' or 'social' can be identified as key drivers shaping work with offenders.

Keywords: "offenders", "informational", "probation", "social".

Tracking Change Among Participants of a Multi-Family Skills-Training Program for Youth Aggression and Associated Problems

Stephen Ellenbogen¹

¹Memorial University of Newfoundland, Canada

Child protective services-involved clients are at high risk for anger, aggression, and family conflict. Family TIES is an 11-session program designed to alleviate these issues. In addition to providing skills training to both youths and parents, the program is geared towards improving communication and reducing unhealthy family processes. Family TIES operates within Batshaw Youth and Family Services, a social service centre providing child protective and young offender services to children, youth, and families in the province of Quebec, Canada. In this paper, the author presents the results of a preliminary evaluation of this program. The object was to examine whether participants experienced significant improvements in emotion, behavior, and family functioning. The advantage of this research is that it evaluates a standard in-house program, i.e., it's a model that's clearly transferable to similar institutions.

A single-group pretest-posttest design was employed. The sample consisted of 30 male and 28 female adolescents and one of their parents, usually the mother. Measures were administered to parents and youth prior to starting Family TIES, and again at a booster session 5-7 weeks after the last session. These included indicators of aggression and rule breaking (CBCL/YSR; Achenbach, 2003), anger (STAXI-2; Spielberger, 1999), family functioning (FAD; Epstein, Baldwin, & Bishop, 1983), and child social skills (SSRS, Elliott & Grisham, 1990). According to both the youth and parent assessments, statistically significant reductions in youth aggression, problem behavior and anger occurred over the course of the intervention. Analyzing parent-reports, reductions in parent anger and improved family functioning were also noted. These are very promising results because improvements were primarily in areas of individual and family functioning that are specifically targeted by Family TIES. Further evaluation of this intervention using a randomized control group design is warranted.

Keywords: family conflict, program evaluation, aggression, skills training.

Quality of life of elderly living at home who are members of a "supportive community" compared with elderly living in a nursing home

Ahuva Even-Zohar¹

¹Ariel University Center, Israel

Background and purpose: The "supportive community" is a program that was developed in Israel for the elderly who are living at home. The program provides its members with a basket of services, such as an emergency call-button, a 24 hour call center, medical services, social and cultural activities. In addition, there is a "community parent" who is responsible for all of the members. In this study a comparison was made between quality of life of elderly who are living in their homes and members of supportive communities and elderly who are living in nursing homes. Research Hypotheses: 1. Quality of life of a supportive community members will be higher than the quality of life of those who are living in a nursing home. 2. Positive correlations will be found between demographic variables and quality of life in the entire sample. Method: The study was conducted among a convenience sample of 115 participants: 55 elderly members of supportive communities (Average age=74.7) and 60 elderly living in nursing homes (Average age=75.8). Instruments: 1. Demographic questionnaire. 2. Questionnaire to assess subjective quality of life. Results: Quality of life among the elderly who are living at home and members of a supportive community is higher than among the elderly who are living in a nursing home. In addition, the quality of life of married, educated, functionally independent with a good health and in a good economic situation is higher. Predictor variables of quality of life: the place of residence, state of health and age. Conclusions and implications: In light of the increased life expectancy and the growing need to care for the elderly population, practical application of the study focused on a recommendation to continue the support community development program.

Keywords: "Quality of life of the elderly" "supportive community" "nursing home".

A critical view on participatory knowledge production

Silvia Fargion¹, Sabina Frei¹, Sylvia Rainer¹

¹Free University of Bozen Bolzano, Italy

In an ongoing research project on quality in social work practice, based on the constructivist assumption that "quality" can only be the result of a complex negotiation process between all involved actors, the implications of participatory knowledge production will be deepened and critically analysed.

Differences in relation to research objectives and methods between users, carers, professionals, managers and academic researchers will be discussed and embedded in a broader discourse on different types of knowledge and knowledge production and the corresponding rules of power.

The main research project we refer to in this presentation comprises a qualitative part with focus groups, the collection of critical incidents and in-depth-interviews with professionals and service users on one hand and a quantitative part with structured questionnaires on the other one.

Participatory processes have been developed through a mixed advisory board which has been involved both in the research design and in data collection and analysis.

In this presentation we do not focus on the results which are not yet available, but we want to reflect upon the research process and on the challenges of participatory knowledge production. Particularly we want to address the issue of power imbalance and of communication across research teams which are mixed as far as training, personal experiences and (professional) roles are concerned.

Keywords: "participation", "knowledge production", "critical social work".

Have we created a monster? Families' accounts of the UK Child Protection System

Brid Featherstone¹

¹The Open University, United Kingdom

This presentation draws from an evaluation of the advice and advocacy services offered by Family Rights Group (FRG), an independent charity covering England and Wales. This charity was set up in 1974 to support and advise families who are involved with children's services. The evaluation was very wide-ranging. However, this presentation concentrates on one aspect. It explores the findings that emerged in relation to working relationships between social workers and families. One hundred and nine users of the service were asked about the impact of FRG services on their ability to 'have their say' with social workers. In cases where there were children protection concerns, parents were asked about the impact of FRG services on their ability to understand, and work with, social workers' concerns about the safety of their children.

Respondents' accounts were characterised by fear and anxiety. Almost overwhelmingly, they communicated a sense that they did not feel listened to by social workers and were seeking support in dealing with what was considered a frightening, blaming and unhelpful system.

The evaluation was conducted within a policy context in the UK with the following features:

A child protection paradigm that considers parents solely as means;

The promotion of 'out of family' adoption as an unproblematic 'solution' for children who are experiencing harms;

The pursuit of social policies that are intensifying already worrying levels of inequality.

The presentation considers the social justice implications of the role being played by contemporary child protection practices and the possibilities that exist for fostering dialogue between social workers and service users about such implications.

Keywords: Child protection parents.

Children and multiple-place housing

Hannele Forsberg¹, Aino Ritala-Koskinen¹

¹University of Tampere, Finland

We know little of children's relationship to housing. In Western cultures, children's housing situations are often equated with the terms of fixity, stability and close ties with the nuclear family. Children are, however, undergoing a process of individualization on several levels, while family structures are at the same time changing. Both these phenomena challenge us to study the relationship between children and housing from fresh perspective. We argue that children's housing experiences differ from adult experiences which make the question of children's housing topical in a new way.

The concept of multiple place housing refers to situations where a child for a reason or another, simultaneously has two or more parallel places of residence. These situations of children can be seen as forced multi-locality, differing from adults' voluntary and privileged multiple homes. According to some recent notions multi-locality is an important phenomenon of societal change.

In our presentation we will open the concept of children's multiple place housing and the question of children's spatial experiences and explore the concept from social work perspective through different cases. In social work practice social workers make decisions or give their statements of children's residence in many occasions, e.g. when parents get divorced and decisions of children's housing are made, in child protection situations when children are taken in to the care, or in a more special case of unaccompanied minors who arrive to the country to seek asylum. We suggest that understanding of children's multiple-place housing and the meanings of spatial experiences will give an important adjunct to the family relations based orientation of social work.

Our presentation is based on our research proposal and it addresses the conference sub theme 5. Child welfare, childhood, youth and family.

Keywords: social work, children, multiple-place housing.

Intrapreneurship and Social Innovation in Germany. Why Social Entrepreneurship Works Different in Established Welfare States

Stephan Grohs², Rolf G. Heinze¹, Claudia Ruddat¹, Katrin Schneiders³, Anna-Lena Schönauer¹

¹Ruhr-Universität Bochum, Germany

²Universität Konstanz, Germany

³Hochschule Koblenz, Germany

The international debate on Social Entrepreneurship focuses on defect/ residual Welfare States and identifies a heroic type of Social Entrepreneur emerging outside the established structures, innovating by the spirit of business. Transferring the perspective to established Welfare states leads to considerable problems of terminology and empirical relevance. Germany is a classic example of a conservative welfare state. The production of social services is marked by a deeply rooted tradition of corporatist governance. The "market" had only marginal weight in these arrangements. Facing severe fiscal constraints, these corporatist arrangements have been challenged by intensified pressure for marketization since the 1990s.

The contribution examines the role of "Social Entrepreneurs" in the institutionally embedded German Welfare state. It analyzes the potentials and restrictions new players are facing, building on theoretical considerations founded in the new institutionalism and empirical evidence in two sectors of welfare production. The structure and diffusion of Social Entrepreneurial projects will be analyzed on the basis of survey data and case studies in the areas of elderly care and advancement of children with a migratory background.

It concludes that the simple transfer of the Anglo-Saxon model faces high obstacles and therefore an adaption of the concept has to take place. New players have to learn to play with the existing rules. This way, they might be able to transform the rule book.

That explains the preponderance of a different type of social innovator, the "Intrapreneur", in the German context. This less heroic type of actor is socialized inside established structures of welfare production and breaks routines from within. Our evidence shows that this type of actor has the ability to play with existing networks, and is able to implement social innovations that have the potential to irritate the traditional players and spread out beyond the scope of the original project.

Keywords: Innovation, social services, Entrepreneurship, Intrapreneurship.

IN THE SHADOW OF EVERY DAY ELDER CARE – THE PICTURE OF ALCOHOL ADDICTED OLDER PERSONS

Evy Gunnarsson¹, Lis Bodil Karlsson²

¹Social work, Stockholm university, Stockholm, Sweden

²Social and psychological studies, Karlstad university, Karlstad, Sweden

Older persons having severe problems with alcohol is a recurrent phenomenon in Swedish elder care. There is not enough knowledge about how social workers within the community and care takers view these older persons. The aim with this presentation is to fill this knowledge gap with data collected in Stockholm County answering the question: How do social workers and care workers perceive older persons addicted to alcohol? Seven focus groups were organised, five with social workers and two with care workers. The data was analysed out of an intersectional perspective, i.e. gender and class in relation to the old persons' physical state.

The social workers assume that the men have been using alcohol all their lives. Older women are drinking because they do have their reasons, such as becoming a widow. Older middle class persons are trying to hide their drinking and are described as persons who have things that they from working class are missing, as good economy and fine furniture etc. In combination with old age and medication they fail to hide their alcoholism due to increasing health problems.

The care workers describe the older persons' alcohol abuse in terms of misery, a life without dignity, just craving for alcohol. Because of sickness and old age the elderly are unable to hide their addiction while being dependent on care as well. Neither the social workers nor the care workers had any training related to older persons and alcohol. They have to handle the situation without help from misuse teams or psychiatric care. The research field of elder care and addiction is under studied.

Keywords: social work, older alcohol addicts, elder care.

Child Protection Social Workers Experiences of Peer Support Groups: A longitudinal study

Carmel Halton¹

¹University College Cork, Ireland

Background and Purpose:

A cohort of child protection social workers approached the researchers to help establish peer support groups. The practitioners engaged with the researchers, researching their experiences of peer support, and in return, the researchers agreed to support the practitioners in progressing and scaffolding peer support within their employing agency. Exploring the challenges and opportunities that membership of a peer support group provides was a primary focus of the research.

Research Design:

Participants were located in a regional area in Ireland. Two peer groups were formed comprising of up to 6 participants in each group. The study draws on data collected in 2010/2011. Three focus groups were completed with each of the peer groups i.e. at the beginning, middle and end of the 12 month period. A thematic analysis of the scripts of the focus groups was undertaken to identify the challenges and opportunities that peer group members experienced.

Findings:

Findings related to the structuring, monitoring and supporting of peer groups over time (12 months) emerged. Important issues surfaced in the data relating to design, enactment and researching of such groups. Specifically, in designing peer groups the importance of familiarising group members with the concept, process and tools of reflective practice at the commencement of the peer group process were acknowledged. Enactment of peer group process i.e. building trust building mechanisms at the beginning is vital, issues related to group membership selection and the articulation, review and revision of rules of engagement were highlighted. Researching matters related to practitioner collaboration with researchers emerged as significant i.e. its implications for the group in terms of participant confidentiality and possible challenges to agency practice and procedures.

Conclusions:

The research emphasises the structural, personal, agency and professional challenges and benefits associated with developing and sustaining peer support groups in child protection practice.

Keywords: reflective engagement, continuous professional development., Peer support, group dynamics.

Follow up study of graduates of the Postgraduate Diploma in Advanced Fieldwork Practice and Supervision (Social Work): 2001-2010

Carmel Halton¹

¹University College Cork, Ireland

Background and Purpose:

This study set out to research what and how participants learn on a one-year, postgraduate social work program. The transfer of learning beyond the program is also considered. Participants take the program while in employment. Central elements of the program include classroom learning, self-study and student supervision. Participants' supervision practice is observed and assessed. The portfolio documents learning over the duration of the program, it works as a formative method of program assessment.

Research Design:

The study draws on data collected in 2010 from postal questionnaires. Participants include all graduates of the first 9 years of the programme 2001-2009 (n=71). Twenty eight questionnaires (39%) were returned. Data was collected and collated and a thematic analysis was undertaken. Themes were identified using the headings contained in the questionnaire i.e. Reflective Practice, Approaches to Teaching Learning and Assessment and Links to Professional Practice

Findings:

The reflective approach to teaching and learning on the program was identified as important in terms of helping to make links between theory, research and practice, supporting personal and professional development and facilitating confidence building. While techniques of reflective inquiry were identified as supporting participant engagement on the program, the research highlighted impediments experienced when attempting to transfer reflective practices beyond the classroom into the workplace. The program approach to learning and assessment i.e. portfolio making, while experienced as onerous and time consuming, respondents agreed that the more formative approach to assessment was preferable to previous experiences of more traditional summative /exam formats.

Conclusions:

The research highlights personal and professional benefits of program participation. It also points to employers' responsibilities. The introduction of professional registration for social workers in Ireland in 2010 is timely, in terms of advocating for changes in policies and practices in post qualifying social work education.

Keywords: Continuous Professional Development., Reflective Learning, Postgraduate Social Work Education.

Knowledge-making networks – collaborative practitioner research

Anne Halvorsen¹

¹University of Agder, Norway

The background of this paper is that we, i.e. the Department of sociology and social work at the University of Agder, Norway, over some years now have been running Knowledge-making networks for practitioners in social work services. The purpose of the paper is to present the model as an example of an approach to practice research, to outline its theoretical basis, to present and reflect on some experiences gathered so far and to discuss challenges and future possibilities.

The main points of the paper will be a presentation of the origin of the networks (Denmark), of how they are organised and run, of the participants and the projects involved, and finally of our experiences so far. This will be discussed in light of theory of knowledge and of collaboration between research and practice, and in light of the extensive collaborative work our research group have been involved in during the last years, among which is the HUSK-project (national R&D- project for the social services).

The paper addresses directly the conference themes of social work research, but it is also about knowledge production and about who are legitimate actors and methods in knowledge development in social work. The discussion in the paper could/should have implications for how practice research and collaboration between research and practice is organised and perceived.

Keywords: network, practice, collaboration, research.

Minimising inaccuracy in social work: developing a continuum for differentiating procedural and judgement based practice

Mark Hardy¹, Sheila Fish¹

¹University of York, United Kingdom

High profile service failures in social work have ensured that the demand that professional judgements be both accurate and transparent has never been as vocal or persistent. Such demands represent perhaps the most challenging issue facing social work today, threatening the legitimacy of practice. In the UK, the Munro review concluded that the ability of social workers to make accurate judgements is hampered by the burdensome degree of administration and scrutiny that they are subject to. Consequently, practitioners often have to make judgements in less than ideal circumstances, accentuating the uncertainty that characterises the complex work they must undertake.

Independently of her work for government, Munro has elaborated on how best to combine the strengths of both formal and informal approaches to judgement and decision making, so as to overcome their respective limitations. This approach privileges complexity, and seeks to specify not how to eliminate uncertainty but how best to engage with it. A distinction is drawn between those areas of practice which can be proceduralised and those which should be judgement based. However, as Munro (2010) acknowledges, there is work to be done in establishing which aspects of practice fit into each category.

In this paper we seek to work through these issues as they might apply in generic social work practice. We explore whether the necessary differentiation can be undertaken on the basis of a 'complexity continuum' which enables classification of tasks on the basis of relative certainty or uncertainty. In applying the complexity continuum to social work, we test the extent to which formal but dynamic models may or may not be practically useful as a means of differentiating between areas of practice that ought to be judgement or procedurally based. What is evident is that although such a model has utility, it also has evident limitations.

Keywords: judgement, decision-making, complexity, risk.

Generating productive Citizens or supporting the Weak? Professional Practices between Labour Market and Welfare (Switzerland)

Gisela Hauss¹

¹University of applied Sciences Northwestern Switzerland, Switzerland

Since the mid-to-late- 1990s social policy in European Welfare states has shifted from patching past damages to preventing future risks. States are now investing in human capital, i.e. in raising people's employability, and not so much in direct transfer payments anymore. The transformation to an activating, investing, or even post-welfare state can be observed across all Western European nations.

This Paper aims to analyse how this transformation become effective in professional practises in the field of labour market integration, focusing on the everyday practise in social services bureaus and work integration programmes. Working with a 'street level' approach the study illuminates how social worker in Switzerland are aligning social relations and identities with contemporary societal transformations.

Starting from this position, the article will lay out the role and contradictions of social work. Where for instance is the interaction in everyday work eddying along with the social investment perspective and the human capital foci, aiming to increase the probability of future profits and positive outcomes? From a gender perspective several questions has to be asked: What is the meaning of early or child centred interventions in this context? What does it mean for women, when the adult worker model is enforced and men and women carry an equal responsibility to provide for their own livelihoods? It is yet to be seen how the profession of social work will frame itself and deal with the increasing pressure to invest in promising and profitable ways while living up to its own responsibility to alleviate suffering and make up for shortcomings.

The paper will report on an ongoing research project: Nadai, Eva/ Hauss, Gisela NFP 60, Profitable Investments. Promoting Gender Equality through Social Investment and Activation Measures. MI2010-2013. Research assistance Alan Cononica und Loredana Monte

Keywords: social investment, Unemployment, Social Work, Gender.

Cultural translator as empowering method in family work with Russian immigrant families living in Finland

Eveliina Heino¹

¹University of Helsinki, Finland

This study is connected to the EU- project "Empowerment of Families with Children" running during years 2011-2014, which overall objective is to develop preventive methods of family work for needs of the family workers and Russian background families with children. Part of the project has been experimental work of so-called cultural translator. This means that one person, who's mother language is Russian and who is also Russian immigrant has been working with family workers and Russian clients of child protection services. Main goal of this work has been supporting family workers in their work as well as supporting families in their life situations supporting at the same time cooperation between family workers and clients. In the terms of empowerment, work of cultural translator has aimed for empowerment; both clients and family workers.

The aim of this study was to investigate: 1) What kind of experiences family workers and clients has about cooperation with each other and 2) about work of cultural translator. Also I am interested in 3) whether this kind of form of work has empowering effect on the families or workers. The experiences of families and family workers were studied qualitatively from the aspect of empowerment- theory. The overall data includes half structures questionnaire of 9 family worker, interviews of 6 clients and the interview of the one person who worked as a cultural translator during project.

Overall result of the study is that clients felt empowered during work of cultural translator on emotional and societal level and worker felt that they empowered during better understanding of their clients and in general of Russian culture.

Keywords: empowerment, immigrants, child protection, families with children.

Against all odds –coping strategies for low-income middle-aged mothers in Finland

Heikki Hiilamo¹, Anna-Maria Isola²

¹Social Insurance Institution of Finland, Finland

²Helsinki University, Finland

Social exclusion due to prolonged unemployment, chronic or sudden illness or severe financial difficulties is one of the most challenging problems to modern welfare states. Previous research on coping strategies among poor women has focused mostly on work related strategies for single mothers. The main issue concerns balancing obligations of family and paid work. Poor middle-aged mothers (between 40 and 60 years of age) are an interesting group with regard to coping strategies. After spending numerous years caring for their children they are witnessing their children becoming independent and leaving home. It is assumed that work-related coping strategies become more prominent with declining care responsibilities. However, it is also possible that adult children pose challenges for poor middle-aged women. Along with work-related coping strategies we study social, educational and participatory strategies.

Most studies on social exclusion focus on cross sectional analysis, which may not fully capture the dynamic nature of coping strategies among individuals and households facing serious social and health problems with financial difficulties. We employ a longitudinal data from a follow-up source of individual narratives. We have collected individual narratives from same individuals in 2006 and in 2012. Combining individual narratives from two time points allows us to explore the dynamic nature coping strategies.

We aim to study how the social institutions (social and health services, income transfers) support capabilities essential for middle aged womens' coping strategies.

Keywords: coping strategies, follow-up data, poor mothers.

Between the frames of economic imperatives and care: workers' views on changes in elderly care

Helena Hirvonen¹, Tuija Virkki¹, Marita Husso¹

¹University of Jyväskylä, Finland

The conditions of elderly care provision have changed significantly in recent decades according to the criteria of cost effectiveness and efficiency and aiming at ensuring the service needs of the rapidly growing proportion of elderly citizens. Our paper looks at elderly care workers' views concerning the pressures to transform their work and analyse their experiences of the changes that have already taken place according to the economic criteria. The data consists of thematic interviews (n=79) from elderly care workers and their supervisors. We use frame analysis to analyse the workers' priorities, aims and values concerning elderly care.

The analysis reveals two mutually opposing frames. The economic imperatives frame, identified primarily in the interviews with elderly care supervisors, is characterized by a perception of elderly care in economic terms, functional rationality, cost efficiency and productivity. The care frame – identified in the interviews with elderly care workers – takes an antithetical position to the previous frame with attention to service users' needs, their welfare, human dignity and ethical care provision.

We further discuss these frames in terms of the logics of time and space. The economic frame gives precedence to efficient use of scarce temporal resources by valuing the speed of work and viewing care as a standardised and rationalised activity. The care frame, on the contrary, emphasizes temporal flexibility and opportunities for unique encounters with service users.

The differences between the two frames are crystallized in how their conflicting values cause cross-pressure to workers. The conclusion is that although economic criteria increasingly dictate the premises of care work, the ethics of care – traditionally a distinctive feature of elderly care – has not been severely eroded in how the workers view elderly care.

Keywords: frame analysis, ethics of care, elderly care.

The transformation of day-care facilities into family centres in Germany – A new notion of family?

Onno Husen¹

¹University of Trier, Germany

Over the last couple of years, the transformation of day-care facilities for children into family centres has been on top of the political agenda in Germany. Additionally there is a comprehensive expansion of these institutions. Therefore we can conclude that family centres are currently being structurally established as a new type of institution in the landscape of childcare and social services. Two main goals of family centres can be summarized so far: they are firstly trying to provide easy access and low-threshold services for the whole family and secondly aim to operate as a hub for service networks within the community. Therefore, family centres try to address children by providing education and care and parents by offering counselling and courses. A closer look at the policies and programmes of this new institution can illustrate the relationship between public and family/private education and care and the (new) notion of family.

The central aim of the presentation is to contribute to a clearer understanding of the notion of family within the framework of family centre policy. The presentation will include a portrayal of the expansion of family centres in Germany, the aims and hopes that are connected to the centres and a presentation of significant notions of family within its policy.

The presentation addresses the relationship between public and family/private care and education and the changing relationship of social work and social care (theme 3). By deconstructing notions of family on the level of family centre policy, the talk will also address the themes 5 and 4.

Family centres exemplify that the fields of social care and social work are intermingled which leads to new challenges and responsibilities for practitioners. In order to understand and meet these challenges it is necessary to understand the (new) notion of family on the policy level.

Keywords: "family policy", "family centres", "family", "education and care".

Possibilities for Change: Framing Domestic Violence Intervention in Professional Health Care

Marita Husso¹, Tuija Virkki¹, Marianne Notko¹, Juha Holma¹, Aarno Laitila², Mikko Mäntysaari¹

¹University of Jyväskylä, Finland

²University of Eastern Finland, Finland

Domestic violence is a serious health problem, and health care providers are in a key position when it comes to intervention in violence. Although evidence of extensive health effects of domestic violence is compelling, health systems generally have been slow to identify domestic violence. We have studied health care professionals' ways of framing domestic violence intervention: how they see the roles of different actors and that of their own in the process of recognizing and helping the victims of violence? Our data consisted of six focus group interviews with nurses, physicians, social workers and psychologists in specialist health care (n=30) conducted in 2009. The data was analyzed by applying Goffman's frame analysis. We introduce three frames that promote the possibilities for intervention: 1) health promoting, 2) justified intervention, and 3) process launching frame. With this presentation we provide suggestions and new ideas for both professionals working with domestic violence issues in health and social care, and for researches studying these issues.

Keywords: domestic violence, professional health care, intervention.

Laymen in child welfare – the trade off between legitimacy and professionalization

Staffan Höjer¹, Torbjörn Forkby¹, Andreas Liljeger¹

¹University of Gothenburg, Sweden

Decision making in child welfare cases is a complex, morally difficult, value based and risky business. It concerns the most vulnerable children and their families and also involves power dynamics where state representatives sometimes are making decisions against the will of parents, for the benefit of children. All over the world this is both one of the core activities of social work as one of the problematic issues making the relation to media and citizens difficult, sometimes threatening the legitimacy. In different countries, different systems have been implemented. From professionalized systems where the decisions stay in the hands of professionals, to systems like the one in Sweden where elected representatives (laymen) in local boards are responsible for the decisions. This paper builds on a study about laymen boards in Sweden. 467 laymen from 99 municipalities answered a questionnaire and an observation study including 30 meetings in three boards over the time of six months were conducted. The aim of the paper is to describe and analyse the decision making from laymen in child welfare cases. The paper will also analyse the representativity of the laymen and their opinion about their task. The results show that laymen are older and more educated than the normal population. However few have education in social work or similar professions. They think their main task is to guarantee the legal rights of the citizens and to control the social service authorities and the profession. Despite the fact that they almost always follow the proposals of professionals in their assessments, they influence the decision making in different ways. Different forms of laymen governance are being described and analysed. The role of this system for the well being of children as well as for the professionalization of social work in Sweden is being discussed.

Keywords: Child welfare, laymen governance, decision making.

Effectiveness and Implementation of Evidence-Based Treatments in Residential Care Settings

Sigrid James¹

¹Loma Linda University, USA

Purpose: Prompted by calls to implement evidence-based practices (EBPs) into residential care settings (RCS) (defined as group homes or residential treatment settings), this review addresses three questions: (1) Which EBPs have been tested with children and youth within the context of RCS? (2) What is the evidence for their effectiveness within such settings? (3) What implementation issues arise when transporting EBPs into RCS? **Methods:** Evidence-based psychosocial interventions and respective outcome studies, published from 1990-2012, were identified through a multi-phase search process, involving the review of four major clearinghouse websites and relevant electronic databases. To be included, effectiveness had to have been previously established through a comparison group design regardless of the setting, and interventions tested subsequently with youth in RCS. All outcome studies were evaluated for quality and bias using a structured appraisal tool. **Results:** Ten interventions matching a priori criteria were identified: Adolescent Community Reinforcement Approach, Aggression Replacement Training, Dialectical Behavioral Therapy, Ecologically-Based Family Therapy, Eye Movement and Desensitization Therapy, Functional Family Therapy, Multimodal Substance Abuse Prevention, Residential Student Assistance Program, Solution-Focused Brief Therapy, and Trauma Intervention Program for Adjudicated and At-Risk Youth. Interventions were tested in 13 studies, which were conducted in different types of RCS, using a variety of study methods. Outcomes were generally positive, establishing the relative effectiveness of the interventions with youth in RCS across a range of psychosocial outcomes. However, concerns about methodological bias and confounding factors remain. Most studies addressed implementation issues, reporting on treatment adaptations, training and supervision, treatment fidelity and implementation barriers. **Conclusion:** The review unearthed a small but important body of knowledge demonstrating that EBPs can be implemented in RCS with encouraging results. However, results also show how RCS struggle to implement interventions, which have an empirically-supported evidence base. This has implications for both social work practice and research.

Keywords: "evidence-based practices", "implementation", "residential care".

Family Foster Care – Substitute Family, Place of Residence, Stop-Gap Option or Treatment?

Sigrid James¹

¹Loma Linda University, USA

Family foster care has a long tradition in the provision of care and services to maltreated and abandoned children. Reports in the popular press and in academic publications about the dismal outcomes of foster youth have prompted some to describe foster care as a failing system in urgent need of reform (e.g., Allen & Vacca, 2011; Eckholm, 2008; Waldock, 2011). The list of concerns and 'hot-button' issues is indeed lengthy and troubling: High rates of mental health problems and early pregnancy among foster youth; developmental, health and educational deficits; elevated rates of homelessness, unemployment, and other poor adult psychosocial outcomes; disproportionate numbers of minority youth in foster care; frequent placement disruptions; excessive psychotropic medication use; lack of adequate developmental, academic and mental health services, etc. (Burns et al., 2004; Courtney et al., 2011; Leslie et al., 2010). As such, questions about the function of family foster care and about the role foster parents can or ought to play are very important.

This presentation will provide a review of the empirical literature that will reveal that an evaluation of the effectiveness of foster care deserves a more nuanced perspective and discussion. While subgroups of foster youth are indeed at high risk for adverse outcome, other children and youth fare quite well, and multiple child, family and systems characteristics moderate outcome. The presentation will critically review this literature and discuss implications for the conceptualization of foster care, which in turn should shape social work practice and policy related to foster care.

This presentation addresses the subthemes of child protection and preventive approaches as well as social work practice research. Findings from this critical review point to the continued tension within the social work profession between values-driven and research-driven social work practice and policy.

Keywords: "outcomes", "effectiveness", "foster youth", "foster care".

Practice Research and the a new knowledge-based practice in Swedish social work

Kerstin Johansson¹

¹University of Linköping, Sweden

The report from 2008 Evidence-based practice in social services – to the benefit of the operator (SOU 2008: 18) states that the knowledge base in the social services in Sweden are undeveloped and that social service is not enough conducted on the basis of knowledge. This report has formed a starting point for a far-reaching effort to develop social work that is now taking place in Sweden. This effort towards a strengthened knowledge development and a so-called "evidence-based practice" (EBP) are stated by the Swedish government (Social Ministry) and The Swedish Association of Local Authorities and Regions (SALAR/SKL).

In a study conducted 2009-2011 this intervention was studied. The research showed that how the state would like the development is not always what is happening in the regional and local practice. The local practice has it's on logic and showed a complexity in the understanding and use of knowledge.

I am now continuing this research with the local knowledge development and use of EBP in focus. My main research questions are: How do municipality as understand and work with knowledge development? Can and if sow how can, Practice Research bee a tool in this implementation? The study includes interviews and informal discussions with actors at the local level, involvement in and observations of, meetings and seminars as well as text and document analysis.

In special focus in this paper are to discuss how local social work as a Human service organization and a professional field understand and carry –out the aims of the implementation of "the new" knowledge based practice of Social Work in Sweden. A second aim of this paper is to discuss Practice Research (Salisbury statement, 2008 and by Goldkuhl & Julkunen, 2011), which are not are not well known in Sweden, and knowledge in Swedish social work.

Keywords: Human services organizations, evidence-based, Practice Research, knowledge.

Producing socially robust knowledge – a question of dialogues and symmetries or disputes and subjectivity?

Ilse Julkunen¹, Raija Koskinen²

¹Helsinki University, Finland

²Helsinki University, Finland

This paper sets out to challenge the issue on transformation of welfare practices through producing socially robust knowledge leaning both on theoretical and practical developments within the practice research milieu of the Mathilda Wrede Institute.

Contemporary social work is facing enormous organizational changes and reforms. Practices are complex and constant changes affect practices and we need to both understand this and study this. Practices may be dissected by using Bruno Latours and John Dewey's thinking in relation to Actor Network Theory (ANT). This we have done in studying ICT-related change in child welfare. A crucial issue is however, that in these analyses, the main focus is on how things have got this way and how they work, not on how we can make them better. If we as theorists and practitioners are then interested in how to change practices should we look at other theories that may help us approach the issue in a more transformative way? Here is where we turned to the Actor Relational Approach (ARA) in planning theory. Unlike the ANT theoretical and analytical views, this attempt was derived from an intensive interchange between practice and theory.

In this paper we will present the ARA approach from a theoretical point of view and use a case from social work to dissect how eventually this approach could be used in social work. It is a question of taking practitioners and decision-makers out of their comfort zones, to challenge practices and to look at the prospects of 'breaking out of the box'. Can this be done by inviting different actors and allowing disputes as an outset, and through that make knowledge more robust?

Keywords: Practice research, robust knowledge, actor relational approach.

Development of moral expertise and normative professionalization

Mariël Kanne¹

¹University of Applied Sciences Utrecht, Netherlands

Social workers have to deal with many ethical issues, on a personal level and in the public domain. Good (social) work implies that workers are able to deal with these issues. However, many social workers say they need more support with regard to this part of their daily work. Ethical Codes and organizational protocols don't seem to be sufficient because they consist of abstract guidelines; social professionals work in complex contexts and need concrete ideas and exam

ples concerning the moral dimension of their work.

Reflection in – and on – action, together with co-workers, can contribute to 'Normative Professionalization' and development of moral expertise.

Our research team is working on the development of moral expertise of social workers in two separate but intertwined research projects. One project is aimed at developing 'moresprudence': a collection of knowledge and experience on how social workers deal with all moral aspects of their work as a support for future dilemmas. We have introduced a method for deliberation on moral dilemmas experienced by social workers, which is used by social professionals for moral case deliberation in their own organizations. They send us anonymous transcripts of these deliberations, which we analyze. Our theoretical framework is based on the Ethic of Care and on theories about co-creation and Good Work.

In another project we search for appropriate ways to develop moral expertise, in teaching as well as in organizational practice. Although both projects haven't finished, we can tell something about the results of the research: growth of knowledge on (1) ethical themes underlying the moral questions of social workers (2) how moral judgments and decisions in social work are motivated and (3) which instruments for enlarging moral expertise are considered useful by social professionals.

NB I opt for a 'double-presentation' together with Ed de Jonge.

Keywords: moral deliberation, moresprudence, co-creation, normative professionalisation.

Keep the case going on – rationalities of and in transition

Ute Karl¹

¹University of Luxembourg, Luxembourg

Influenced by on the one hand the governmentality studies in social work/social pedagogy and on the other hand by neo-institutional and power sensitive approaches in organizational research, in the last decade, research on institutional rationalities has become of eminent interest in social work research. The heuristic concept of "rationality" aims at an analysis of practices and rules, that construct a difference between the legitimate and the illegitimate. It focuses on the reconstruction of knowledge. Organizations of public welfare production have to legitimate their practices, interventions and affordances thus referring to institutions as sets of legitimate ways to do things.

My paper is based on the result of a recently finished empirical research project situated in the field of young people's transitions to work.

This study about talk-in-interaction in German Job Centers (project funded by the German Research Foundation, 2008–2011; University of Hildesheim) is based on a data corpus that consists of 52 transcripts of talks between professionals and clients/customers and additional 15 interviews with the personal advisors. The clients were all under 25 years old and receiving financial help. Their backgrounds are very diverse, concerning their formal education degrees, their living situations, and some of them were still in the school system. We analyzed the transcripts of talk with conversation analyses and membership categorization analyses.

The project team has reconstructed a rationality pattern that is oriented to the question how a case can be processed in the existing help schemes and institutional frames, and how a working consensus can be kept despite potential conflicts in interaction.

Starting from these results, in my paper, I will go a step further and ask, what is the unsaid and the invisible in this pattern of rationality, and with which consequences.

Keywords: Conversation Analyses, Rationalities of social Work, Transition to work, Institutional talk.

Realist Evaluation of social work practice: Examples of comprehensive and continuous evaluation from United Kingdom, USA and Finland

Mansoor Kazi¹

¹University at Buffalo (The State University of New York), USA

This paper will include real examples from United Kingdom, USA and Finland to demonstrate how realist evaluation strategies can be applied in the evaluation of 100% natural samples in social work and other human service agencies. These agencies routinely collect data that is typically not used for evaluation purposes. The demonstration will show how relationships can be established between evaluators and agencies in using this data regularly to help transform welfare policies, social work and social care practices.

This comprehensive realist evaluation has the central aim of investigating what interventions work and in what circumstances (Kazi, M.A. F., 2003). This approach essentially involves the systematic collection of data on 1) the client circumstances (e.g. demographic characteristics, cultural differences and needs); 2) the dosage, duration and frequency of each intervention in relation to each client; and 3) the repeated use of reliable outcome measures with each client. This is a mixed methods approach, combining the traditions of epidemiology and effectiveness research in human services (Videka, 2003). As the research designs unfold naturally, data analysis methods are applied to investigate the patterns between the client-specific factors, the intervention variables, and the outcomes. For example, the binary logistic regression method identifies patterns in the data where multiple factors are influencing the outcome, and selects the main factor or factors responsible for the outcome, with a prediction of the odds of achieving a given outcome in particular circumstances (Jaccard & Dodge, 2004). This analysis can be repeated at regular intervals and helps agencies to better target their interventions, and to develop new strategies where the interventions are less successful.

Evaluation itself is valued collectively when applied as part of daily practice, and in a partnership between evaluators and human service agencies, to utilize findings in the development of effective social work.

Keywords: realist evaluation effectiveness comprehensive.

Psychosocial Predictors of Adherence in Pediatric Heart and Lung Organ Transplantation Social Work Services

Michael Killian¹

¹University of Bedfordshire, United Kingdom

Background and Purpose: Social workers on multidisciplinary organ transplant teams play a critical role in the transplant process when providing psychosocial services to transplant patients and their families in the USA. Research on the psychosocial predictors of medication adherence as well as health and medical outcomes is critical to the advancement of pretransplant assessments and transplant social work services. Of particular interest in the study were possible child and family-related factors predicting adherence when assessing patients and their families during services.

Methods: The study utilized hospital-generated data and medical records to test the association between patient and family psychosocial characteristics and medication adherence. All patients received psychological or psychosocial assessments prior to transplantation. Medication adherence was measured using the posttransplant opinion of the physician and standard deviation scores of patients' immunosuppressive medication blood levels.

Results: Complete data was collected on 105 pediatric heart and lung transplant recipients and their families. In bivariate analyses, age of the child, child maltreatment, parental education, two-parent homes, quality family communication, and private insurance significantly predicted adherence measures.

Multivariate, step-wise analyses were conducted with each adherence outcome. The medication blood level standard deviation scores were predicted by age at transplant. The multivariate model predicting the posttransplant opinion of the physician included age of the child at transplantation, parental education, two-parent families, other significant psychosocial problems, and the pretransplant life support status of the child. The resulting model ($F(5,967)=28.146$, $df=5$, $p<.001$) explained approximately 39.5% of the variance in this adherence outcome (Nagelkerke $R^2=.395$).

Conclusions: The association between later medication adherence and psychosocial factors were supported. Efforts to develop standardized and evidence-based pretransplant psychosocial assessments in pediatric populations are suggested, especially those surrounding child and family factors. Family-centered approaches to the promotion of adherence and quality of life are recommended during pretransplant and posttransplant periods.

Keywords: pediatric, psychosocial, adherence, transplantation.

Transforming Norwegian Child Welfare

Randi Kroken², Riina Kiik¹

¹NTNU, Norway

²Telemark Univeristy College, Norway

The history of the Norwegian Child Welfare is the oldest in the World. The Act of 1900, "Vergeråd-sloven", is the first expression of a governmental responsibility for (vulnerable) children. It was first in 1992, that children got their own rights. This Act created an optimism regarded to the Child Welfares future. At the same time as Norway got the Child Welfare Act in 1992, also got The New Act for the Municipalities. This is an expression that shows how New Public management influences Norwegian politics. This movement has affected Norway from the middle of the eighties. It's characterized by governing through frames and centralizing power. While the Child welfare Act was based on formal rights, the reform of the municipals rather are characterized by aims directed against efficiency, within the state in general and the municipals especially. This was the greatest revision within the municipals since 1837. The changes in politics by this revision has had more to say for the child welfare than the Act of Child welfare itself.

The Norwegian Child Welfare, especially the last twenty years, has been affected by the NPM waves in the Norwegian Welfare state. We will elaborate how the welfare state has moved in a liberal direction, away from a profile of egalitarian values. Despite that formal rights are based on equality, the effects of the different reforms in Norway seems to have led in an opposite way.

The Norwegian child welfare system represent selective services, and not universal services. The Act is directed against selected children, not all children. In this perspective the child welfare is situated in the shade of the Norwegian welfare state. We will try to explain the paradoxial relation between the proclamation of equality and the actual effects of practical politics within Norwegian Child Welfare.

Keywords: welfare state., municipality reforms, child welfare.

Agency and power in institutional rehabilitation of elderly people

Ylva Krokfors¹

¹University of Helsinki, Finland

Agency and power in institutional rehabilitation of elderly people

My doctoral thesis focuses on the concept of (human) agency in context of gerontological social work and rehabilitation. The ethnographic style practice research has an interest in developing a theoretical and a practical model of agency for gerontological social work.

My research questions concern how the agency of the elderly course-participant and the social worker is visible in interview-situations on rehabilitation courses, what expands or narrows their agency in institutional rehabilitation and how does Finnish welfare-policy influence their agency?

The research material consists of interviews with elderly course participants, social worker's and other professionals, observations and written material from 2 different rehabilitation institutions and 3 different rehabilitation courses.

The agency is meaningful intentional everyday behavior and action where the past, present and future are always present. It is also reflective intelligence, ability to critically mould reception/ sensitivity to react in problematic situations and if needed to abandon familiar schemes or choose another way of acting. The concept of agency combined with social theory by Derek Layder takes also the personal changing identities and the personal psychobiography's influence on the actors' individual development into account. The agency is bound to the space of agency that the institutional context of a rehabilitation institution gives both to the elderly and the social worker.

Rehabilitation courses are mostly ordered by The Social Insurance Institution of Finland. They have strict rules and regulations for their rehabilitation course-orders. This raises interesting questions concerning power, tension, the elderly rehabilitation-course- participants, social worker and the rehabilitation institution. In my presentation I would concentrate on presenting my findings of how the agency is influenced by inner and outer conditions.

Keywords: institutional rehabilitation, power, elderly people, Agency.

Long term parental care for a child with disability: interplay between formal and informal care systems in Slovenia

Gaper Krstulovic¹

¹University of Ljubljana, Slovenia

The conducted research is part of a broader study about ethics in social work on the field of disability. This particular part of research focuses on the construction of parenthood of a child with disability, parental involvement in support systems and recorded societal responses to a child with disability.

Author conducted interviews with 16 parents and a few professionals in Slovenia, with the intention of discussing and showing the complexity of care for a child with disability in a system that does not regard disability as a part of "normal" life.

We explore the intertwining of the social and medical systems of help for children with disabilities in Slovenia. In addition, the utilization of individuals informal care networks that fill in the gaps, where formal systems of care are absent or insufficient, is explored. These gaps will be discussed, along with the interpretation of their significance for reshaping systems of care in Slovenia in the future.

Summary:

I. Child's parents experience handicap because of child's disability, disability is not individual, but a societal phenomenon.

II. Systemic care support is not enough to cover all the needs of parents or the child in ordinary life and always has to be supplemented with informal personal care networks, for them to fully participate in ordinary life.

III. If we consider informal practices as equally important to formal care systems, we are introduced to a new venue where we can work and explore possibilities and elements of support.

The proposed presentation addresses the balance and connections between formal and informal systems of care.

Implication of the research is a contribution to understanding the role of informal care systems in bridging the gaps of formal care systems. Informal care systems should be treated as of equal importance to formal systems if the strengths they bring are properly utilized.

Keywords: Parenthood, systems of care, child, disability.

Service voucher in home care; are the elderly service users consumers or quasi consumers?

Kirsi Kuusinen-James¹

¹Centre of expertise on social welfare Verso, Finland

Demographic, socio-economic, and political trends throughout the developed world have made elder care an issue of utmost policy importance. Service vouchers are regarded as new innovations which are expected to give service users more input in the service organizing process and at the same time relieve the pressure from public service provision and expenditure.

This research focuses on how the service voucher- model works from point of view of elderly persons in a regular home care context. Plans to cut down institutional care have increased the urgency to develop home care services which has been on the political agenda for years. The research question is how service voucher users' choices and voice are present in the needs assessment and service delivery process.

The main empirical data consists of a survey and interviews by individuals who are using service vouchers. Municipal elder care coordinators as well as private service providers were also interviewed. The paper will discuss the results of the research and the situations in which the service voucher users can be considered as consumers or quasi consumers.

The research has been funded by the Finnish Foundation of Communal Development and the Finnish Cultural Foundation.

Keywords: home care, elderly, service voucher.

Organizational change: Climate factors that predict readiness for change

Catherine Lawrence¹, Nancy CLaiborne¹, Charles Auerbach², Wendy Schudrich²

¹University at Albany, State University of New York, USA

²Yeshiva University, USA

BACKGROUND

When organizations embark on deliberate efforts to increase effectiveness through organizational changes, those demonstrating greater readiness for change have better outcomes implementing the proposed change (Weiner et al., 2008). However, when organizations are not ready, change efforts may result in resistance, conflict and failure. Researchers and practitioners concur that organizational climate plays a substantial role in successful implementation of organizational change, yet research regarding the relationship between an organization's climate and its readiness for change is scarce. This study tests organizational climate predictors of readiness for change in child welfare organizations.

METHODS

A sample of 646 child welfare workers were surveyed on their agency's readiness for change and organizational climate. The survey measured four primary domains: role, job, supervision, and organizational dimensions (Parker et al., 2003). Factor analysis was conducted on nine questions derived from the Organizational Readiness for Change survey (Lehman, et al., 2002). Multivariate OLS regression tested how agency climate impacts agency readiness for change.

RESULTS

The readiness for change scale yielded three factors which were regressed on agency climate. The following climate sub-scales were statistically significant ($p < .05$) on one or more factor: ambiguity, overload, importance, innovation, justice, support, goals, and supervisor trust.

CONCLUSIONS/IMPLICATIONS

Organizational climate is important to the success of agency change efforts: specific factors support agency change and not all organizational climates support change equally. Organizations may have a higher level of readiness to implement successful change initiatives when staff feel their role is clear, supervisors are trusted and they articulate the goals of the change. Additionally, organizations are more likely to adopt changes when: agency leaders encourage workers to develop ideas and try new ways of doing the job; change is meaningful or directly improves outcomes for children and families; and decisions are made fairly and include staff input and concerns.

Keywords: Organizational change, Child welfare organizations.

Discuss the process of social interaction & participation between social workers & health professionals within a multi-disciplinary context

Julie Lawrence¹

¹University of Salford, United Kingdom

This presentation will explore the research findings from primary research undertaken in 2011 about social interactions and participation between social workers and health professionals. Team colleagues were based within an adults' multi-disciplinary team focus in the UK. The research explored how individuals maintained their identities given the complex nature of multi-disciplinary work undertaken on behalf of adults with intellectual disabilities. The underpinning ideas about how professionals work together is supported by the theory developed by Wenger, known as Communities of Practice (Wenger, 1998). The theory applied a similar analytical process on the social interactions between professionals that are inherent within multi-disciplinary practice.

The research drew upon philosophical ideas in hermeneutical phenomenology. The purposive sample included 20 semi-structured interviews with social workers, community nurses, a speech and language therapist, a physiotherapist, a consultant psychologist, a consultant psychiatrist and a behavioural nurse specialist within the field of intellectual disabilities. The emphasis focused upon the essence of personal experiences, in terms of social interactions between colleagues and the levels of participation within a multi-disciplinary context. The data set was analysed by the utilisation of a thematic framework (King & Horrocks, 2011) which in turn created interpretive themes which highlighted findings.

The key findings concluded that all professionals were able to maintain a sense of identity by sustaining a core belief in their professional training, the clarity of individual roles and the quality of their social interactions with other professionals. This was also underpinned by strong personal values in connection to people with intellectual disabilities. This was especially important given the high demands for services, juxtaposed against limited resources, organisational demands and high expectations of individuals and their families.

Keywords: social worker, social participation, health professional, intellectual disabilities.

Becoming effective communicators with children: learning trajectories through qualifying social work training

Michelle Lefevre¹

¹University of Sussex, United Kingdom

Effective communication by social workers with children and young people of a range of ages, abilities and attributes demands more than specialist knowledge and skills. Ethically informed, creative, relational and emotionally resilient practice is required, which draws on students' use of self. Qualifying social work training is a key opportunity for practitioners to develop such capabilities but not enough has been known about how these might be taught and learned. This paper will present findings from the first empirical study in the UK of the factors and processes which support qualifying social work students in developing the knowledge, skills, personal qualities and values needed.

The author was an insider, evaluating the learning journeys of a cohort of students through the MA qualifying programme in the UK for which she is a tutor. Quantitative and qualitative data were collected at four points during the programme using self-efficacy scales, course feedback, and written responses to a case vignette, analysed for students' applied knowledge about how best to communicate with children and young people as part of the professional role. Baseline data on student characteristics, intentions and experiences were gathered so that individual trajectories could be identified and mapped against these. Follow-up interviews were conducted 18 months post-qualification with a sub-sample of five participants using a semi-structured questionnaire, with narratives subjected to thematic analysis. Holistic case studies were additionally compiled, highlighting interviewees' contrasting learning trajectories.

Findings revealed patterns in learning processes indicating how students' learning pathways were rooted in specific experiences, strengths and learning styles. Drawing conceptually on Kolb's experiential learning cycle (1984), a cyclical model of the teaching and learning process has been developed into a proposed framework to enable students to develop generic, 'child-focused', and 'applied child-specialist' capabilities for communication to at least a basic level by the point of qualification.

Keywords: children, capabilities, communication, skills.

Identifying systems and processes which promote good practice in child protection in secondary schools

Michelle Lefevre¹, Janet Boddy¹, Rachel Burr¹, Alison Croft¹, Rob Rosenthal¹

¹University of Sussex, United Kingdom

The understanding and identification of child protection needs among young people in their secondary school years is well documented as a matter for concern in policy and academic literatures. Schools are uniquely well placed to identify need because of their everyday contact and ongoing relationships with young people. However, safeguarding needs can be obscured if professionals focus on presenting behaviours without exploring their origins. This presentation reports findings from a study funded by the Office for the Children's Commissioner in England which aims to learn from schools identified as existing examples of well-developed practice to find out how schools can develop systems and policies that help ensure young people receive effective support and protection.

The study includes the following:

1. A critical knowledge synthesis review in relation to safeguarding, interprofessional working and child protection in schools. This is to inform the development of good practice guidelines, form the basis of an annotated reading list, and situate subsequent analysis of school case studies within existing knowledge.
2. Identification of good practice case studies, involving six schools within two contrasting areas. Interviews are being conducted with local authority managers, school staff, school governors, and young people's fora, focusing on:
 - a) approaches to young people's awareness of and engagement with safeguarding processes in the school;
 - b) student involvement in the development and scrutiny of school policies in relation to child protection, physical health and well-being, and behaviour;
 - c) interagency involvement with school child protection policies and practice; and
 - d) barriers and facilitators in relation to the development and maintenance of good practice in child protection in schools.

The study does not complete until February 2013 but analysis will be used to produce case studies of good practice and to inform the development of guidelines based on the development and characteristics of good practice.

Keywords: child; protection; schools; safeguarding.

Researching violence against women: the case of Slovenia

Vesna Leskoek¹

¹University of Ljubljana, Faculty of social work, Slovenia

INSERT YOUR SECTION CAPTION HERE IN CAPITALS

Violence against women is an important research topic in social work. Despite the changes in family practices, violence does not seem to decrease. It is still most common among those knowing one another very well. The information that violence (psychological, physical or sexual) is experienced by every fourth woman applies to post-industrial countries. Nevertheless, the awareness of violence against women and children has changed and brought about the need to raise awareness of women and children in this field so that they can resist violence, report it and will be offered professional assistance. Accurate information on the extent and the forms of the violence are needed in order to develop policy and create services. Although there are data available on the incidence and prevalence of violence in several EU and other countries it is important to conduct research on the national level to better understand culturally specific dynamic of violence that helps to adopt services to the needs of women. In Slovenia the first national survey on violence against women was conducted in 2010 by researchers from the Faculty of social work. Main finding will be presented and the issues regarding research design will be discussed. Issues like developing indicators, deciding on methodology, developing questionnaire and analysing data are important and have to be discussed in details having in mind experiences of other researchers from the field.

Keywords: research design, violence against women, quantitative methodology, national surveys.

Enhancing user involvement in service management – Collaborative knowledge production with the elderly service users in Hong Kong

Terry T.F. Leung¹

¹The Chinese University of Hong Kong, China

Welfare service users in the West have been increasingly involved as active agents rather than passive objects of study in research concerning them. There is however a dearth of research in the Chinese community of Hong Kong that engages the welfare service users in collaborative knowledge production. The study to be presented is a participatory action research setting out to interrogate how involvement of elderly service user in service planning and management can be enhanced in a major non-governmental organization in Hong Kong. Adopting a ground-up and inclusive approach, the study involves the elderly service users as well as frontline practitioners and service managers as lay researchers from the outset, in setting research agenda, formulating the study design and collecting data. The research itself is therefore a collaborative effort among primary stakeholders, through which the dynamics of user participation in the equally novel arena of service planning and management can be better understood through the research action. The study employs survey, individual interviews and focus groups as data collection strategies, for answering questions about expectation, motivation, problems and worries as service users participate in service planning and management. Meanwhile, reflexive examination of the collaborative research process by research team members through individual interviews and focus groups at different points of the research process constitutes another set of data, which is equally significant for uncovering the dynamics of user participation and the sensitive balance of power in an interactive and dialogic platform. The study will enhance theoretical understanding of the power dynamics between the service providers and service users, as the latter take a more active role in service planning and management. It will also inform the design of culturally sensitive user involvement measures for elderly service users.

Keywords: elderly service users, service management, user involvement, collaborative research.

Transforming Intimate Partner Violence Practice for the Female Elder Survivors: The Case of Taiwan

Chu-Li Liu¹, Faye Mishna²

¹Tunghai University, Taiwan

²University of Toronto, Canada

Introduction:

The aim of this study was to examine gaps between the discourse of social work practice with intimate partner violence and the needs of elder Taiwanese females.

Methodology:

Interviews with female intimate partner violence survivors over 60 years explored their life histories particularly the meaning of marriage. Seven women survivors, between 60 and 73, participated. Narrative analysis was utilized to analyze interviews. Content analysis of official documents and intimate partner violence policies examined practice. A comparison was made between the survivors' narratives and intimate partner violence practice in Taiwan.

Results:

The current discourses of intimate partner violence practice in Taiwan, predominately a western model, emerged as problematic for the elder female survivors, including divorce, custody and independence/self-reliance. Current practice with female survivors is to facilitate/strengthen their self-reliance. Consequently, prime services include legal assistance regarding divorce and custody of children and finance/employment assistance. Participants' narratives indicated that marriage served multiple meanings for them, including helping them escape from poverty, avoiding social stigma of being judged as worthless because marriage was associated with women's worth and achievement in Taiwan's social context. The narratives revealed that remaining married was important for the participants and that at their age gaining custody of heir children was no longer an issue as their children were grown. In addition, moving towards economic self-sufficiency was described as difficult; because of their age, participants experienced significant problems obtaining jobs. When younger, they worked part-time or not at all and thus were left with no retirement pension. Therefore, the needs of female elder survivors are excluded from the discourse.

Implications:

It is critical to review and adapt the discourses of intimate partner violence practice to the needs of various age and ethnic groups.

Keywords: discourse, elders, intimate partner violence practice.

Contesting the Case: a qualitative review of cases of birth parent contested adoption.

Barry Luckock¹, Karen Broadhurst²

¹University of Lancaster, United Kingdom

²University of Sussex, United Kingdom

BACKGROUND AND PURPOSE

This paper will report the findings of a recent UK government commissioned study, designed to inform developments in adoption policy in England. The first of its kind to focus specifically on adoptions contested by birth parents, the study addressed concerns that the drive to increase adoptions from public care and speed up the placement process might risk compromising parents' rights in law. It raises questions for the European research and policy community, about compulsory removals of children from parental care at a time of austerity and about the concept of 'permanence planning'.

The study sought to show:

If legal procedures were followed, such that appropriate and timely decisions were made;

whether children may have been inappropriately taken from their parents and placed for adoption, because the processes were weak or had not been adhered to;

METHODS

An expert review of court and local authority files was undertaken. Cases were selected on the basis that birth parents contested at three key points in the adoption process. Descriptive case profiling was combined with thematic analysis and the reduction of qualitative case material. The method allowed consideration of the nature and timeliness of the child's 'journey to adoption', the pattern of case complexity and parent contestation and the reasonableness and proportionality of social work and court planning and decision making.

FINDINGS

Local authority and judicial compliance with legal procedures ensured appropriate decisions could be made in adoption cases. There was no indication that children were placed for adoption inappropriately because processes were weak. However, UK government proposals for judicial reform to ensure timely decision making should not proceed without a parallel review and reform of permanence planning arrangements in the local authority and their quality assurance.

Keywords: parents rights, Contested adoption.

A view to the policies promoting active citizenship in Finland

Aila-Leena Matthies¹, Tuomo Kokkonen¹, Kati Närhi¹

¹University of Jyväskylä, Finland

The discourses of citizen participation and active citizenship are integrated in the normative targets of the European Union concerning the future of welfare services and democracy. In this abstract we analyze how the discourses of active citizenship and participation have been received in Finland, and how they transform welfare state. The data of the paper comprises latest three governmental plans and other key government white papers and is part of a three-year research project on the role of welfare services for active citizenship of marginalised groups, funded by the Academy of Finland.

The abstract underlines the complicated and contingent nature of policies promoting active citizenship and participation. Although discourses behind these policies have mostly been emancipatory by their nature, calling for citizen-centred and right-based renewal of the welfare state, the actual process of changing social policy is labelled by compromises due to different interest groups, practical issues and social and economic discourses. The single most important conflicting trend, affecting the policies, is the drive to higher economic efficiency and lower level of public and social expenditure. Due to this opposing trend, the transformation analyzed does not only strengthen citizenship rights, but also stresses the importance of citizenship duties – often in a way that increases inequality between different citizen groups.

The empirical analysis shows that in addition to its connection with welfare policies, the policies for active citizenship and participation seek to renew the Finnish welfare state to a direction that is market performance oriented and often also openly neoliberal. Hence there is a danger, especially among the most vulnerable citizens, that in the name of activation and participation citizen rights are weakened and replaced by citizen obligations of which workfare policy and cuts in welfare benefits are prime examples.

Keywords: "active citizenship, participation".

Crossing boundaries: a comparison of the relative use of child welfare and youth justice systems in two jurisdictions

Janice McGhee¹, Lorraine Waterhouse²

¹University of Edinburgh, United Kingdom

²University of Edinburgh, United Kingdom

Background and purpose

Research on the relative use of youth justice and child welfare systems within different countries and their combined significance for child well-being is limited. This paper compares data from two systems with unitary jurisdictions for child welfare and youth justice cases: the Scottish children's hearings tribunal and the Massachusetts juvenile court to re-examine the classification and treatment of children within these systems.

Method

Routine statistical data gathered on juvenile justice and child welfare cases over the period 2000-2010 is compared to explore trends in the relative use of care and criminal jurisdictions for vulnerable children. National statistics frequently separate juvenile justice and child welfare data collection and analysis, reflecting the divisions within institutional arrangements responding to children in need and those in trouble with the law. The jurisdictions selected exemplify different systems that integrate state responses to child welfare and youth justice cases within the same forum.

Results

Combined delinquency and child welfare referrals in both jurisdictions declined over this period although the rate of decrease was higher for offence referrals. The balance between offence and child welfare referrals varied between the jurisdictions suggesting there is no straightforward connection in relative use of each type of referral. A more complex picture of state involvement in the lives of vulnerable children emerges.

Conclusions and implications

The comparison between the State of Massachusetts' juvenile court and the Scottish Children's Hearings provides a lens to consider state intervention in the lives of vulnerable children to address common social problems. It allows the examination of fundamental philosophical issues that address the classification of children within state intervention systems and to consider, at a societal level, how we treat our children.

Keywords: youth justice, child welfare, society.

Researching Social Work in Transition

Caroline McGregor¹

¹National University of Ireland Galway, Ireland

The aim of this paper is to present history of the present (Michel Foucault) as an effective methodology for researching transition and transformation in social work. The current transformations in Ireland in Irish child protection and welfare services will be focused on for illustration. In particular, the paper will provide an analysis of the transition of child protection and welfare practice from a Health Services Executive Structure to an Independent Agency for Child and Family Support. The Agency takes effect in Jan 2013 and signifies a major transition of services within the country influenced by a number of factors over recent years, most notably a number of high profile cases of child abuse within institutions in the past and child deaths/neglect cases in the present. The 'new discourse' of family support and inter-disciplinarity which underpins the proposed transition will be critically examined. As part of this analysis, McGregor (formerly Skehill) will reconsider her thesis on the nature of child protection and welfare social work in Ireland presented in Skehill (2004) and based also on a history of the present approach. A decade on, she reconsiders the major discourses that are shaping and influencing the direction of social work for the future. McGregor will draw comparisons with transitions in child welfare across Europe and will conclude with a commentary on the validity and reliability of history of the present approaches to capture the nature and form of strategies such as social work at key moments of change.

Ref: Skehill (2004) *History of the Present of Child Protection and Welfare Social Work in Ireland*, Lampeter, Edwin Mellen.

Keywords: history of present, transition, ireland, child protection.

Enhancing Critical Reflection amongst Social Work Students on Placement in Care Homes for Older People: The Role of a Practice Learning Centre

Alisoun Milne¹, Adrian Adams¹

¹University of Kent, United Kingdom

This paper discusses an initiative to establish a Practice Learning Centre to support social work students on placement in care homes for older people in one area of South East England. Practice learning, for all social work students in the UK, is currently delivered via two 100 day placements in a service setting. The Centre represents a partnership between a University social work department and a well established medium sized provider of care homes: a number of the homes specialise in dementia care. Its aim were to develop the potential of social work students to engage and work with people with dementia; deploy social work skills and knowledge in a care home setting; enhance their capacity for critical reflection; and embed good practice with residents amongst staff in the care homes. The learning gained was explored and captured using a group experiential learning model run by one of the Centre's practice educators: 10 students placed in 7 care homes took part. Key learning related to enhancing critical reflection of practice including its application to challenging organisational norms and ageist practice. Other themes that emerged from the learning model included: the value of developing relationships with residents, their families and staff; the importance of biography in being able to offer genuinely person centred care to a person with dementia; the complexity of dementia; risk; the role and nature of care homes in UK society; and the potential of social work in care home settings.

Keywords: people with advanced dementia, reflective practice, social work in care homes, care homes.

Continuing Carers – Identity and Role Transitions of Spouse Carers whose Partner is in Long-Term Care

Alisoun Milne¹, Eleni Hatzidimitriadou¹

¹University of Kent, United Kingdom

A growing sub group of the UK two million older carers are those who support a relative in long term care. Of the over 450,000 care home residents at least two thirds receive care from a relative prior to admission and many continue to receive care post admission. This is particularly the case for spouse carers of partners with dementia. For this group caring has often become embedded in their sense of self and identity. Admission is often associated with poor mental health outcomes, especially depression, for carers and they tend to be off the radar of carers support agencies, the health service and social services. To date research on this group has primarily focused on the instrumental roles that they perform; far less attention has been paid to their lived experience of caring. Indeed the limited nature of current thinking of the transition from full time carer to 'continuing carer' draws neither on psychological theory of role transformation nor on relevant sociological concepts. Exploring the process of 'continuing to care' through the intersecting lenses of role identity, social liminality and biographical disruption has the potential to illuminate our understanding of the carer's changed status as well as on how best to offer support to this vulnerable population. This paper will offer an analysis of the conceptual status of this invisible group and explore ways in which their experiences can be captured and their needs met. The role of social workers in relationship to executing their responsibilities to family carers, and care homes in providing support to relatives of residents, will specifically be highlighted.

Keywords: long term care, role transformation, carers support, family carers.

Involving Carers in Personalised Adult Social Care Practice

Wendy Mitchell¹, Jenni Brooks¹, Caroline Glendinning¹

¹University of York, United Kingdom

Background and Purpose:

English adult social care practice is undergoing major change, with renewed emphasis on the rights of disabled and older people to control their own, personalised support arrangements. Family carers in England have also secured rights, to assessments of their needs and support in their care-giving roles. A new study examines how far current social care practice recognises the separate needs and rights of disabled and older people, and of family carers, whilst simultaneously acknowledging and supporting the interdependence on which care-giving is based. The study also investigates whether current practice is consistent with the (possibly different) wishes of disabled and older people and carers'; regarding the latter's roles and responsibilities.

Methods:

A survey of social care practice regarding carers' roles in assessments, resource allocation, support planning and the on-going management of support arrangements was conducted in two typical English regions. This was followed by in-depth interviews with service managers and focus groups with front-line staff in three authorities in these regions. Individual interviews with dyads of disabled and/or older people and carers were conducted. Data was analysed using Framework analysis.

Results:

Staff training and guidance on carers' roles covered only some core social care processes, but even this was not followed systematically. Different practices amongst staff working with older people and with learning disabled adults were also apparent. Service users wanted carers to be involved and carers were generally happy to be involved. However, carers' involvement was usually restricted to only some aspects of social care practice (mostly assessments and routine reviews); moreover, there were risks that carers' separate rights and needs could be overlooked.

Conclusions and Implications:

From the different experiences of staff and service users and their carers', areas of confusion and tension will be identified and recommendations for practice development will be made.

Keywords: personalised social care, disabled/older service users, carers.

Intergenerational relations in the support person practice in child welfare

Johanna Moilanen², Johanna Kiili¹

¹University of Jyväskylä, Finland

²JAMK University of Applied Sciences, School of Health and Social Studies, Jyväskylä, Finland

The presentation focuses on the support person practice operating in Finnish child welfare. The purpose of this form of welfare work is to provide support to children who are clients of public child welfare services, particularly in so-called 'open care' services. While being an established part of the Finnish child welfare institution and municipal social services the special nature of this kind of work is that it is essentially a form of voluntary, civic activity. All Nordic countries have made use of voluntary support persons, or correspondingly contact persons, over several decades. Despite this there is a lack of knowledge in all Nordic countries concerning the functions and the results of the practice.

In Finland, there is a total lack of national or even regional and local knowledge, statistics and academic investigations about the practice, even though it has already run for 40 years. The paper is based on an empirical study on the support person practice that has been implemented by a well-known child welfare NGO providing support person services as purchase service for municipalities.

The study investigates intergenerational relations between voluntary support workers and the children: how their interrelations emerge, what qualities they develop and how they work. The presentation will introduce empirical findings of the study that draw on both interview and the documentary data. Theoretically, the study is grounded on the idea that childhood and adulthood, in their interrelatedness, form a mechanism of social exchange (Bourdieu) and, consequently, the practice when successfully operating aids the child in raising his/her stock of useful social and cultural resources ('capitals'; Bourdieu). As an "intervening element" in social work, the practice forms an interesting part of the dynamics of current family practices and the promotion of the 'normal' family.

Keywords: support person practice, child welfare, intergenerational relations.

Organizing social work in the public sector – a domain theory

Stefan Morén¹, Björn Blom¹, Marek Perlinski¹

¹Umeå University, Sweden

Social Work in Sweden is conducted largely in the context of policy-driven public organizations. It applies e.g. to social services, the health sector and schools. Such organizations are typically described and understood as "administrations", and they are often portrayed in organizational charts with varying sets of formal roles, positions and functions that are coordinated to achieve the administration's goals. This traditional understanding of organizations for social work is in fact very limited: 1) it is static in that it is about structure rather than process, 2) the political level is involved to a small extent, 3) the professional component is diffuse, and 4) the impact from the outside world is often not considered at all. It is logical from this perspective that social workers, when they enter into this type of organization, risk to be merged in their role and position in the administration, they will be "handlers of cases" rather than independent professional practitioners.

The central element of the discussion is the relationship between politics, administration and profession, which in turn develops into a domain theory for the organization of social work. We note that these public arenas for social work are constituted of three domains with different functions and logics, yet interconnected and interdependent: the policy domain, the administration domain and the profession's domain. The single local organizations – constituted of these domains with their respective logics – are in turn conditioned by a fourth domain: the domain of institutional conditions. This latter domain is about control ideals, norms, views of knowledge and technologies that exist in society, legitimized and disseminated by central institutions, and that govern in important respects how the single local organizations work. The purpose is to contribute to the development of a domain theory for the organization of social work in the public sector.

Keywords: professional practice, administration, domain theory, policy.

Exhausted by the rigorous economic situation?

Maija Mänttari-van der Kuip¹

¹University of Jyväskylä, Finland

Market driven public sector reforms have been shared experiences all around the Western world over the past decades and Finland is not an exception to this rule. Also the Finnish public sector and public social services have been witnessing this transition. Since the recession of the early 1990s, social services have been battling with increasing budget strains, under-budgeting and pressure to be more effective in the midst of constantly shrinking resources. These economic strains and pressures have remained and transformed into everyday practices.

The aim of the presentation is to examine the realization of this rigorous economic situation in the public sector social work. The goal is to analyze how these factors are connected to the work well-being of the social workers. The survey data used in the presentation is collected during the years 2011-2012 and it consists of 817 respondents from 190 Finnish municipalities. The respondents work as social workers in family and adult social work in the public social care.

The results indicate that budget strains and efficiency demands have increased in the public sector social work. Especially social workers working in larger municipalities and in child protection have been witnessing even greater growth in these demands. More than 75 percent of the respondents working in child protection have more client families than the union of social workers recommends. From those social workers, who are doing adult social work, more than 90 percent have more clients than recommended.

What happens to the work well-being of the social workers in this context? Do these factors predict impaired work well-being or is there something else to be considered? The presentation is part of an ongoing dissertation project which deals with the public sector social work, the work well-being and the work communities in the era of marketization.

Keywords: work well-being, marketization, public social work.

Construction of 'good' and 'bad' motherhood in family social work

Rasa Naujaniene¹, Roberta Motieciene¹

¹Vytautas Magnus University; VMU, Lithuania

In Lithuania, the term family at "social risk" is associated with the term "multiproblem" family used in the literature and practice of social work. The presentation supports the approach that family at social risk in social work practice can be viewed as a social construct that, in turn, causes certain conflict between different groups of society. The aim of the presentation is to present study with the aim to reveal how does a positioning "risk family" woman through researcher conversation with social worker and mother about social work process with family deploy different categories of motherhood. The article presents the analysis of a case study which is a part to a more extensive study carried out under participatory action research methodology. Analysis of interviews with two research participants: a social worker and a client-mother who belongs to "social risk" family, is provided. Categories of 'good' motherhood and 'bad' motherhood were disclosed through analysis. The social worker and the woman who is the "risky family" mother have demonstrated different discourses about their experiences of the system by critically reflecting their experience of provision and receipt of the services. Social worker's rhetoric that constructs the position of a 'bad' motherhood is dominated by the discourse of negative attitude towards families at social risk that prevails in the society, when these families are viewed as a homogeneous group with typical personal problems, while the structural nature of problems is ignored. Rhetoric of the mother discloses the position of a 'good' motherhood who is active, she understands the system of social security, questions the necessity of the services and sees the causes of her problems in the existing structures of the system.

Keywords: family social work, social constructionism.

Empowerment oriented social services: the theoretical considerations and practical implications in Lithuania context

Rasa Naujaniene¹, Jonas Ruskus¹, Natalija Mazeikiene¹, Roberta Motieciene¹, Dziugas Dvarionas¹, Dainius Zvirdauskas¹

¹Vytautas Magnus University, Lithuania

The overall aim of the presentation is to present research that was aimed to analyze peculiarities of provision of social services at micro, mezzo and macro levels and to develop empowerment oriented social service model in Lithuania context. The research was financed by the Research Council of Lithuania. Existing model of social policy and the efficiency of social services network were discussed in order to emphasize particularities of context for social services in Lithuania. Empowering social work concept was used in order to elaborate specific guidelines how to organize social services seeking effective social inclusion through connections in between all sectors of economic life – public, private and non-profit or voluntary sector. The concept of empowerment oriented social services was used as conceptual model. Through analysis of literature review the concepts of power and helplessness were discussed in order to reveal different aspects of empowerment's concept. The debate about different levels of empowerment was included in discussion. Research was based on Participatory action research perspective. Qualitative as well quantitative research methodology was used in order to achieve research aim. Representatives of non-profit organizations, politicians from national and municipal level, responsible for social services and staff of organizations who provide social services, service users were invited to participate in focus groups as well as in face to face individual interviews. Based on the analysis of qualitative research data the questioner for quantitative data collection was developed. Questioners of services providers (N=264) and questioners of services recipients (N=303) were used for the statistical analysis. Results of the research are discussed during presentation.

Keywords: empowerment oriented social services.

Social Pedagogy As a Perspective on Social Work

Sascha Neumann¹, Philipp Sandermann²

¹Université de Luxembourg, Luxembourg

²Universität Trier, Germany

Unlike in most other countries, there have been broad discussions on theories of social work in Germany for 120 years. These discussions were obviously connected to attempts of establishing an academic discipline of social pedagogy in Germany. In the 1970s, these attempts were eventually successful. Nevertheless, a strong tradition of self-reassurance in Germany's social work debates endures.

When we take a closer look at how these debates have evolved during the last 40 years, we can identify various theories of social work which still try to identify what exactly represents the field of social work as a whole by referring to a broader concept of social pedagogy. These attempts vary a lot in terms of what they detect as a core identity of social work and how they do it. Therefore, they are often summarized as hopeless adventures to find out about the "real" identity of social work. As opposed to this conclusion, we will make the argument that there is in fact a more general perspective of social work theory revealed by those theories of social work that refer to ideas of social pedagogy. However, this perspective may not be so much a matter of objective, but of objectivization in social work theory. It becomes visible by virtue of a specific manner of reasoning. In our talk, we will firstly describe this pattern, we will secondly suggest an explanatory approach to answer the question why theories of social work that refer to social pedagogy reason like they do, and we will thirdly show to what extent it is worthwhile to investigate theories of social work such as those developed in Germany during the last 40 years. Thus, the talk will contribute to a clearer understanding of the specific knowledge that social pedagogy has developed on social work practice.

Keywords: Social Pedagogy, Germany, Theory, Knowledge production.

Models and Ethics for Prioritizing Social Work Services

Petteri Niemi¹

¹University of Jyväskylä, Finland

As a part of "Models and Ethics for Prioritizing Social Work Services" project I have made 12 semi-structured research interviews. Most of the interviewees are social work leaders, but also representatives of city management, the Ministry of Social Affairs and Health and the Finnish Parliament are included. The point of views of a small village, a middle-sized city and a big city are covered. The interviews tell about the reality of prioritizing: how is done in real life, who does it, how is it justified etc.? I would like to present the initial results of the interviews in an oral presentation. The results cannot be straightforwardly generalized, but they still reveal significant facts about their contexts and bring forth a wide set of views about prioritizing. The most important result is that more explicit discussions about prioritizing are very much needed. The risk is that prioritizing is done in an unethical way, e.g. in an accidental or covert way, or without ethically sustainable reasons.

Keywords: Social Work Ethics, Prioritizing.

Knowledge based practice in the management and development of social work practice

Maria Appel Nissen¹

¹Aalborg University, Denmark

This paper is based on an empirical study and analysis of the forms of knowledge in the management and development of professional social work practice. The background of the paper is the demand for evidence or knowledge based social work practice. The paper approaches this issue as a sociological problem related to the purpose and quality of social work in highly differentiated welfare societies concerned with 'social inclusion'; Knowledge about the knowledge of other actors becomes an increasing precondition to action. Following this, the paper analyses the forms of knowledge which are at play in the development of professional social work practice. The analysis is based on qualitative in-depth interviews with social work managers, who are responsible for the development of professional social work concerned with vulnerable children in Denmark – and the analysis focuses on what forms of knowledge this practice is based on. The analysis identify four main forms of knowledge crucial in the management of development: knowledge about 1) society and welfare expectations, 2) politics and technologies, 3) different forms of knowledge about children, and 3) how social workers develop individually and collectively. On another level these findings indicate that processes of development require a practical sociological sense, including knowledge about how to analyze how knowledge is used in different context, and how to produce knowledge – but also that this form of knowledge to some extent goes unheeded: Social work managers are less aware that they increasingly act as practice researchers actually exploring and producing knowledge in ways which resembles abductive research practices. These indications should be explored through additional empirical studies. Such studies might change, how knowledge based social work practice and the preconditions to it is perceived in policy, research and in social work

Keywords: abduction, development, evidence, knowledge.

User knowledge agenda

Sigrid Nordstoga¹

¹University of Agder, Norway

User knowledge agenda

The purpose of this paper is twofold, both to describe a learning network where users, professionals and researchers in different ways, have been involved in development work and then to present some underlying theme in the projects. The projects are about user knowledge in the broadest sense. The learning network, called Knowledge in the workplace – user knowledge, was established in Praxis-South at the University of Agder. Praxis-south was established over ten years ago and is a collaborative forum between education, research, professionals and users. Workplaces within the welfare sector in the region are invited as members and partners in Praxis-south.

In Knowledge in the workplace – user knowledge professionals and users were invited to create development projects in their own workplace to access the user knowledge, so that the user perspective, in turn, can be more clearly in services. These projects were in the areas of mental health / substance abuse field based in municipalities and in user organizations. The projects have been partly user-driven, partly collaborative projects between users and professionals and professionals researching on users.

Each project received supervision of researcher and project groups were gathered for education on topics as, organizational learning, action research, analysis, publishing and dissemination of data.

The underlying themes in the development work seems to have a clear agenda, so as to highlight the user knowledge to politicians, to demonstrate good professional work, to inform about user groups' particular situation and to influence and develop public services. In the paper, I will discuss these agenda in relation to challenges in the role of social work.

Keywords: user knowledge agenda.

Getting the job done: (Professional) challenges at the frontline of activation services

Urban Nothdurfter¹

¹Free University of Bozen/Bolzano, Italy

The decentralisation and individualisation of activation services has gained in importance in all European welfare states making lower level discretion an intrinsic feature of service provision. Thus, the debate on activation policies has to go beyond formal policy and to take into account also its operational dimension which must be conceived not as mere technical issue but as shaping what is eventually produced as policy on the ground. In this context, frontline work plays a crucial role since it constitutes the very moment where policy strategies have to be translated in real world solutions. However, from a social policy perspective frontline work in activation services has been framed mainly as an administrative activity and only recent contributions have brought about a debate on both the necessity and the feasibility of professionalisation processes in this field.

The proposed presentation is based on a research project aimed at studying the challenges, interpretations and reactions of frontline workers in activation services and analyzing them in the light of a combined theoretical framework which understands frontline work as part of the policy making chain and addresses issues such as the use of discretion, power and situated agency.

The project consists of a comparative qualitative study undertaken in public employment services in the cities of Vienna (Austria) and Milan (Italy). Data have been collected by qualitative interviews with frontline workers and are analysed in a general inductive approach.

The project will contribute to the debate on the feasibility of professionalisation processes in a field whose challenges are often neglected both by social policy and social work research, although it has become a central arena for welfare state intervention. First results indicate that the dynamic of personalisation recurs also on the level of frontline workers exposing them to precarious forms of (professional) self-reliance.

Keywords: professionalism, frontline work, activation.

Participative Action Research Approach and Qutomo Project: Towards a Culture and Gender Sensitive Integration Path for Immigrants

Marianne Nylund¹, Margarita Sakilayan-Latvala², Johanna Sjöholm²

¹Diaconia University of Applied Sciences, Finland

²Vantaan Nicehearts ry, Finland

This paper presents a participative action research approach involving paid workers, service users, service providers and university students and teachers. The partners in the research project are Qutomo project implemented by Vantaan Nicehearts ry (funded by ESR and RAY, Finnish Slot Machine Association) and the English Bachelor of Social Services degree program (DSS) at Diaconia University of Applied Sciences in Finland. There are already examples how university students can be involved in community research (Schwartz, Sande & O'Brien 2012). DSS students have skills and knowledge in intercultural communication. This participative action research is geared towards creating an innovative path towards integration of immigrants, a path that recognizes the value of cultural diversity, gender and age. The approach of the project is to facilitate dialogue with different stakeholders so as to develop cross cultural competencies and understanding gender issues related to integration of immigrants. The stakeholders involved in the project consist of government authorities, immigrant service providers, NGO's, researchers, students and immigrant women. Using participative action research approach, the project will organize four cooperation forums within the year 2012 – 2013 where the stakeholders will have the opportunity not only to be in dialogue with each other but also to form a cooperation network. The data collection will be carried out during these forums where discussions will be audio recorded as well as students will write their notes and observations. With this approach, it is important to be clear of the power relations and responsibilities of each partner. The research interests of the students and the cooperation network actors will be negotiated at the beginning of the research project. The aim of the paper is to present the beginning of a research process where members of Qutomo cooperation forums will act as researchers in planning, implementing and evaluating the research project.

Keywords: immigrant, Participatory action research, culture sensitivity, integration.

Using service users' stories in teaching and learning to help cultivate virtue ethics

Juliette Oko¹

¹Teesside University, United Kingdom

There has been a growing concern in the UK that health and social care staff need to be more compassionate and caring towards people in their care, particularly following high profile scandals such as the abuse of vulnerable adults that took place in Winterbourne View, 2011 and the neglect and basic failings of care that took place in North Staffordshire Hospital, 2009.

But how can we help cultivate qualities or virtues, such as compassion, respect and dignity in our students for the benefit of good practice with service users?

This paper presents an innovative approach to teaching and learning about ethical practice in social work with a particular emphasis on developing a virtue ethics approach. It moves away from traditional teaching methods that rely on theoretical case studies to engage the learner, and instead uses personal accounts from service users' experiences that more usefully stimulate and engage the student. Student evaluations reveal that these 'real' experiences have enabled them to connect more meaningfully with service users' stories in ways which have stimulated their feelings sympathies and so help cultivate virtues in ways which a theoretical case fails to achieve. Using 'real' stories can help foster a commitment to virtue ethics by encouraging the student to think about some of the personal qualities that service users appreciate from the worker and therefore encourage the student to focus more on the relationship-based aspect of social work, encouraging a deeper commitment and understanding of virtue ethics for working with service users.

Keywords: "service user involvement", "Learning and Teaching", "virtue ethics".

The Social Order of Egalitarian Individualism: Socio-Historical Perspective on Welfare Policies for Children in Norway

Aurelie Picot¹

¹Oslo and Akershus University College, Norway

This article takes as a starting point the current scientific and professional discourses about children's rights and participation in Norway. The objective of the article is to problematize present forms of practice and knowledge in the area of welfare policies for children.

Previous research emphasizes children's emancipation while state control of children and families tends to be under communicated. Inspired by Foucault's concept of genealogy, the article presents a historical analysis including child legislation and child protection laws and policies in Norway from 1896.

The question that is posed by the article is how stringent state control of children and families can be tolerated in the Norwegian society, which highly values equality and independence. In order to answer this question, the social order of the Norwegian society has to be considered.

Lenoir, in his genealogical study of family morals in France, uncovered the nature of the social order of the French society, which he called familialism. Familialism "represent family as the principle of everything" (Lenoir 2005: 199). The article argues that the social order of the Norwegian society is distinct of familialism; this order can be described in terms of egalitarian individualism.

The norms, discourses and institutions of egalitarian individualism have been incorporated into the law. Then, those norms and discourses have been internalized by individuals and used to legitimize state control of children and families. Those developments indicate a transformation in the forms of social solidarity and the conception of social citizenship. This has important implications for child welfare policies and child welfare work, as the latter are based precisely on the norms and discourses of egalitarian individualism.

Keywords: social order, egalitarian individualism, Norway, child welfare.

Support resources for families living with a person with disability: An analysis of existing support resources in Western Switzerland

Geneviève Piérart¹, Isabel Margot-Cattin¹, Pierre Margot-Cattin¹

¹University of Applied Sciences Western Switzerland, Switzerland

Support resources for families living with a person with disability are regulated by Swiss state through social and education policies. Although the policies of disability are governed by the Federal laws, the Swiss government delegates to the regional level a number of benefits for people with disabilities. This organization causes inequality in the access of these resources .

In a research on support resources to families of people with disability we evaluated these resources in the six districts of the French-speaking part of Switzerland. The results show that resources can vary greatly from one region to another, both in terms of intensity and delivery modalities. In some cantons, these resources are mainly provided by public or state-supported structures while other rely more on private associations. If they offer cultural proximity to respond to targeted needs of families of people with disability, they are more precarious than resource provided by public agent. The benefits are primarily delivered by volunteers whose availability may fluctuate. In several cantons, the associative network is dense offsetting a lack of state structures. In this context, territoriality is expressed by a differential access to resources and is observed across differentiated action's modes between actors. In rural regions, synergies are developed between civil society and institutions in order to expand the range of services for families. These local networks encourage the development of innovative solutions. In more urban regions, the offer is wider but less readable for families, for which access to information and resources may be really difficult.

In this paper, we present the results of a qualitative research in terms of access to resources, analyzed both in a territorial perspective and a perspective based on status of provider.

Keywords: resources provider status, ressources for families, territoriality, access to resources.

Between core and periphery? A mixed method social network analysis on the role of generalist service providers in an inter-organizational service network

Peter Raeymaeckers¹, Koen Hermans², Danielle Dierckx³

¹University of Antwerp, Belgium

²University of Leuven, Belgium

³University of Antwerp, Belgium

In recent years, social work practice is increasingly faced by the dilemma between specialization and generalism. Historically, social work is rooted in a generalist approach. We however notice that a rising trend towards neo-liberalism and a managerialist emphasis on efficiency has been pushing social work organizations to develop higher levels of specialization by focusing on one type of problem domain or function. In research, findings on 'what's best' are mixed. Some state that specialization offers an opportunity to provide in-depth knowledge on very specific client problems. Others argue that specialization leads to 'service gaps' resulting in a decreasing responsiveness towards client needs. In this paper, we develop a network approach and argue that in an inter-organizational service network, generalist and specialist organizations can be very complementary. To explore this aim we conduct a mixed method research combining quantitative social network analysis and qualitative interviews with social workers. We first apply a social network analysis to map four networks of organizations in four deprived city districts. Results show that two out of four networks maintain a high level of integration. In these networks organizations are more connected and the exchange of resources such as information, clients and coordination of cases is maximized. Furthermore, the social network analysis points out that in more integrated networks generalist service providers are situated in very strategic core positions in the network. The qualitative interviews show that while specialist service providers offer crucial services to improve the client's well-being, generalists act as linking pin organizations and enhance resources exchange at the network level. Generalist service providers offer crucial client information to the specialized network partners and by doing so they are able to connect different parts of the network. When both types of organizations are present, the effectiveness of service provision at the network-level will increase.

Keywords: mixed methods, social network analysis, inter-organizational service networks, generalist-specialist.

Social class, gender and emotions – Institutional exclusion at the employment office?

Ulla Rantakeisu¹, Kirsti Kuusela¹, Lis-Bodil Karlsson¹

¹Karlstad university, Sweden

The Swedish social policy reforms of the last decades are characterized by an increased pressure of an individual working ethos influenced by neo-liberal ideas of entrepreneurial selves. The control of the work capacity and work incentives has at the same time increased among unemployed and those on the dole. Which categories of clients will be disadvantaged by this societal change? Is it possible that the employment office, aiming to social inclusion at the labour market, is reinforcing inequality processes in society? Our study is based on qualitative interviews with 18 youths, unemployed ten weeks or more, and eight employment officers. We analyzed the interplay between the youths and employment officers with theoretical concepts as socio-structural life modes, emotions and institutional exclusion.

There is a value- and emotionally charged gaps between employment officer's and working class youths. The increasingly predominant ideas on the labour market, reflected in the work of the institution, suits the middle class youths. The employment officers scrutinize particularly the working class girls when being partner and care oriented. The main task of the employment office, i.e. provide the labour market with a working force, collide with another necessity in the society, doing domestic work. The working class girls have to adjust to be responsible to the domestic work but are also expected to apply for any job. The working class youths – especially the girls – do resist being categorized as 'the other' by expressing themselves emotionally and in hard words. However, their resistance just confirms and reproduces the distance to the institution. Both value- and emotionally charged meetings indicates a process of institutional exclusion for specific categories of unemployed. It is a process of reproduction of inequality which in the future can increase risks for social exclusion.

Keywords: inequality processes, youth unemployment.

Co-production – combining actors and expertises

Niina Rantamäki¹

¹University of Jyväskylä, Finland

This presentation is related to my PhD dissertation where my focus of interest is directed towards the provision of social services. In more particularly I am interested in the role of citizens and civic organizations designing, organizing and delivering social services and thus promoting democratic development in the society. A discussion concerning the citizen participation and the role of civic organizations in the delivery of social services is currently very vital. Reasons behind this include the global economic crisis and a growing critique towards the traditional welfare state but also towards its followers (including neoliberal forms).

Here I will discuss the issues of interaction between professionals and citizens while developing co-production in social services. According to Pestoff & Brandsen (2008) co-production is used as an umbrella term covering different forms of co-operation between citizens and public authorities.

My presentation is based on the empirical results of the research linked to the KAMPA-project (Citizen participation and community orientation in the rural welfare services). Here I will discuss about the possibilities, limitations and challenges linked with co-production. The research is carried out as a case study and it uses participatory action research as a method. A main data collecting methods used are open to all local discussion forums and the observations gathered by project developer during the developing process.

Based on the initial findings of the research project the possibilities and challenges concerning the co-production in social services may be divided into two different categories: to the attitudes and the commitment. However once people become engaged in co-production of services alongside professional staff there are many possibilities for positive returns.

Keywords: "citizen participation", "participatory action research", "co-production".

From Beveridgean universalism towards individual nudge-policies in the Finnish social welfare

Pirkko-Liisa Rauhala¹

¹University of Helsinki, Finland

In the current Finnish social welfare and social services, social work included, a transition from universalistic welfare policies towards companionship-policies and new governmentality-oriented tendency can be observed. The emerging tendency challenges the welfare-state based social welfare and social services. In this presentation, it will be discussed how social problems and targets according to those are defined in the current reform cycle of social welfare. The methodology of the studies, conducted during the years 1993-2012, has been tendency-analysis based on content sub-analyses of official state-policy documents. The case of Finland is studied, reinforced by comments concerning the development in the Nordic countries.

In concrete terms, nudge-approach launched by Thaler and Sunstein (2009) is applied in analysing the new social law under preparation; if and how the tendency of libertarian paternalism can be seen in the Finnish administrative-political discussions concerning the social welfare reform in the beginning of 2010's. The current reform cycle is compared to the earlier profound reform which was launched in 1960's and 1970's. The hypothesis is that there is a clear shift from the former Beveridgean universalism towards policies based on individual managing of risks. The role of state and municipalities as social welfare actors is to support the citizens in managing their life-situations and problems in the frame of nudge-orientation; citizens are interpreted as persons in need for advice while doing their choices. A problem remains: what kind of choices and by whom can be made in the complex service system with a great variety of actors and stake-holders, both public and private.

Keywords: emergence of libertarian paternalism, periods of social welfare in Finland, Beveridgean universalism.

'RU Different?' A Pilot Study to Develop an Intervention Programme to Reduce the Effects of Social Norms on Young Peoples' Engagement with Risky Behaviours.

Michael Ravey¹, Tony Long¹, Gary Lovatt²

¹The University of Salford, United Kingdom

²Social Sense, United Kingdom

BACKGROUND

'RU Different?' is an intervention programme that supports young people to challenge their perceived social norms through engagement with messages relating to actual behaviour, enabling informed choices in relation to their engagement with 'risky' behaviours.

METHODOLOGY

This pilot study explored the impact of 3 levels of intervention within 6 schools. It took place between Autumn 2011 and Summer 2012. A computer based pre-test post-test multi-variant survey was employed to baseline perceptions of year 9 students, producing a sample of 606. Schools were randomly allocated to one of the following interventions:

Level 1 received active interventions (classroom activities, keypad quizzes and QR codes on posters).

Level 2 received active interventions and passive interventions (signage around the school including toilet stickers, digital screens, pop up banners and floor stickers).

Level 3 received level 2 interventions plus additional messages on billboards, bus shelter adshels.

These interventions focused on presenting positive messages drawn from each of the school's baseline measures.

FINDINGS

Overall, there was a significant improvement in perceptions in relation to smoking and alcohol and, in a less widespread manner, other behaviours. Specifically, there was a positive correlation between schools which focussed on specific areas such as alcohol and the degree to which perceptions in the focussed areas improved. Conversely, where little or no intervention took place, perceptions hardly changed, or, in some cases, shifted negatively in line with reported behaviours.

CONCLUSIONS

It is evident that the 'R U Different?' programme has a positive impact on perceptions and resulting engagement with 'risky' behaviours.

There is some evidence to support the belief that the more varied and intensive the intervention the greater impact on behaviour.

Results demonstrated a difference between level 1 and levels 2 and 3, but were inconclusive regarding the impact between level 2 and 3 interventions.

Keywords: Risky behaviours, Social norms, Young people.

Social Workers' and General Practitioners' perceptions of Clients and Patients as Critical Situations

Devin Rexvid¹, Lars Evertsson¹

¹Umeå University, Sweden

The aim of the paper is to study social workers' (SW) and medical general practitioners' (GP) perceptions of critical situations within their professional work.

Written narratives (1-2 pages) describing critical situations were collected from 29 SW and 25 GP. SW came from different areas of personal social services while GP came from primary care settings. Participants were experienced professionals in that they had more than 3-years of work experience. Data was collected in Västerbotten and Norrbotten, Sweden.

Findings show that SW and GP rarely described clients' social or medical needs or problems as critical, neither was lack of knowledge or difficulties choosing the right intervention/treatment described as critical. To an overwhelming extent, SW and GP viewed the client/patient as the critical situation. Analysis shows that clients/patients were perceived as critical in three ways.

- Clients/patients that passively or actively resisted or challenged the professionals' judgment or discretion.
- Clients/patients that lacked motivation, or the physical or mental ability to comply or conform to SWs' and GPs' suggestions regarding choice of intervention/treatment.
- Clients/patients that endanger the professionals' reputation or status, or the reputation of the organisation. This typically occurs in situations where the clients pressured the professionals to act in accordance with clients wishes and against professional standards and guidelines.

Results suggest that clients/patients pose a professional challenge and a source of tension within social and medical work. Clients that challenge the discretion of the professionals', who does not conform or comply, and who pressure professionals to act against professional standards turn SWs' and GPs' work in the direction of "Dirty Work" (Hughes 1958) and "Wicked Problems" (Rittel & Webber, 1973) in which SW and GP felt that they had little help to offer their clients/patients and where they had nothing to professionally gain but an erosion of professional status.

Keywords: Wicked Problems, Problematical Clients, Dirty Work, Critical situations.

Challenges and issues in implementing choice, flexibility and control in social care services – an evaluation of self-directed support pilots in Scotland

Julie Ridley¹, Helen Spandler¹

¹Univ of Central Lancashire, United Kingdom

Reform of social care emphasises delivery of personalised and flexible support, whereby individuals have greater choice and control over the way their needs are met. In 2009, Scottish Government selected three local authorities to trial targeted activities as part of its investment to promote self directed support (SDS) in Scotland. They commissioned an evaluation which assessed the process and impact of the test sites during 2009-2012 focusing on uptake, activities to promote and increase awareness of SDS, the impact on service users, carers and staff, and assessing the extent of system wide change. This presentation focuses on the evaluative study, which used mixed methods – qualitative interviews; internet survey; monitoring information; documentary analysis; and individual case studies. Methods were designed in partnership with local project managers and other stakeholders.

Local authorities face a number of challenges in implementing SDS and achieving transformational change. The study established that access increased and those accessing SDS packages were positive about the choice and flexibility offered, though this was linked to greater levels of support and funding available during the pilots. The test sites took longer than anticipated to get established – recruiting staff, raising awareness, training and setting up SDS systems, and providing support.

Despite obvious progress, all three local authorities faced remaining and significant challenges in implementing SDS. For example, ensuring communications about SDS were transparent and up-to date; managing the impact of financial and capacity constraints which might compromise choice and control; and, whilst designated SDS/personalisation teams were highly valued, they were described as over-stretched. The pace of implementation was a significant factor influencing perceptions of the success of implementation, and high numbers of SDS packages per se were not always considered to be positive when this compromised quality of involvement and co-production in assessment and support planning.

Keywords: self-directed support, social policy, direct payments, Personalisation.

Streetwise Parenting: towards a joint responsibility of social services in providing parental support for families who are living in poverty

Griet Roets¹, Rudi Roose¹

¹Ghent University, Belgium

Background and purpose: Streetwise Parenting is a qualitative research project that was set up in two disadvantaged quarters in Flanders (the Dutch speaking part of Belgium) from the beginning of 2011 until the end of 2012. The project aim was to research how joined-up working and the transparent collaboration of organizational providers into local service delivery networks, who are providing preventative parental support, is constructed in practice. The central research question implies whether social work organizations actually enter into an joint engagement rather than carrying out divided mandates and responsibilities.

Methods: The perspectives on 'parental support' of both parents in poverty situations and local service providers were explored. By means of narrative, in-depth interviews with parents, vignettes were constructed to address local service providers during in-depth qualitative interviews.

Results: Both formal and informal (or organic) service delivery networks were uncovered. Paradoxically, social work services that don't have a formal mandate in providing parental support appear to be frequently experienced as constructing supportive and responsive social practices, which implies that the significance of a predefined, institutional problem definition of parental support should be questioned. Nevertheless, we argue that the informal and organic micro-politics of resistance of social workers who are going underground risk to discredit transparency, undermining public debate surrounding the social and political features and social justice principles of social work that is necessary to deal with the complexity of social work with families in poverty situations.

Keywords: joined-up working, child welfare and protection, preventative parental support.

Participatory research in situations of poverty

Rudi Roose¹, Griet Roets¹, An Piessens⁶, Jan van Gils⁶, Tineke Schiettecat¹, Barbara Pannecoucke¹, Wouter Vandenhole², Kristof Desair³, Hanne Opdebeeck⁵, Kristel Driessens², Koen Hermans³, Bea Van Robaey⁴, Michel Vandebroek¹

¹Ghent University, Belgium

²University of Antwerp, Belgium

³University of Leuven, Belgium

⁴Karel De Grote University College, Belgium

⁵Children's Rights Knowledge Centre, Belgium

⁶Research Centre Child & Society, Belgium

Background and purpose:

In contemporary research, the participation of people in poverty as co-constructors of knowledge has been emphasized. In our presentation, we argue that research conducted with people in poverty involves a diversity of ethical complexities, which require that researchers develop a reflexive 'practice of transparency', implying that underlying notions of participation and participatory research and the choices that are made during the research process are openly discussed and justified.

Methods:

Focusing on the question how researchers deal with these ethical questions, we report on a co-operative research in which a research group of 13 researchers in Flanders (the Dutch speaking part of Belgium) gathered five times: four times to discuss four different research projects, and a fifth time to analyse the results of these discussions. Each meeting was recorded, transcribed, and analysed with the research group.

Results:

In this presentation, we identify different 'areas of choice':

- The 'positioning of the researcher'
- The definition of the research participants ('people in poverty') and the research context
- The research methods
- The interpretation, representation and dissemination of results

Conclusions and implications:

We conclude that the reflexive positioning of researchers should embody socio-political research ethics rather than relational ethics.

Keywords: Collaborative knowledge production, reflexivity, poverty, socio-political ethics.

What counts as 'beneficence' in practice near research: Relationships, reciprocity and containment

Gillian Ruch¹

¹University of Southampton, United Kingdom

Reciprocity within the research relationship is an under-recognised and under conceptualised aspect of research methodology. Within the context of research ethics, the principles of non-maleficence and beneficence and understandings of the 'benefits' for individuals and organisations participating in research studies are contested, but predominantly understood in tangible, concrete terms. Scarce attention has been given to the less tangible and more subtle 'benefits' of the research process that engender 'relational' reciprocity between the researcher and research participants. In the context of practice research, attending to these subtler aspects of reciprocity is of particular importance and pertinence given the sensitive professional contexts in which such research is conducted and potential vulnerabilities of research participants (practitioners and service users). This paper outlines how psycho-social approaches to research can provide a theoretical framework to develop a more complex understanding of reciprocity in practice research. Drawing on a qualitative ethnographic study conducted with social workers in two statutory child care social work settings, it illustrates how 'relational reciprocity' can emerge in the course of research and highlights the significance of the psycho-analytic concept of 'containment' in this developmental process. The paper concludes by proposing that there is scope to enhance the experience and quality of reciprocal relations in research if attention to containment is embedded within the research process. Realising 'containing' research involves recognising firstly, the capacity of researchers' to retain an observational stance of 'negative capability' that attends to research processes and secondly, the importance of researchers themselves being contained through appropriate research support systems, in order to manage the anxiety inherent in social work contexts specifically and human relations more broadly.

Keywords: reciprocity, ethics, practice near research, containment.

Social work research as a sensitive research

Jonas Ruskus¹

¹Vytautas Magnus University, Lithuania

My assumption is that sensitivity is a main and distinctive attribute of a social work research. What is sensitivity and how it is embodied in the social work research? My assumption relies on two epistemological approaches. First is the symbolic interaction that supposes that individuals are created through interaction; they are always conversing with themselves; they define the situation they are in; they are described as active beings in relation to their environment; the cause of human action is the result of what is occurring in the present situation (Blumer, 1969). Second is the social constructionism that asserts that knowledge is not only constructed by an individual's interaction with his/her own world (or experiences) but also co-created by his/her interaction with other individuals within a specific social community (Gerger, 1999). The interactive and contextualized approach to the relation of the researcher and research participant, the subjective experiences when the knowledge is negotiating and recreating, are the basic methodological premise to the sensitivity in the research. So the reflection on the interaction between researcher and research participants alike the consideration of knowledge and practice as interdependent parts is needed. The research enters to the area of sensitivity when sensitive and taboo topics, vulnerable individuals and communities, discriminating social practices are studying. The approach to the vulnerable, the stigmatized and the invisible presumes threats of harm, intrusion, stigma, blaming etc in all – micro, mezzo and macro – levels. So consideration for of ethical issues in this kind of research is critical. And what is more, research turns social work when, according to the international definition of social work (IFSW), researcher and research participant are cooperating for discovering and understanding but also for promoting changes of the oppressive condition. Some research projects that I've supervised will be discussed in the presentation.

Keywords: "research", "sensitive", "constructivist", "interaction".

The evaluation of the mobile-assisted working model to support parenting and daily family life

Anna Rönkä¹, Sanna Häkkinen¹, Kimmo Jokinen², Suvi Salminen¹

¹JAMK University of Applied Sciences, Finland

²University of Jyväskylä, Finland

Background and purpose. Welfare states are going through substantial changes which have had considerable effects on both professional practices and on everyday lives of families. Existing family services are inadequate to provide support for families in need for professional help. There is especially a need for low threshold family services that could help families more quickly than traditionally and in a way that motivates and empowers family members. Despite the rapid development of technology, new technology assisted tools in family services are still very few. In this paper we evaluate a new, mobile-assisted working model designed to help families who need support and guidance. We address the following research questions: How do parents and family counselors experience the web-based tool? Does mobile-based working make family counseling more effective by activating clients?

Methods. The new technology assisted method provides support for families' daily life between their meetings with family counselors via text messages. The method has its roots in diary method, research on daily family life and resource oriented work with families. Data on about 40 parents participating in the new mobile-based service were collected via questionnaires. The research findings are also based on interviews with family counselors.

Results. The results show that the new working model is effective in invoking reflection, keeping the goals of family counseling in mind and implementing family practices at home. It also points to the importance of noticing the needs of every family member and working for their benefit. The tool encourages children to tell freely their own opinions about family issues.

Conclusions and implications. For family counselors, the method offers a new tool for supporting families, monitoring processes in families and for after care. The method does not replace the worker but offers a new element in supporting families

Keywords: social innovations, family counseling, family work, mobile technology.

A research and development project in collaboration between The Norwegian Labour and Welfare Service (NAV), The Child Welfare Service and the University of Agder.

Solveig Sagatun¹, Solveig Sagatun¹

¹University of Agder, Norway

This project will try out different ways of working in partnership between NAV and the Child Welfare Service. The target group will be families who want and need services from both authorities. One criterion will be that the families have lived on social security benefits for at least a year and are at risk for continuing to live on such assistance. Families with a minority background will likely represent the largest group of the sample. The assumption is that the families do not get the information and follow-up that they need. Norwegian Board of Health Supervision pointed out in its report (2009) a lack of interaction between the adult world and the child world of welfare services' responsibilities in relation to vulnerable children and young people.

Approx. ten families will be followed over 1 – 1 $\frac{1}{2}$ years. Qualitative interviews will be conducted with parents and children (>7years), their case workers plus with the persons who have superior professional responsibility in the two services. A project group with participants from users, practitioners and researchers will be established.

Dimensions related to knowledge-development, service development and organizational development will be central in the project. Approaches regarding knowledge: What impacts will the interaction between NAV and the child welfare service have when it comes to knowledge about children's situation in families with a limited budget? Regarding service development: What implications may the collaboration between services give to actual practice in working with the families, especially towards improving the children's everyday life situation? Approaches regarding organizational development: In analysing the interaction between the different parts/partners in the project, we will consider whether new knowledge and new ways of working bring about that existing routines, habits and cognitive frameworks are inappropriate in the organization(s).

Keywords: families with a limited budget, The Norwegian Labour and Welfare Service (NAV), children's everyday life, The Child Welfare Service.

Structural social work – is it just an outdated dream?

Erja Saurama¹, Jonna Vanhanen²

¹Department of Social Research, University of Helsinki, Finland

²Department of Social Services, City of Helsinki, Finland

Our presentation discusses the possibilities of structural social work in the context of child protection. We ask, is the concept of structural social work an outdated tool as has been mentioned (see Weinberg, read 4th October 2012). Moreover we consider if structural social work can be seen as an inherent element of child protection or does it need special arrangements of some kind and distribution of work? How social workers conceive the significance of structural social work, and is it possible to update it for today's demands.

Our empirical data consists of the activities of the group of child protection social workers around the ideas of social reporting. We perceive our group as a part of social work and as a tool of knowledge production and informing. Social reporting has given practitioners a channel to the moral reflection and to highlight the problems of social justice and – last but not least – to give a voice to the service users.

When starting in January 2010, we found the justification for our activity from the accountability of social work. It was important to realize that the Department of Social Services had defined structural social work as a duty of the social workers in child protection. It has been defined to take 10 % of the working time. However, we were aware of the challenges of the daily practices and the fact that influencing needs a good structure, will and patience.

According to our experience, we can say that it is possible to create a structure for social reporting in the sphere of social work where the "knowledges" of the practitioners and the service users can be integrated. Our presentation describes how the objectives have realized and what we mean by social reporting as a means of structural social work.

Keywords: voice to the service users, social reporting, structural social work.

Balancing emotions and power relations in social work with young people

Helle Schjellerup Nielsen¹

¹Metropolitan University College, Denmark

The presentation addresses the encounter between caseworkers in social services departments and young people. The young people caseworkers meet in their work are often in a life situation that involves sensitive and complex issues, and which has to do with substantial challenges and changes in the life of the young person. The meeting is thus very emotional, which requires management of the young person's emotions, but also management of the emotions induced in the caseworker. Emotions are always at play in social work, but professionals and young people manage it very differently.

In an ongoing 5-year ethnographic research project conducted in two social services departments in Denmark we have identified three types of emotional labour among the caseworkers: 1. To blank out emotions; when the caseworker blanks out emotions in a situation as well as subsequently. 2. To postpone emotions; when the caseworker postpones emotions and work with them subsequently. 3. To be affected by a case; when emotions dominate and a case affects the caseworker deeply.

The encounter between young people and their caseworker is furthermore characterised by unequal power relations as it is the caseworker's task to provide control as well as support. It seems to be a dilemma that the caseworkers on the one hand practise control as part of their role as public authority, and on the other hand renders support to and help the young people. In spite of this difficult balancing act between control and support and emotions the young people that were interviewed in this research project expressed satisfaction with the way their caseworkers managed this duality.

Keywords: Emotional labour, Control and power relations, Caseworkers, Young people.

When social interventions get translated into spreadsheets: Economics and social work with children and youth in Denmark

Ida Marie Schrøder¹

¹Metropolitan University College, Denmark

As a means of reducing public spending, social workers in Danish municipalities are expected to take into account public sector economy when deciding on how to solve social problems. Researchers have previously investigated the impact of social work on the public sector economy, the cost and outcomes of social work and the impact of regulating social workers, but far less explored is what actually happens when social workers deal with economy in their everyday practice. My study takes some first steps to fill this knowledge gap.

Through a mixed method design, the study explores social workers, leaders, and economic consultants in three Danish municipalities. Through 24 qualitative interviews and 12 observations of team meetings where social workers debate their options with their team leaders, I show how economics materializes in – and even interferes with – the processes of deciding on social interventions to help children and young people. Inspired by the sociologist John Law, my preliminary study suggests that taking into account economy often becomes a question of translating social interventions into spreadsheets, rather than making economically-based decisions. I classify three kinds of approaches that social workers develop when dealing with translations between social interventions and economically-relevant information: a "ticking box" approach, where dealing with economics is recognized as "spreadsheet tasks"; a context-oriented approach, where understanding public sector economy are viewed as part of doing social work; and a critical approach, where economy is viewed as a barrier to doing social work. These different approaches influence the ways social workers produce economically-relevant information.

The results of the research will be utilized in the Danish School of Social Work in order to strengthen collaborative knowledge of how to take into account public sector economy, and to reflect on how technologies can interfere with decision processes in social work.

Keywords: actor-network theory, social work, economy, decision proces.

Implementing change at national level: professional development for early career social workers

Steven Shardlow¹, John Carpenter²

¹University of Salford, United Kingdom

²University of Bristol, United Kingdom

Background

The implementation of major national change in the provision of social work presents any government with significant challenges. In 2008, the UK Government, following the death of child (Baby Peter) introduced, in England, two national professional development programmes for early career social workers working with children and families. These programmes applied to year one (The Newly Qualified Social Worker Programme – NQSW) and years two and three (Early Professional Development Programme – EPD) after professional qualification. Amongst the several aims of these programmes were to: improve recruitment and retention; enhance the professional skills and establish a recognised career path.

Research Design

Three Universities conducted a large-scale longitudinal mixed methods study to explore the impact of the NQSW & EPD programmes. The methods included national surveys of social workers, team managers and programme co-ordinators and various time points over 3.5 years. A number of case studies NQSW (20) & EPD (14) of organisations that had implemented the programmes were conducted. These case studies, the focus of this presentation, comprised interviews and focus groups with senior managers, team managers, and programme co-ordinators (total NQSW/EPD n=125 + 78): organisations were visited on a number of occasions to gain an impression of the implementation and change process over time.

Findings

A number of factors were associated with successful implementation of these programmes, including: engagement by senior managers; alignment of programme and organizational objectives; commitment of managers to provide supervision for both case management and also profession development supervision. Organisations that were ultimately successful were not necessary problem free: response to encountered problems that was crucial.

Implications

Findings contribute to organisational change theory and are discussed in relation to Armenakis and Bedeian's (1999) dimensions of organisational change: content, context, process and criterion. Implications for the introduction of future major national level changes are explored.

Keywords: social work, professional development, organizational change, children and families.

Social work and the networks in Hong Kong of the UK Chinese

Steven Shardlow¹

¹University of Salford, United Kingdom

Background: Many UK Chinese have familial or social connexions in Hong Kong (HK), from where many have migrated. Previous studies have consistently reported that the UK Chinese make less use of social services than does the general population (Li, Logan, Yee, & Ng, 1999; Yu, 2009). Explanations for low take-up have postulated two accounts: first, services are not provided in a culturally appropriate fashion; second, UK Chinese are self-reliant within their own UK ethnic community provide required services (Chan, Cole, & Bowpitt, 2007a & b).

Purpose: To understand the extent to which the UK Chinese community uses formal and informal networks and/or social work and how this usage relates to the nature of family and community networks in HK.

Methods: This three stage mixed methods study was sited in the UK and HK. Stage One: a questionnaire was administered to a purposive sample of HK Chinese living in Manchester & London (N=267). Stage Two: a subset were interviewed (N=71) in the UK and asked to provide names of family or friendship networks in HK. Stage Three: a sample of these individuals were then interviewed in HK (N=67). Survey data has been subject multivariate analysis using SPSS. Interview data has been thematically analysed using NVivo.

Results: The findings demonstrated a high level of reliance by UK Chinese on informal support networks (familial and social) in HK. Relatively few had consulted formal social services in the UK (17.5% had consulted a social worker in a Chinese NGO).

Conclusions: These findings reveal the importance of global networks rather than intra-national networks as explanatory factors for the level of usage of formal social services in the UK. There are implications for the practice of social work about how to provide services to a community that has significant reliance on extended international social support networks.

Keywords: social work, network, informal support, Chinese.

Can child and family social work learn from UK cohort studies?

Elaine Sharland¹, Jonathan Scourfield²

¹University of Sussex, United Kingdom

²University of Cardiff, United Kingdom

In the UK, as elsewhere, child and family social work services continue to take high priority on policy and public agendas. With this, the imperative to improve the underpinning evidence base and, in particular, to provide 'hard data' compelling to policy makers, continues too. Notwithstanding some limited use of administrative data, we know relatively little from quantitative research about the population of children, young people and families who use social care and related services, how they compare to the rest of the population, and the changing patterns and outcomes of child and family social work interventions over time. At the same time, there are several well-established longitudinal cohort studies in the UK, designed to capture our changing individual, family and social lives over time. These are much used by related disciplines and professions such as health and education. But so far they are little informed by, and little used to inform, child and family social work

Contributing the conference theme of "Child welfare, childhood, youth and family", this paper will report on a preliminary enquiry, undertaken by the Universities of Cardiff, Sussex and Lancaster, exploring the potential for using four separate national cohort studies in combination, to fill this gap. Considering these studies together reflects their potential to tell us more cumulatively and comparatively than can any one study alone. This approach also, however, reflects that social work service users are thinly represented in these studies and attrition rates are high; questions asked about social work contact are relatively simple and few, they capture interventions and outcomes only intermittently and with limited contextual information. This paper will look closely at the methodological challenges and opportunities of making use of these datasets, and indeed contributing to them, if child and family social work are to benefit from them as they should.

Keywords: quantitative research, cohort studies, Child and family social work.

Practice and research in 1920s Social work and sociology

Ian Shaw¹

¹University of York, United Kingdom

'Traditions' exist about research strategies and how research relates to practice. I explore social work and sociology at Chicago in the 1920s, and how these 'tales' have 'practical' value.

Based on first-time archival research from the 'Special Collections' at University of Chicago. Substantively, social work scholars have not looked in detail (if at all) at these important archives. Methodologically, text and archival methods are resurfacing, after long neglect.

First, the materials show the central significance of the 'case'. This had a full and profound importance, and for a short time was one defining characteristic of both sociology and social work. Second, there were two social work research visions– the 'straight furrow' and the 'field cultivation' approaches. One developed a linear model of research, structured methods, and relatively large scale datasets. It came to be a central element in the identity of American social work research. The latter had transient parallels with reformist movements, and contributed to and fed off some Chicago sociology. It disappeared by 1940, along with our memory of the people (e.g. Ada Sheffield, Pauline Young, Stuart Queen and Erle Young) and institutions where that vision was held.

I conclude 1. Tension between sociology and psychology as next of kin disciplines to social work has been present since then. Side-lining sociology resulted in a minimal and often an abrasive relationship between the disciplines.

2. The power of folk-tales and legends in social work. I question the conventional story of how social work and research emerged, including the analysis as a gendered split of men into sociology and women into social work.

3. I spell out implications for (i) how 'sociological social work' may be fashioned, linking to my own work; (ii) how different methodological visions and practices can co-exist in sharp tension without collapsing into bland consensus.

Keywords: "social work research", History, archives, sociology.

Using Participative Action Research to evaluate community mental health services

Jane Shears¹

¹University of Hertfordshire, United Kingdom

The integration of social care and health within community mental health services – the coming together of two systems of care – aimed to improve outcomes for service users and carers in the community mental health they receive. This paper explores the experience of the process towards integration from the perspective of social workers. It also looks at the lived experience of service users as recipients of community mental health services. The study, informed by systems theory, is located within the context of organisational change. The methodological framework combines soft systems methodology and participative action research to support collaborative empirical inquiry actively involving service users as co-researchers in the process.

Using findings from multi-stakeholders, the research suggests that the outcome of the integration of social workers with health staff has not delivered the intended service improvements. Furthermore, a gap in the care pathway between primary care and specialist community mental health services for people experiencing mental health distress was uncovered, revealing significant unmet need for people experiencing mental distress.

The conclusions indicated that radical innovation was required in redesigning services away from an illness and treatment model. Such innovation includes the shift away of service users as recipients of services to service providers in mainstream employment. The paper concludes with how the findings of the study informed service development and improvement by implementing evidence-based practice underpinned by the principles of empowerment, social inclusion and recovery.

Keywords: participative action research, mental health, social work.

Statutory social workers and suicide prevention: Exploring the context under which social workers come into contact with suicidal service users.

Thomas Slater¹, Jonathan Scoufield¹, Katy Greenland¹

¹Cardiff University, United Kingdom

BACKGROUND: Joe and Niedermeier note the 'relative scarcity of articles' in social work 'addressing the development of effective interventions' (2008:523) for suicide prevention. This is cause for concern when social workers are more likely to come into contact with persons suffering from suicide-related problems than many other more 'highly publicized problems like homicide, including child homicide' (Joe and Niedermeier 2008:508). However, there has been little research into social work with suicidal people and the potential to enhance its preventive role (Feldman & Freedenthal 2006).

METHOD: This presentation addresses the lack of knowledge by using a secondary analysis of the Adult Psychiatric Morbidity Survey for England (2007). A multinomial logistic regression (n=7,403) was used to explore the contexts in which social workers come into contact with suicidal service users.

FINDINGS: The results indicate that people who were in contact with a social worker and had also made an attempt on their own life were more likely to have substance misuse issues and a history of self-harming behaviour. Other significant factors that were found to be important in understanding the relationship between suicide and social worker contact include gross income; self-reported health; drug dependency; self-harm; being in local authority care; and age.

INTERPRETATION: This presentation provides insight into an area of social work that has thus far been neglected: the relationship between suicide and social worker contact. The results highlight the complex social conditions that can affect what how and when social workers come into contact with suicidal service users.

REFERENCES:

Feldman B and Freedenthal S (2006), Social work education in suicide intervention and prevention: An unmet need?, *Suicide and Life Threatening Behavior*, 36(4): 467-480

Joe S and Niedermeier D (2008) Preventing suicide: A neglected social work research agenda. *British Journal of Social Work*, 38(5): 507-530

Keywords: Mental health, Suicide.

The Use of Respondent Validation in Social Research

Tor Slettebø¹

¹Diaconia University College, Norway

Current policy states that service users should be involved in social research. This paper examines how service users can validate findings in qualitative research, and it discusses the usefulness and difficulties in this type of participatory evaluation. The context of the study is a larger Norwegian action research project that looked at how service users could be involved in the improvement of child protection services. One of the initiatives in the project aimed at collective user participation among parents who had lost the custody of their children and was undertaken in cooperation with a child protection center. The parents were provided with the opportunity to form a group together with social workers and foster parents. The group lasted for four years and offered the parents both social support and a forum to voice their opinions of the services and consequently means to bring about organizational learning.

The author was responsible for the evaluation of the group and data was collected through methodological triangulation. Descriptions and evaluations of the group meetings were based upon field notes from participatory observation of thirty-two meetings, eight focus group sessions with the parents and social workers, and in-depth interviews with the participants. Along with the principles of respondent validation, parents, social workers and foster parents read all the written material produced, and drafts of the research report. As a consequence they were able to comment upon the interpretations and analysis of what was said and done at group meetings and the researcher's interpretations of the findings. The paper presents the parents responses, how their views validated but also elaborated the findings, and it discusses how the researcher can relate to the service users' feed – back and the limitations of respondent validation.

Keywords: "Social Research", "Respondant validation", "Childe protection".

Tough choices, ethical decisions: researching social work practice in child welfare

Ana Marija Sobocan¹

¹University of Ljubljana, Faculty of Social Work, Slovenia

Decision-making in social work practice is fraught with dilemmas, as social workers need to consider an array of different issues, against sets of conflicting values and interests. Understandings how social workers make, justify, negotiate and implement their professional decisions and how they understand their own professional role, identity, responsibilities and work contexts is vital to understanding what social work practice actually is, and how it can also be ameliorated. Such understandings can in the author's view be supplemented by a 'practices' approach. Entities such as beliefs, values, and purposes have long been central in social research, but practice theorists instead highlight embodied capacities such as know-how, skills, tacit understanding and dispositions.

As an example of such research, this paper will be based in the author's own research on ethics, children and disability, conducted with Slovenian social workers in child welfare. The focus of the discussed research was primarily not in examining what social workers claim to do or believe in, but how they act, what is their habitus, practice orientation. The turn towards 'practices' was in this research made with the application of documentary method and the use of narrative interview, which proved to be a successful tool in bridging social workers apprehension towards discussing ethics and their own practice approaches and decisions. This approach aided in disclosing how decisions in practice are reached through processes of different negotiations (between actors, interests, values), which is useful for further practice planning and social work training/education in order to support social workers in making sound ethical decisions and enhance ethical behavior.

Keywords: social work practice, decision-making, narrative interview, ethics.

Turning away from the Public Sector in Children's Out-of-Home Care: Social Work Practices

Nicky Stanley¹, Helen Austerberry², Andy Bilson¹, Nicola Farrelly¹, Shereen Hussein³, Cath Larkins¹, Jill Manthorpe³, Julie Ridley¹

¹University of Central Lancashire, United Kingdom

²Social Science Research Unit, Institute of Education, United Kingdom

³Social Care Workforce Research Unit, King's College London, United Kingdom

BACKGROUND AND PURPOSE

This paper reports on the evaluation of an English pilot which moved statutory social work support for children and young people in out-of-home care from the public to social work practices (SWPs) in the private or independent sector.

METHODS

The pilot was evaluated using a matched control design with integrated process evaluation. Local authorities, selected to correspond to key characteristics of the SWP sites, provided control sites for the five SWPs. A wide range of data was collected from children; pilot and local authority staff; carers, parents and other professionals. Care plans and statistical returns were also analysed.

RESULTS

While most SWPs were perceived to be accessible and user-friendly organisations, children's accounts showed no differences between pilots and control sites in terms of workers' accessibility and responsiveness. Perceptions of SWP staff's decision-making were mixed. SWP staff morale was generally found to be high, reflecting an emphasis on staff supervision. However, this was offset by slightly higher job insecurity reflecting the precariousness of employment in the independent sector.

Staff retention varied between SWPs; although children and young people in the pilots were more likely to retain their key worker than those in control sites, they experienced disruption when moving in and out of SWPs.

SWPs did not achieve financial independence from local government commissioners with only one assuming full responsibility for managing the placement budget. None of the commissioners interviewed considered that the SWP model had resulted in savings.

CONCLUSIONS

The study highlighted the interdependence of public and private sectors. As small organisations, most of the SWPs succeeded in offering an accessible and personalised service, and public services should consider reorganising to achieve similar outcomes. However, this evaluation found that contracted-out organisations struggled to provide children in out-of home care with the consistency and continuity they require.

Keywords: out-of-home care, looked after children, privatization, social work practices.

Social Assistance via the Internet – A New Form of Service

Minna Strömberg-Jakka¹

¹University of Turku, Finland

Background and purpose:

The research examines the connection between social assistance and the use of information communication technologies to gain access to social rights as human rights. The aim was to determine what different positions and combinations of positions officials and service users had during online social service consultation and how service provision was affected by an official's educational background and the phase of the social assistance process that was in progress.

Methods:

The research was based on data consisting of 594 online questions and answers related to social assistance in three Finnish towns. Of these questions, considered as narratives, 160 analysis units were chosen for a detailed content analysis. As online consultation in social work is a rather new phenomenon, the theoretical framework for the analysis was based on studies close to the topic, such as a telephone service study approaching the concept of accountability.

Results:

Officials took various roles in online consultation and the educational background of them seemed to have an impact on the service received therefore setting the service users into an unequal position compared with each other.

Conclusions and implications:

The different practices or answering styles affected the quality of the service received creating an understanding of good and bad service practices online, mostly based on the language used. In the future, it is important to reach the non-Internet users' opinions particularly from the perspectives of the so-called digital divide and equal possibilities. In addition, it is important to find out, what kind of client selection is used in online consultation and how does the description of social problems that now were excluded from the research might affect the practices and answering styles online.

Published in Human Rights and Information Communication Technologies: Trends and Consequences of Use by Lannon& Halpin(eds.)IGI Global 2012

Keywords: Social rights, Online consultation, Social services, Social assistance.

Contact family as a child welfare intervention – theoretical considerations

Anu-Riina Svenlin¹

¹University of Jyväskylä, Finland

The topic of my Phd research is the effectiveness of contact family as child welfare intervention in one Finnish municipality. Contact family is usually seen as a preventive child welfare measure that provides parents an opportunity to take time off from their children in order to work at resolving their own problems one weekend once in a month. For the children contact family provides an experience of an additional nurturing environment (Aldgate 2002, 68). The research questions are following: 1) What are the basic presumptions behind the contact family as an intervention? 2) What kind of effects the support has for the children and parents? 3) What kind of mechanisms and contextual factors can explain the effects on contact family support?

In this presentation I will focus on the theoretical background of my research. The starting point for my research is to portray the intervention theory of contact family, which can thus far been described as an essentially faith-based intervention.

The theoretical frame of my research is grounded in the CAIMeR-theory (Blom & Morén 2010) which is based on critical realism. In my presentation I will discuss how the CAIMeR-theory can be applied as as a both theoretical and methodological frame in a ongoing research process of the contact family intervention. In my research project I apply and develop the CAIMeR-theory to study and open up one singular intervention. The strength of the CAIMeR-theory as a theoretical frame is that it covers the whole process from the context of the intervention to questions of the relationship between the effects, mechanisms and the context. Secondly it provides an opportunity to build up a theoretical conceptualisation of the intervention.

Keywords: "Intervention", "CAIMeR-theory", "Contact family".

What can Conversation Analysis offer research into social work practice?

Jon Symonds¹

¹University of Bristol, United Kingdom

Although much research into social work focuses on the organisational structures and theoretical approaches of the profession, it is recognised that there is a 'curious absence' of attention to the detail of practice itself (Ferguson, 2011). Given that the current quality of social work practice is a high profile issue in the UK, the importance of research-based inquiry into practice is a pressing concern for the profession.

Conversation Analysis (CA) offers a rigorous approach to understanding how speakers interact with each other and the consequences that follow from this. It has been applied to institutional settings for over 30 years and has recently developed highly practical applications for professional settings such as GP consultations (Heritage and Robinson, 2011). With some notable exceptions, few studies have used CA to examine social work or to explore the potential for improving professional practice and therefore outcomes for service users.

In my PhD, I am using CA to investigate how parenting practitioners talk to parents about fathers joining parenting courses. Evidence supports the case that fathers attending courses are likely to improve their parenting skills (Lundahl et al, 2008) as well as their coparenting relationship with their partner when they attend together (Cowan et al, 2009). Although multiple studies provide recommendations to recruit fathers, their attendance on courses remains persistently low and it is not clear how practitioners manage this issue in practice.

In this presentation I use the example of recruiting fathers to parenting courses to illustrate how CA can contribute to our understanding of and subsequent improvement of social work practice.

REFERENCES

Cowan et al (2009) *Journal of Marriage and Family*, V71, 663-679.

Ferguson (2011) *Child Protection Practice*. Palgrave MacMillan: Basingstoke.

Heritage et al (2007) *Journal of General Internal Medicine*, V22, 1429–1433.

Lundahl et al (2008) *Research on Social Work Practice*, V18, 97-106

Keywords: social work practice, parenting, conversation analysis, fathers.

The possibilities of critical realism in analyzing professional practices – a study on family mediation

Maria Tapola-Haapala¹

¹University of Helsinki, Finland

In my presentation, I will discuss the possibilities of critical realism – especially the CAIMeR Theory developed by Björn Blom and Stefan Morén (2010) – in analyzing professional practices. As an empirical example I use an analysis of interview material collected in family mediation experiments carried out by the family mediation project FASPER (total number of cases more than 10, collection and analysis of the material is still in progress).

One of the significant characteristics of research based on critical realism is the interest in mechanisms causing phenomena. The challenge is to identify these mechanisms, which cannot be directly observed, and understand the combinations of different kinds of mechanisms. In the CAIMeR Theory, Blom and Morén offer concepts and an outline through which it is possible to analyze the several aspects and mechanisms present in a case. In my presentation, I will use this outline in order to understand the complex family mediation processes. The research task, thus, is to analyze the intervention contexts, life-worlds, societal/cultural contexts, actors, interventions as well as the mechanisms and results linked to them in family mediation cases.

The presentation will offer an illustration on one possible way of analyzing and evaluating professional practices. It will emphasize the importance of why questions and multi-level analysis in studying interventions. Empirically, the presentation brings out the mechanisms involved in family mediation processes.

Reference:

Blom, Björn & Morén, Stefan (2010) Explaining Social Work Practice – The CAIMeR Theory. *Journal of Social Work* 10(1), 98-119.

Keywords: critical realism, family mediation, CAIMeR Theory.

Learning to be a Family: Development and transformation of family concepts among families using social work services

Uwe Uhlendorff¹, Matthias Euteneuer¹

¹TU Dortmund University, Germany

The presentation focusses on the purpose as well as on the design and the methods used in a qualitative longitudinal study of the development of family concepts among families using social work services at transitions in the family life course.

The presentation will start from the assumption that, against the background of social change, there is a greater need to reflect, negotiate and adopt family concepts in order to agree on a common concept within families. From a social work perspective, these negotiations and reflections could be understood as processes of learning, which are particularly dense during transitions in family life. If these processes of learning are blocked or not efficient enough to adopt everyday family life to a new life situation, families are in need of social work support.

Although there is a broad variety of social services to support families in these learning processes, such as parental education and parenting support services, we do not know much about how the process of learning itself look like and when and why take place at all. The family concept model, which will be presented in detail, comprises a distinct view on and certain hypotheses about how families and individuals endeavour to develop and establish a satisfactory model of everyday family life. The design of the study presented aims at providing an insight into family dynamics by capturing changes in family concepts and understanding the underlying individual and collective processes of learning. Building upon interviews, visualisations of everyday family life and family pictures, we aim at validating and modifying the hypotheses of the family concept model as well as on providing an empirical basis for the improvement of family education and parenting support services.

The presented study will run from 2013-2016 and is funded by the German Research Foundation (DFG)

Keywords: family, qualitative study, parental education, parenting support.

Challenging Citizenship – Elderly in Care Markets

Heli Valokivi¹

¹University of Tampere, Finland

The definition of citizenship is under change in current elder care policies and service practices. Discourse of active citizenship is dominant. Policy documents and statements emphasize user involvement, user responsibility and user autonomy. User of care is assumed to act as a client/user/customer/consumer in manifold care markets. This role is linked with an ability to make choices and decisions and adequate resources. Fragile and weak users are non-existent in policy documents. Concurrently care markets are more fragmented than before. Both providers and producers are multiplied and split and alternative options have grown. Formal and informal, public and private, NGOs and for-profit actors form a complex network of help and care. Also mechanisms of vouchers and personal budgets are introduced. In my paper I ask how an elderly person with memory difficulties manages and copes with mixed sources of care in her/his everyday life with personal care needs. What kind of citizenship is possible for the frail and modest elderly?

The data of the paper consists of interviews with elderly with care needs in Tampere region, Finland. Interviewees were contacted in a day center for elderly with memory disorders. The interviewees have many care needs and they have encountered with different kinds of care providers. The data is analyzed with qualitative content analysis method. The results are reflected with elder care policy documents and statements. How the everyday life experiences of elderly challenge the current policy discussions? Should the weak and fragile citizen be more emphasized in the elder care discourse? The basis of this paper rests on grassroots level experiences and voices of elderly care users from Finland. Both policy makers and practitioners can and should be influenced by micro level research results while mapping out and implementing elder care policy.

Keywords: Care markets, Qualitative research, Citizenship, Elder care.

Child care in a 24h economy: A comparison of child-care arrangements among Finnish, British and Dutch families

Melissa Verhoef¹, Mia Tammelin², Vanessa May³, Anna Rönkä⁴

¹Utrecht University, Netherlands

²University of Jyväskylä, Finland

³University of Manchester, United Kingdom

⁴JAMK University of Applied Sciences, Finland

Background and purpose: Our study examines child-care arrangements in Finland, the United Kingdom and the Netherlands in the context of a 24h economy. Non-standard hours, i.e. evening, night, early morning or weekend work, affect lots of employees and their families. The countries in question differ in several contextual factors, such as women's labour market participation, working time patterns and the extent to which child care is publicly subsidized. While there are some comparative studies on care available, relatively little is known about how parents organize child care if they work non-standard hours. This study examines firstly, child-care arrangements, and secondly, the extent to which parents are satisfied with these arrangements.

Methods: In total, around 2000 working parents with children aged up to 12 years took part in the study. The sample consisted of both parents who work standard hours and those who work non-standard hours. Data collection took place in November and December of 2012, via a web questionnaire. Measures included a question on the various (formal and informal) child-care alternatives used and a 24h time diary of child care.

Results: This paper presents our initial findings. Child-care arrangements are compared both within and between countries. We also compare the care arrangements of parents working standard hours with those of parents who work non-standard hours.

Conclusions and implications: The primary societal impact of this research is to investigate child-care practices of families in Finland, the Netherlands and the United Kingdom. Challenges concerning the combination of non-standard work and family life, and specifically child care, are discussed. In addition, we explore ways in which combining work and family life in a 24h economy could be made easier. Lastly, we argue for a change in social policy around child care that would help ensure affordable provision of child care with extend hours.

Keywords: comparative, work schedules, child care.

Beyond the glass cliff: the career choices and trajectories of early Irish social work leaders

Trish Walsh¹, Jane Toolan²

¹Trinity College Dublin, Ireland

²Trinity College Dublin, Ireland

There is a sparse literature on how social workers negotiate the cross-over from practitioner to policy-influencing positions of leadership. In this article, findings from a qualitative study into the career trajectories of nine nominated leaders in early Irish state social services are reported. The central questions posed are: why did they decide on social work as a career? how did their career trajectories evolve, and how did the cross-over into positions of influence take place? The aim of this study is to clarify some of the factors and processes involved from early career choices through to positions of influence. The findings suggest that for these early leaders in Irish state social services, pathways to positions of influence were diverse, reflecting the interplay between personal, biographical, and environmental factors. Gender is a significant theme as seven of the nine nominated leaders are women. Reviewing career trajectories retrospectively enables a mapping of the proactive, opportunistic and reactive motivations involved in career-moves. Life-work histories as a method of inquiry offer additional insights into the realities of leadership experiences and perspectives, and in particular reveal how biographical and environmental influences impact on career-trajectories in social work. The concept of a glass cliff, developed in relation to a theory that women are more likely than men to be promoted into risky management positions is considered in the light of our findings.

Keywords: Ireland, women, leadership, policy-influence.

Evaluation of the Connecting People Intervention: A Quasi-Experimental Study

Martin Webber¹, David Morris², Meredith Newlin¹, Sharon Howarth², Hannah Reidy³

¹University of York, United Kingdom

²University of Central Lancashire, United Kingdom

³King's College London, United Kingdom

The concept of social capital is emerging as a way of articulating the social work process of connecting people with other people and resources. Defined as the resources that are embedded within social networks, social capital can lead to greater occupational prestige, income and better health when mobilised. Enhancing the access to social capital of socially isolated people with mental health problems or a learning disability is therefore a priority for mental health social workers.

This paper reports on the piloting of a new social intervention in England – the Connecting People Intervention (CPI) – which aims to support isolated people to develop new social connections. The rationale for the study will be presented in the form of three systematic reviews which all reveal a dearth of rigorous intervention research in this field of social work practice.

The CPI is currently being piloted in 15 health and social care agencies in England in a quasi-experimental study. We are testing the hypothesis that higher fidelity to the CPI will be associated with improved social participation, well-being and increased access to social capital. Up to 240 people with a mental health problem or a learning disability are being recruited for the study and followed up over twelve months. The study also features an economic evaluation and a process evaluation.

This paper will present baseline data of the study participants, which we will compare with similar populations and the general population in the UK. It will report on our experience of training over 100 workers in the intervention, in the context of scepticism about standardising social work practice and ever-increasing time pressures. Finally, it will reflect on how high quality research evidence can both improve social work practice and enhance the access to social capital of socially isolated people with mental health problems.

Keywords: quasi-experimental study, intervention research, Social capital.

The Facilitator, the Enricher and the Challenger: On the Role of Social Workers in Policy Formulation Processes

Idit Weiss-Gal¹, John Gal¹

¹Tel Aviv University, Israel

This presentation will present findings from two empirical studies that were recently completed and that sought to better understand the role of social workers in the policy formulation process in Israel. Despite support for policy practice in the social work professional discourse, there has been limited empirical study of social workers' involvement in policy practice, which leaves us with little systematic knowledge of social workers' role in the policy formulation process.

The first of the two studies expands our knowledge of social workers' role in the policy formulation process by identifying their inputs into Israeli parliamentary committees. Based on a content analysis of the minutes of 85 parliamentary committee meetings held during the 15th and 16th Knesset (the Israeli parliament) sessions (1999-2006) in which social workers actively participated, the study reveals five main inputs: placing matters on the agenda, providing information, providing explanations, expressing opinions and making suggestions, and commenting on the manner of the discussion, and 23 sub-inputs. These inputs underscore three main roles that social workers perform, or may perform, with respect to policy formulation: challenging policy, facilitating policy, and enriching policy.

The second study sought to identify the frequency of each of the roles undertaken by social workers in these committees, and if there is a relationship between the roles undertaken and the institutional affiliation of the social workers. The findings indicate that social workers most frequently played a facilitating role and that the state-employed social workers engaged more as facilitators while social workers employed in civil society organizations tended more to challenge existing policies.

Keywords: Israel, policy practice.

The value of biography in teaching social work history to future practitioners

Russell Whiting¹

¹University of Sussex, United Kingdom

Social work history is not prominent on most social work training courses. Most social work text books deal with the history in a few early pages and then go on to focus on current day practice. Where social work history is taken more seriously (Pierson 2001, Hendrick 2003) writers tend to give an overview rather than analyze the detail of past practice.

This paper posits an alternative way of teaching social work history that focuses on the work of practitioners from the past.

It will look at how analyzing the work of individuals brings the history of social work to life and makes it more relevant to future practitioners in a way that simply concentrating on policy or a broad-brush look at practice does not.

Social workers have been reluctant to write about their own work experiences and so autobiographies from social workers are rare. This situation however has improved in recent years through the increasing availability of on-line archives, often opened up by voluntary organisations with long histories, and this facilitates direct access to original sources. The example that will be used is the life and work of two social workers based in London in the first half of the twentieth century, Muriel and Doris Lester, whose work is documented at www.muriellester.com.

The paper will also discuss the place of historical biography more broadly and consider the potential pitfalls of hagiography and iconography in this approach and how access to ordinary social work lives from the past is still not straightforward.

The paper will emphasize practice and how a close look at what exactly social workers did in the past can inform social work moving forward.

References:

Hendrick, H. (2003) *Child Welfare: Historical dimensions, contemporary debate*. Bristol, Policy Press

Pierson, J. (2011) *Understanding Social Work: History and Context*. Maidenhead, OUP

www.muriellester.com

Keywords: history, biography, online archives.

Review meetings for children in care: a case study exploring the exercise of power and its effects on participation

Karen Winter¹

¹Queen's University Belfast, United Kingdom

In the UK and elsewhere parental and child involvement in statutory planning and review processes for children in care is a legal requirement and an essential mechanism through which the needs of children are identified and longer term plans for their care drawn up. Existing research indicates that despite significant improvements in law, policy and practice to secure greater involvement, and some positive parental and child experiences, significant barriers remain. The gap between these broader developments and ongoing concerns about the actual experiences of many children and their parents suggests that it is necessary to consider afresh the micro dynamics within review meetings through which decisions are arrived. Using original research that involved 39 in-depth interviews with parents, social workers and children, Bourdieu's concepts of field, habitus and capital are applied to the structured space of the review meeting to explore the micro dynamics that operate therein and that appear to perpetuate the relative lack of involvement of children and their parents in decision making processes. The findings reveal that the competing claims over the child serve to subjugate parents and to crowd out opportunities for the child to be actively engaged in decision making processes. It is argued that further 'practice near' research would be helpful to explore these micro dynamics in detail as a way of developing applied strategies to improve practice in this area.

Keywords: children in care review meetings Bourdieu.

Elderly Poverty – a literature review and plans for future research

Satu Ylinen¹, Sari Rissanen²

¹Tampere University, Finland

²University of Eastern Finland, Finland

The aim of this abstract is to gain knowledge of poverty among the elderly for social work practices by reviewing the existing literature. In addition it will describe some future plans for elderly poverty research. Both parts can be defined as a collaborative knowledge creation of gerontological social work research.

In literature review the research tasks were 1) to identify risk factors of poverty among the elderly on individual, community and political level, 2) to describe the experiences of poverty in a wellbeing framework. Research articles concerning experiences of poverty (n=11) were chosen for content analysis by means of a systematic literature review.

Findings: The risk factors of poverty can be identified on different levels in society, although most of the research focuses on risks on the individual level. On the individual level, gender, being single, education, working history and health status are quite clear indicators for poverty. On the community level it seems that elderly rural people especially face many challenges. On the political level risks of poverty among the elderly are partly connected to the different kinds of welfare reforms. As an individual experience poverty implies many kinds of exclusion from physical, social and mental wellbeing.

Conclusions: These findings are useful for professionals, but also in focusing future research of elderly poverty. The presentation will include preliminary framework for future research concerning qualitative and comparative research of elderly poverty.

Keywords: experiences, elderly, risks, poverty.

People with disabilities in Eastern Europe at the End of Neoliberalism: some ethical dilemmas

DARJA ZAVIRSEK¹

¹UNIVERSITY OF LJUBLJANA, Slovenia

The cross-national comparison of the rights of people with disabilities to work and to gain actual citizenship rights is the focus of the research. Under state socialism people with disabilities were not defined as poor, but as the 'children of the state', since they were protected by a wide net of large institutions. Poverty of persons with disabilities increased after the disintegration of state socialist economies and is sharp in countries where social transfers are low or hardly exist and where the social dimensions of health are not taken seriously. People with disabilities are disproportionately represented among those living in extreme or chronic deprivation since poverty causes disability and conversely disability can cause poverty. Simultaneously, they are still constructed as unable to work without really being given the opportunity for paid employment. Disability activists consequently see the right to work as the primary means of achieving greater justice. As much as one is advocating the right to work one can criticise the ideology of mainstreaming work in the era where some types of work are disappearing, are replaced by high technology or creates new army of the working poor. The ambivalence between the end of the neoliberal- era- understanding of work and mainstreaming work of people with disabilities is one of the old as well as new ethical dilemmas. But disability is not connected only to social and economic inequalities, but also to cultural beliefs. In Eastern Europe people with intellectual disabilities are predominantly cared at home. Some case studies show that living at home gives them more freedom than segregated institutionalisation, but also reproduces formal and actual status of dependent "adult children." This opens the old ethical dilemma about the relationship between disability, autonomy and citizenship rights and manifests a vigorous mistrust of the parents towards the postsocialist states.

Keywords: right to work, East Europe, people with disabilities, citizenship rights.

Comparing policy and practice through a critical text work analysis of government documents

Linda de Chenu¹, Linda de Chenu¹

¹University of Hertfordshire, United Kingdom

This paper reports on a comparison of suicide prevention policy in which a research method of documentary analysis was followed to analyse Government documents in Norway and England. This method was used within a wider contemporary history comparative case study methodology which contextualised the role of social workers in prevention.

The analysis of government documents includes the overall plot or storyline, meaning and purpose of a document. A critical text work approach was used to develop a systematic analysis of the government documents to interpret the interweaving of factors.

The following compositional conventions formed a framework for analysis and comparison. The genre or style of relationship between the text and the reader and the way the text position readers in an 'activity type' and the 'mode' of the document and whether it was rhetorical, descriptive or expository (Fairclough, 1992). In particular the use of symbolic representations such as 'story lines' of 'helplessness and control' or 'blame the victim' were identified in policy texts as well as the identification of other types of representations such as synecdoche where 'the whole is represented by one of its parts' or the use of metaphor (Stone, 2002).

Documents involve 'inter textuality' and the text work identifies how other texts are referred to, ignored or transformed in the construction of a policy discourse. A discourse struggle may occur as specific discourses of interest groups such as psychiatry, social work, public health and suicidology become 'colonised' in a text (Fairclough, 1992). In particular the comparison highlights a difference of a colonising 'managerial discourse' and the use of a disease metaphor to convert social problems into psychiatric disorders in the English documents

Keywords: textwork, rhetoric, suicide, policy.

Arts as a Speech Act from the Margins: Connecting between the verbal and the visual as form of social work research

ephrat huss¹

¹Ben Gurion University, Israel

The background for this proposal is based on a book in press by the author at Rutledge on arts based research in social work. Being central to human functioning, images contribute to the individual's ability to remain oriented in the world in light of memories of past experiences and envisioning methods of problem-solving based on these images. The aim of this presentation is to offer a theoretical base for using the nonverbal within social work research, as a trigger for new perspectives and thus new words: The central points of the presentation are to provide illustrative case study examples of image use according to a theoretical model based on the position of images within research: this includes images- as additional data, as method, subject, or end object of the research- and the advantages and disadvantages of each placement

This connects to the theme of collaborative knowledge production, by offering a method that intensifies the hermeneutic voices of clients rather than experts, to self-define problems and solutions: Images are used to gain fresh perspectives and thus to destabilize static and mechanistic social work knowledge: This is s a first step towards collaborative knowledge production.

Key words; Images in social work; Intercultural research tools; Indigenous research methods: Arts based research in social work

Keywords: Indigenous research methods, Arts based research in social work, Images in social work.

Placement breakdowns initiated by foster parents

Eric van Santen¹

¹German Youth Institute, Germany

Background and purpose

This study investigates the effects of covariates on the probability of placement breakdown in non-kinship family foster care initiated by the foster parents. Insight into factors that increase the risk of breakdown initiated by foster parents provides guidance for monitoring and support of foster parents by local child welfare authorities

Data and Methods

The analysis is based on data held in the database of the official German children and youth welfare service and relating to two exit cohorts. They include all cases occurring in non-kinship family foster care in Germany which were terminated in 2008 or 2009 (N= 14,171). The children entered foster care at ages ranging from 0 to a maximum of 17 years. Data is analysed using a multinomial regression.

Results

A significantly higher risk of breakdown on the initiative of the foster parents is found in male children, children whose parents receive financial support, children whose parents were removed from the register of carers, children who were between 6 and 15 years old when they joined the foster family, children who had earlier lived in a different foster family or residential care, children from patchwork families and children whose joining of a foster family was the result of disruptive social behaviour.

Two-thirds of the children from non-kinship family foster care whose stay in the foster family was ended on the initiative of the foster parents are subsequently looked after in residential care. That is three times the rate for all terminated foster relationships.

Conclusion and implications

Breakdowns on the initiative of the foster parents indicate a high risk of unstable care history developing and accordingly necessitate prevention strategies. This may reduce the attrition of foster parent resources. Results also enhance the basis for placement decisions and the probability of subsequent positive outcomes for children.

Keywords: placement stability, placement breakdown, foster parents, family foster care.

Developing Working Relationships with Young People in an Internet-Based Social Work Service

Guido van de Luitgaarden¹

¹Zuyd University of Applied Sciences, Netherlands

During the last decade, an increase of social work services offered through the internet in general, and more particularly internet chat boxes, can be observed. As non-verbal cues in the interaction between social worker and service user are lost in an internet chat conversation, crafting a working relationship with service users gains a markedly different dynamic in such a situation when compared to face to face interactions. The paper which is presented, reports on an empirical case study (n=5) into the process of establishing a working relationship between qualified social workers and service users in an online social work service. Workers were using an online chat application to interact with young people (age 12-25), who sought professional help for various types of psychosocial problems. Two chat conversations and one interview of each research participant were analysed. The chat conversations were analysed by means of content analysis and the interviews through a narrative analysis, both drawing on the theoretical concept of "interaction development" (Snellen, 2007).

Subjects were shown to be particularly focused on the process of addressing the issues with which the service users were trying to cope. As a consequence, limited effort was observed to address the working relationship in a goal-directed and knowledge informed manner.

As the medium influences the process of establishing a positive working relationship, it is argued that the worker should be able to understand the implications for the manner in which online conversations are conducted. Social work education is called upon to facilitate the acquiring of the knowledge and skills needed for such. It is suggested that more research into service users' expectations regarding the working relationship within online social work could provide additional insights for the further improvement of these types of services.

Keywords: interaction, online social work, working relationship, counseling.

Dutch social workers' views about and implementation of the EBP process

Renske van der Zwet¹, Deirdre Beneken Genaamd Kolmer¹, René Schalk¹

¹Tilburg University, Netherlands

Background: In the Netherlands, the current social policy encourages evidence-based practice (EBP). However, several obstacles to the implementation of EBP in social work have been identified in the Dutch literature (Van der Zwet, Beneken Genaamd Kolmer, & Schalk, 2011). One important barrier to address if EBP is to be successful, is the attitudes of practitioners toward EBP and their subsequent willingness to adopt and implement EBP in their practice (Parrish & Rubin, 2011). The success of the EBP movement will depend largely on whether practitioners accept EBP as an important model to guide their practice, feel capable of engaging in EBP, view EBP as feasible in light of real-world practice realities and barriers (Rubin & Parrish, 2010). Therefore, the purpose of the present study is to assess Dutch practitioners' orientation toward the EBP process.

Methods: The EBP Process Assessment Scale (Rubin & Parrish, 2011) was used to measure practitioner views about and implementation of the EBP process. This scale can be summed for a composite score assessing the extent to which practitioners are oriented to the EBP process, it also includes five subscales: (1) familiarity with the EBP process, (2) attitudes about the EBP process, (3) feasibility to engage in the EBP process, (4) intentions to engage in the EBP process, and (5) how often currently engaged in the EBP process.

Results: The study measures the current levels of practitioners' attitudes toward the EBP process and implementation of the EBP process. Furthermore this study assesses the variables associated with the level of practitioner acceptance and implementation of the EBP process. Identifying such variables can be helpful in suggesting ways to improve practitioner acceptance and implementation of the EBP process (Rubin & Parrish, 2010). Thus far, 20 social work organisations participated in the current study and 270 practitioners completed the questionnaire.

Keywords: Evidence based practice.

Poster Presentations

Ehandbook for Social Workers on Disability Services

Anu Autio¹, Päivi Nurmi-Koikkalainen¹

¹National Institute for Health and Welfare, Finland

The eHandbook on Disability Services is intended for people working in the field, for use in support of client work and decision-making.

Purpose of the eHandbook 1) To improve nationwide equality in services for people with disabilities 2) To improve service quality 3) To promote a new approach to disability policy, ensuring people with disabilities exercise their right to self-determination and have more opportunities for participation. The handbook was established upon a proposition in Finland's Disability Policy Programme (VAMPO 2010–2015).

The quality of the handbook is monitored by an editorial board. Functionality and usability have been tested by social workers. Also, a questionnaire in 2011 (n = 117) showed that 74 % of the users found the handbook useful for their work, and over 70 % felt that the content responded well to their needs.

The handbook consists of nearly 200 web pages. The content has been compiled together with over 60 professionals nationwide. The work on content and development is conducted in close collaboration with disabled people's organizations and other nongovernmental organizations.

Currently the eHandbook gathers up to 15 000 visitors monthly nationwide. The e-handbook is available in Finnish, and some sections are translated into Swedish. Information of the handbook is provided in English as well. Future developments include two new sections: Children & Family and Research & Development.

The concept of the eHandbook shows how quality online tools can assist social workers in their daily work as decision makers within Finnish municipalities. As an online support mechanism that is easily updated, the handbook is always evolving and changing – therefore staying fresh and current. THL's Sosiaaliportti portal includes also the eHandbook for Child Welfare and eHandbook on Rehabilitative Work.

vammaispalvelujenkasikirja.fi, handbokforhandikappservice.fi

Anu Autio, Päivi Nurmi-Koikkalainen – Health and Social Services Development Unit, Disability and Society Team

Keywords: online support, handbook, disability.

Dependency and autonomy in social work practice. A participatory study of social work with long- term 'multi- problem families'.

Elisabeth Berger¹

¹Free University of Bolzano, Italy

My dissertation aims to study the life situations of long- term clients of social services focusing on so called 'multi- problem families' who have been in contact with public social services for years.

Over the last years there seems to be a large disinterest in social work research as well as in social policy on this often marginalized group of citizens: since the 1970/ 80's there have been very few studies in this field.

In social work practice the dependency of 'multi- problem families' on social services is considered as a great challenge for social workers. Simultaneously evidence based practice movements in research and in social policy often argue that social work interventions are not effective and efficient especially with long- term clients.

This study is based on a systemic- constructivist approach and focuses on analysing the structural and political context which is the framework of social work practice. Explorative interviews with professionals will be the basis for a structured questionnaire which will go to social workers engaged in public child care services in South Tirol/Italy. The results of the questionnaires will be discussed in focus groups and in-depth-interviews with service users and social workers.

The findings of this on-going study aim on both to enrich theory of social work practice and also to discuss social policies in relationship to 'multi- problem families' who often seem to be forgotten or invisible.

This research project is closely connected to the conference sub theme child welfare, childhood, youth and family as it focuses on the relationship between social policy, professional methodology and citizen's participation on social work.

Keywords: social policy, social participation, long- term clients, 'multi- problem families'.

Child care in Pakistan

Kish Bhatti-Sinclair¹

¹University of Chichester, United Kingdom

The paper meets the Conference sub-themes 1 and 3.

The paper is based on a project (completed in 2011) which sought to examine the impact of residential care placement procedures on children and young people, aged up to 18, used by one national and one international Non-Governmental Organisation (NGO) in Karachi, Pakistan. A qualitative research approach included in-depth interviews with 7 female staff (out of a target number of 10) combining a narrative account and a semi-structured questionnaire, analysis of documents and unstructured observations.

Evidence suggests that 30,000 children were living on the streets and 2,582 children were missing in Karachi in 2009. However, their circumstances received little public and academic attention and the Pakistani Government demonstrated limited commitment to the UN Convention on the Rights of the Child (UNHCR). Nevertheless, NGO's (such as those under consideration) continue to provide some services and a steady stream of reports and guidance, albeit mostly in health-related areas, child labour and trafficking.

Although Pakistan has been criticised for not meeting its duties to children in general, the NGO's under scrutiny appeared to be meeting their philosophical aims and providing appropriate service resources, residential space and daily routines. However, the study highlighted a particular gap in information on social work tasks such as initial and continuing assessment of children at risk and country/region wide policies, procedures and theories produced by child welfare professionals and academics. The findings incorporate results from the narratives, questionnaires and observations. The stories of the children and young people, relayed in summary by staff within the context of the assessment process, played a critical role in the identification of three main themes in the analysis: first the importance of narrative to the referral process; second definitions of the child in need; and finally the decision making processes.

Keywords: Pakistan, assessment, narrative, child care.

Measurement of adherence and competence of professionals working with a family focused case-management model in Amsterdam.

Leonieke Boendermaker¹

¹Amsterdam University of Applied Sciences, Netherlands

The clients of the Dutch Child Welfare Agencies are children and young people growing up in unsafe conditions and whose parents are unable or unwilling to change without compulsion or coercion (child protection and youth probation). Early 2011, the Amsterdam Child Welfare Service introduced a new and family focused case-management model. Functional Family Parole and Probation Service (FFPS) is chosen as the central model and combined with essential elements of the Dutch guidelines on working in child protection and youth probation. Based on Alexander's Functional Family Therapy (Alexander et.al., 1998), FFPS is an integrative supervision and case management model for engaging, motivating, assessing and working successfully with high risk youth and families.

Next to that, the entire working process is adapted, based on the perspective of system thinking (John Seddon, 2008). This representation of the FFP model is implemented in the Amsterdam Child Welfare Agency the greater Amsterdam area (population 1.4 million, 9000 families per year) between December 2011 and June 2013. All 400 staff are trained in FF-ICM in four consecutive cohorts.

In order to measure treatment integrity, new measures had to be developed to professionals' adherence and competence. The adherence refers to the application of the key elements of the extended FFPS-model. Competency refers to the technical skills needed for 'conveying' or 'transmitting' the key elements to clients and therefore competence refers for instance to responsivity, a good evaluation of the situation and clinical acumen (Barber et al., 2006; Barber, Sharpless, Klostermann, & McCarthy, 2007; Barber, Triffleman, & Marmar, 2007; Nezu & Nezu, 2008).

In this presentation we will present 1) the first experiences with the application of the FFPS adherence instrument and 2) discuss the steps we undertook to operationalize the adherence and competence of professionals working with the extended FFPS-model.

Keywords: "program integrity" "adherence" "competence".

An exploration of representations of social work, child protection and families at risk in UK and Spanish film and television drama since the 1960's.

David Edmondson¹, Martin King², Emilio José Gómez Ciriano³

¹Manchester Metropolitan University, United Kingdom

²Manchester Metropolitan University, United Kingdom

³University of Castilla-La Mancha, Spain

Title

An exploration of representations of social work, child protection and families at risk in UK and Spanish film and television drama since the 1960's.

Background

This research (part of the SWIFT* network), investigated portrayals and representations of social work, child protection and families at risk in UK and Spanish film and television drama from the 1960's to the present day. The research sought to:

provide an historical perspective of social work, child protection, children and families at risk in UK and Spanish film and television drama ;

explore the assumptions and discourses at work in representations of social work, child protection, children and families at risk in film and television;

inform contemporary debates about the purpose and future of social work and welfare provision in the context of public service cuts in Europe.

Methods

The research innovatively utilised a qualitative multi-method approach combining documentary/visual research methods with primary data collection via focus groups of social workers in UK and Spain. The methodology was informed by documentary analysis (May, 2003, Pérez Corsin & Bueno Abad, 2005); textual analysis within discourse analysis (van Dijk, 1993; Fairclough, 1995; McKee, 2003; García & Ramirez, 2003). It draws on ideas of representation (Foucault, 1972; Dyer, 1993; Hall, 1997), stigma (Goffman 1963; Levin & Laar, 2004) and identity (Dyer, 1993; Gripsrud, 2002).

Results, Conclusion and Implications

Film and television depictions of social work are influenced by prescriptive discourses about the child/childhood; parenting/family; care/protection of children at risk; the role of the state. These reinforce/encourage a negative public image of social work and reflect partial narratives and discourses about welfare provision and the needs of marginalized/excluded groups. Emergent themes: deserving/undeserving; poverty/welfare; care/control; discrimination, stigma and social exclusion; demonization; social workers are childcatchers, intrusive do-gooders or lazy incompetent bureaucrats.

* Visit SWIFT: <http://twitter.com/socialworkfilm>

Keywords: "television", "1960's", "social work", " film".

”I was just very angry at times”: A comparative study of practice educators experiences of working with struggling and failing social work students in practice learning settings in the UK and Italy.

Jo Finch¹, Alberto Poletti²

¹University of East London, United Kingdom

²University of Bedfordshire, United Kingdom

Periods of assessed learning in practice are common requirements for qualifying social work students worldwide (Raymond, 2000; Shardlow and Doel, 2002). The 'practice learning opportunity' as it is known in the UK, and 'tirocinio di servizio sociale' as it is referred to in Italy, are important sites of gatekeeping in preventing unsuitable people from becoming social workers (Finch and Taylor, 2012). The experience of assessing failing students in practice learning settings however, has been found internationally, to be particularly stressful and challenging for practice educators in both social work and other professions (Samac, 1995; Gizara et al, 2004; Bogo et al, 2007; Schaub and Dalrymple, 2012). Given the importance of the assessment of students' practice in promoting high standards of professional practice, this is an important area for research.

The presentation explores methods suitable for comparative research and considers how comparative research can enrich knowledge in this area. The findings from two qualitative studies, that comparatively explored 26 field educators' experiences of working with struggling or failing social work students in Italy and England will be discussed.

The findings highlighted similarities and differences in the narratives from the two countries. Similarities included; unpleasant emotional experience of working with failing students, internalisation of the students failing as their own, perceptions that the universities hide negative information about students and lack of acknowledgement of the gatekeeping function. The differences include the levels of emotionality experienced by educators, the way students are spoken about and the perceived role of the university. The findings raise concerns about the assessment process in each country and relationships between the field and the academy. We suggest that there is a need for further comparative European research in this area as an important way of generating knowledge, and making explicit particular localised cultures of social work education.

Keywords: practice education, Failing students, assessment, gatekeeping.

Rhetoric or reality: examining discourses within public policy on the the participation, involvement and lifelong learning of older people using social care services through documentary analysis

Trish Hafford-Letchfield¹

¹Middlesex University, United Kingdom

A plethora of UK key government policies all cite quality of life, social inclusion and independence as paramount considerations for working with older people using social care. Based on specific areas of the authors doctoral research, this poster illustrates how drawing on discourse theory informed documentary analysis of public policies as a means of analysing these complex phenomena and to illuminate how language and symbolic media are employed within government policies to describe, represent, represent and interpret these issues. It reflects on how discursive action is embedded within broader frameworks of understanding, communicating and interacting with older people's involvement and participation in social care services. Understanding discursive practices through documentary analysis of the policies concerned in turn provided a resource for considering and enacting the potential for change in social work practice. In both the broader context and at the individual level, the findings were used to generate alternative or new meanings that help to straddle interactions between policy and practice with older people using social care. The challenges of implementing the research method used, particularly in stabilising policy data for analysis, is also considered, particularly in relation to how effective this approach is for unmasking policy assumptions and in drawing out practical implications for social work practice combined with other empirical approaches.

Keywords: documentary analysis, discourse analysis, older people, policy.

Learning network on disability issues to improve customer-based practices: challenges of network management after the starting phase.

Anttila Heidi¹, Päivi Nurmi-Koikkalainen¹, Anu Autio¹

¹National Institute for Health and Welfare THL, Finland

Networks may improve partnership when working with common issues. The National Institute for Health and Welfare (THL) initiated a learning network on disability in the Innovillage (innokyla.fi) in October 2011. This learning network is open for everyone and aims to develop or identify good practices and support their evaluation, dissemination and implementation in the disability field. This article describes the challenges of network management in a multi-actor context of the disability field. Järvensivu's et al. (2009, 2010) holistic metatheory on network management is used as a framework. Action research methods are used to evaluate the situation and future challenges of the disability learning network after its first operating year. Materials used were workshop planning and evaluation matrixes, participant lists, coordinator diaries and a feedback survey from the participants of the network.

During the first operating year the participants and activities of the network have begun to take shape. The network actors have identified several topics to be modeled and evaluated. The network has been led by three coordinators who have negotiated on the joint development suggestions, and organized inworkshops together with two innotutors and network actors. The learning network has organized 11 inworkshops and one innoforum, and over 300 actors have enrolled into the network activities. The learning network continues to identify new actors and challenges, and to support mutual practice modeling, evaluation and dissemination activities. Future challenges include better clarification of the roles, responsibilities and power between the network actors. It is crucial to build activity regimes that genuinely create open possibilities for everyone to act in the Innovillage. The activities of the learning network on disability are best supported if Innovillage can be an accessible and real community for all actors, including service users, to bring in development activities.

Keywords: practices, management, network, disability.

Intervention theory in comprehensive assessment in child welfare

Johanna Hietamäki¹

¹University of Jyväskylä, Finland

Some critics claim that social work research is often under-theorized or even a-theoretical by its nature. For example, research-designs about child welfare services are often descriptive, and do not try to explain interventions in theoretical terms. For the most of the child welfare interventions, it is obvious that the used theories are partly implicit and partly explicit.

Intervention theory is an important part for social work practice and practice research. My paper aims at formulating the intervention theory behind the comprehensive assessment in child welfare using qualitative data. I interviewed six experienced social workers with comprehensive assessment training and one interview with the trainer of the assessment training. In Finland a new method for assessment of children in need and their families is being used. I tried to locate the most important concepts and the relationships between concepts using thematic content analysis as method of reading the interviews.

I will present the preliminary results in terms of the intervention theory of comprehensive assessment in child welfare. Moreover, my paper discusses about the meaning of the intervention theories in social work in general.

Keywords: intervention theory, comprehensive assessment, child welfare.

Exploring threshold decision-making as a moral activity

Jade Johns¹

¹University of Kent, United Kingdom

Background and purpose

UK social work practice has been subject to increased levels of audit and procedural regulation. It has been argued that this has led to decreased levels of professional autonomy in decision-making, with these limits posing a threat to the values and ethics adopted by the social work profession, thus contributing to a process of 'deprofessionalisation'. However, it has also been argued that opportunities for practitioners to use discretion may, paradoxically, have increased, and through these discretionary powers, social workers are able to employ ethics and values in their decision-making. Social workers may therefore be seen as 'moral agents', particularly when undertaking their 'gate-keeping' role. This paper presents details of doctoral research in which an innovative approach to exploring the nature of threshold decision-making in contemporary social work practice is being employed.

Main points

The paper will begin with a brief account of the debate in recent literature about the degree to which discretion in social work decision-making has been curtailed. It will explore the sense in which threshold decision making might be understood as a moral activity and how social workers may have varying levels of commitment to 'moral markers' when making decisions. The paper will then explore the methodological approach taken in the present study, involving observation, the use of vignettes, in-depth interviews, and mobile conversational interviewing.

How the proposed presentation addresses one or more of the conference aims and themes.

This proposed presentation will add to the conference theme of 'social work in transition' by adding to the debates existing in terms of professionalism, power dynamics, ethical issues and also methodological approaches in social work.

Conclusions

The presentation will highlight the importance of researching the moral aspects of decision-making which are under-theorised and under-explored. It is relevant for practice, policy and subsequent research in these areas.

Keywords: Moral Activity, Decision-making, Thresholds, Discretion.

Group-level approach to social functioning of young people

Sirpa Kannasoja¹

¹University of Jyväskylä, Finland

The paper discusses the relevance of group membership to social functioning of young people and how family-related factors are in relation to social functioning. Social functioning is not only an individual level but also a group level phenomenon. Thus, if social functioning of young people is a group level phenomenon it should be explained by family-related factors, such as economic and employment situations, parenting styles and family functioning, for example.

In the presentation results of two measures of social functioning are compared, namely a Multi-source Assessment of Social Competence Scale (MASK) and a self-developed instrument NSTK. Self-developed instrument is based on the results of focus group interviews among young people (N=7). The data has been collected with a survey questionnaire to young people (N=359) aged between 13 to 16 years from three elementary schools and their parents (N=349) in a small Finnish city (in Central Finland). Analysis is based on the use of the analysis of variance and the intraclass correlation (ICC). The intraclass correlation can be used when quantitative measurements are made on units that are organized into groups. In this study, the different groups are schools, parallel classes and families.

The results show that the memberships of school and parallel class explain very low level of both instruments of social functioning. The family membership explains relatively high proportion of the aspects of self-developed instrument of social functioning (NSTK), but not social competence (MASK). Economic and employment situations do not explain the level of social functioning, but parenting styles do explain. Finally, it will be discussed how important it is methodologically but also theoretically to take into account, whether the phenomenon analysed is an individual or group level phenomenon.

Keywords: methodology, social functioning, young people.

Juvenile misbehavior

Jacques Lundja¹, Bienvenue Lupiti Kilozi², Pernet Katembo Matabisi²

¹R&D Institute, Congo D.R.

²RFChildren institution, Congo D.R.

This research investigated the linking between juvenile misbehavior, self-worth, peer control, and family solidity (i.e., loving and fatherly affection). The longitudinal study acknowledged how these interaction extend and change during puberty. Using statistics from the Mobile Youth analysis, a 16-year longitudinal research of high-poverty, mainly Zulu youths living in Durban(N=6400), delinquency, self-worth, and peer influence were analyzed in linear growth models. Results from these three linear growth models are presented. Findings include a significant increase in delinquency over time for the adolescents in the study and significantly lower rates of delinquency overall for females than males. misbehavior was also found to have harmful relationships to both parental warmth and self-worth, with higher levels leading to decreased delinquency. Peer influence was found to have a gender effect, with males exhibiting steady rates, while females exhibit an increase in peer influence over time. Furthermore, maternal warmth and self-worth are also found to increase the rates of peer influence as well as significantly increasing self-worth.

Keywords: maternal warmth, gender effect, peer influence.

Latinas who are victims of domestic violence. Barriers accessing culturally sensitive services

Patricia Martinez¹

¹Social Work Practitioner, Canada

The purpose of this study is to explore the barriers to accessing culturally sensitive services faced by abused Latin American women in Toronto. I am particularly interested in studying how cultural misunderstandings play a role in creating barriers. The main purpose of my research is to learn how social workers' perceptions of Latin American women's culture and life impact the services provided to them. I would like to study social workers' views about how their understanding of their clients' culture can affect service provision.

I have a professional commitment to look at issues that affect my community. My experience in the field of social services has led me to believe that there is a tendency to perceive Latin American women as a homogeneous group. The supposition may be made that such a perception would not have a positive impact on the services provided to this population. The false belief that Latin American women are members of a homogeneous group actually interfere with interventions in cases that involve Latinas, and also with the services provided to Latinas who are victims. It is important to understand that Latin Americans have a collective memory of colonialism and that the language of most Latin Americans is Spanish. These facts, which are common to these cultures, should not be seen as the only components of their cultures. It is vital to analyze the many differences that may be found among members of ethnic groups that appear similar. People in various countries may have suffered in quite dissimilar ways the consequences of neo-colonialism, imperialism, racism, ageism, ableism, and other social forces that degrade human dignity. These reactions of women, combined with all people to these forces, are different in various countries, and subsequently women's responses to adverse circumstances in general are also varied.

Keywords: abused women, cultural misunderstandings, Culturally sensitive services, Collective memory.

Results of process evaluation in Sarana project

Riikka Niemi¹, Pauliina Hytönen¹, Raija Lääperi²

¹JAMK University of Applied Sciences, Finland

²National Institute for Health and Welfare, Finland

The aim of Sarana project is to create multiprofessional learning forum for welfare services which include actors from education, research and working life. Multiprofessional methods and practices (i.e. multiprofessional networking which includes multiprofessional client assessments and their documentation) will be developed during the project (1.4.2010-31.3.2013) especially from the viewpoint of social welfare services (social work, case management, family work and counselling) and psychosocial services. Project supports in creating social innovations of multiprofessional practices and in integrating collaboration between education and working life in welfare services.

The poster presents the feedback collected of the operations carried out in the project during 2010, 2011 and 2012. Feedback is collected from the practice and school teachers, students, customers and the steering group of the project. Feedback is collected and assessed as an process evaluation, in which the idea is to estimate the direction and focus of how the project is being developed during it's execution.

Project is funded by European Social Fund and coordinated by JAMK University of Applied Sciences. Other collaboration partners are: City of Jyväskylä (Social and Family Services), University of Jyväskylä (Department of Psychology and Unit of Social Work) and Centre of Excellence on Social Welfare in Middle Finland.

Keywords: multiprofessional collaboration, process evaluation.

Adolescent Social Orphans in Colombian State Care: The Process of Identity Formation in the Absence of Permanency

Michelle Novelle¹

¹Boston University, USA

The purpose of this study is to examine the relationships between institutional care and identity formation for adolescents who are social orphans, that is, youth who live with the psychological presence but physical absence of one or both biological parents.

Specifically, this study intends to privilege the voices of Colombian adolescents in state care who are social orphans that is, youth who have experienced the physical separation from their birth parents. The primary focus is an exploration of how adolescents who experience this type of ambiguous loss engage in the process of identity formation, attachment, construction of family and ultimately, the transition into adulthood. Core research questions are:

1. How does this ambiguous loss impact a social orphan's ability to define his or her family?
2. How do adolescents in state care negotiate the task of identity formation in the absence of identity agents such as parents?
3. To whom do adolescents in state care feel that they belong?
4. How do adolescents with fragmented attachment figures create relationships while in the care of the state?

This study will contribute to the conference goal of understanding children's participation in knowledge production as permission was obtained by the Colombian government to conduct qualitative interviews with the adolescents themselves. All data has been collected and analysis is currently underway. This study is being conducted to meet the requirements of a doctor in philosophy in both the Boston University School of Social Work as well as the Department of Sociology.

Keywords: Adolescents, Institutional Care, Identity Formation, Social Orphans.

Critical factors and processes for effective child protection: Results and reflections on a Finnish research project

Pirjo Pölkki¹, Riitta Vornanen¹, Janissa Miettinen¹, Anne-Mari Jaakola¹

¹University of Eastern Finland, Finland

The pressure and demand for effective child welfare social work in Finland is increasing, especially from the policy makers, administrative parties, and media. More scientific and social work-originated arguments for research of effectiveness in child welfare are needed. However, this type of research is challenging. These challenges are related to child welfare social work practice where social workers confront e.g. complexities of the situation of the child, and ethical aspects of interventions. A research project carried out in 2009-2012 with the support of the Academy of Finland, entitled Needs, processes and outcomes of child protection, presents theoretical, methodological and empirical perspectives on the effectiveness of child welfare social work. This research project comprises sub-studies involving different research designs, which focus on critical factors and mechanisms involved in community based child welfare social work at the organisational, professional, and client levels. These perspectives have contribution to the conferences sub themes. The data consists of two national surveys, one on the availability of services, and the other on assessment practices; expert interviews of child welfare professionals in one municipality concerning critical mechanisms for effective child protection work; and child welfare case files in this municipality. The preliminary results suggest that in order to be effective, child welfare social work needs to involve a supportive organisational context and a strong professional knowledge-base. These requirements are particularly crucial to successful assessment practices (Jaakola). Some of the study's preliminary results also concern generative mechanisms and outcomes in child welfare social work (Pölkki, Miettinen, & Vornanen). These results may contribute to the development of child welfare social work practices.

Keywords: outcomes, Child welfare, evaluation, effectiveness.

Implementing Research-informed Techniques in Substance Abuse Treatment: More likely Among Social Workers?

Brenda D. Smith¹

¹University of Alabama, USA

Background and purpose: It has proven challenging to implement research-informed services in many routine service settings. The challenge is especially great in substance abuse treatment where traditional norms can affect practitioners' inclinations to use a research-informed approach (Miller et al., 2006). As more social workers practice in substance abuse treatment, might social work professional norms and familiarity with research foster greater use of research-informed practices? This presentation aims to assess whether having a social work degree promotes the use of research-informed services in routine substance abuse treatment.

Methods: A cross-sectional survey was administered to outpatient treatment counselors selected through nested probability sampling. Of 70 organizations sampled, 57 (81%) participated; of 429 counselors in the organizations, 293 (68%) participated. Practice approach was measured with a scale adapted from the Practitioner Technique Inventory (Ball, et al., 2002). Multi-level (HLM) regression models were conducted to address the nested sample. Individual-level and organization-level factors were controlled to assess the effect of having a social work degree.

Results: At the individual level, practitioners were more likely to use research-informed practice techniques when they had higher levels of education, more favorable attitudes toward evidence, stronger psycho-social beliefs about substance abuse, greater knowledge and skills to use research-informed services, and greater utilization of training. At the organization level, research-informed practices were more likely in organizations with transformational leaders and more stressful organizational climates. Accounting for individual and organizational characteristics, having a social work degree was not associated with practice technique.

Conclusions and implications: Even in a context with many paraprofessionals, having a social work degree did not increase the likelihood of using research-informed practices. The findings raise questions about social workers' assessments of the research-informed techniques available. Findings also question whether the merits of research-informed services are clearly conveyed through social work education and training.

Keywords: social work practice, research-informed services, substance abuse treatment.

Transforming Practice at the Frontlines: Client-Focused Uses of Practice Discretion

Brenda Smith¹

¹University of Alabama, USA

Background and purpose: Social work practices are increasingly guided by rules and requirements. Even so, frontline workers exercise practice discretion in a range of ways (Ellis, 2011). At times, practice discretion contradicts clients' best interests and social work values by, for example, prioritizing clients who are easiest to serve (Lipsky, 1980; Wastell, et al., 2010). In some cases, however, workers exercise practice discretion to benefit clients (Evans & Harris, 2004). Client-focused uses of discretion may involve bending rules, but can also involve adhering to rules that are typically ignored. This presentation aims to classify forms of practice discretion and identify conditions that will foster client-focused uses of discretion.

Main points: This presentation summarizes findings from a review of studies addressing frontline practice discretion. The review illuminates different forms that discretion can take. Based on the review, a new classification scheme of discretionary practice will be presented. Influences on frontline discretion explicated in the theory of street-level bureaucracy and in recent empirical findings will be summarized to identify those organizational and policy factors that may best promote client-focused uses of discretion.

Conference themes: To transform welfare policies and practices, we must understand practices at the frontlines. The presentation is particularly relevant to the "social work in transition" subtheme through its exploration of power dynamics among agencies, frontline workers, and clients. The presentation is relevant to the "welfare policies and privatization" subtheme through its critical assessment of accountability mechanisms.

Implications: In a context emphasizing outcomes and accountability, this presentation points to agency-level policies and practice conditions that can enable social workers to promote clients' best interests. The presentation also has implications for social work education and training. It identifies strategies educators can use to more effectively bolster beginning social workers' alliances with marginalized clients and foster client-focused uses of practice discretion.

Keywords: frontline practice, practice discretion, street-level bureaucracy.

Child Protection in Europe: A taught Doctorate at Queens University Belfast

Trevor Spratt¹, Karen Winter¹

¹Queen's University Belfast, United Kingdom

As European nations wrestle with the issues of how best to protect their children and promote their welfare they increasingly look across borders to promote learning and best practice. As part of its development of the European Centre for Child Protection Education and Research, Queen's University Belfast (Northern Ireland) is developing its existing taught Doctorate in Childhood Studies to incorporate a range of modules examining child protection, laws, policies and practices in a European context. This new course is targeted at those practitioners and managers working in European nations who are interested in developing their knowledge and skills to the highest level, learning from one another and developing collegiate networks to help integrate learning and promote knowledge exchange in child protection across Europe.

Those taking part in this exciting course will take core modules in 'Comparative European Perspectives in Child Protection', 'A Life-Course Approach to understanding Child Protection' and 'Evidence Based Interventions and Interpersonal Skills'. They will additionally receive research training in 'Quantitative' and 'Qualitative' methods as preparation for their thesis. They may also choose from a range of elective modules. All modules are taught over short intensive periods to facilitate attendance. Belfast has very good transportation links with Europe. Teaching will be in English, with supervision provided by an academic from Queen's and one from the country of origin.

Academic staff within Queen's have extensive experience of working in a European context, we have learnt much from this work, but hope, together with you, that we may learn more. The work achieved by doctoral students in this programme will naturally inform their work in their own national contexts but also further the establishment of cross national networks, further building international and interdisciplinary research capacity in the complex area of child protection.

Keywords: Child Protection, Child Welfare.

The Right to Social Security and its influence on social politics in Germany and Finland

Ingo Stamm¹

¹University of Siegen, Germany

The reorganisation in most European welfare states is a broadly examined phenomenon. One of the consequences of this "transformation" is an increase of social insecurity in European societies (Castel 2009; 2011). Social security for all citizens used to be one of the main objectives of the emerging welfare states in Europe after World War II (Kaufmann 2003a). It is not generally known as a human right, which is enshrined in the International Covenant on Economic, Social and Cultural Rights (ICESCR). Finland and Germany are among the approx. 160 states, which have ratified this important United Nations' international law treaty. Comparative studies sometimes mention the human rights level but they usually do not integrate this approach (Esping-Andersen 1990; Kaufmann 2003b). The Right to Social Security (art. 9) can be seen as a core provision because it is related to almost all other articles (cf. Scheinin 2001). It also covers the field of protection in case of unemployment, which is the main focus of the doctoral thesis here presented. The overall objective of the study is to achieve a better understanding of the Right to Social Security as an important reference point for social workers.

The main questions are:

(1.) What impact has the Right to Social Security on unemployment policies in Germany and Finland? (2.) What differences and similarities between Finland and Germany can be identified? (3.) Finally, how can a human rights based social work profession (Staub-Bernasconi) benefit from this knowledge?

The sequential analysis of the objective hermeneutics was used as a method to analyse documents from both countries. This technique of text interpretation aims on reconstructing and revealing the "latent structural meaning" (Oevermann) of the analysed texts (cf. Wernet 2010). The main focus of the analysis was the conception of human beings one can identify within the documents.

Keywords: Welfare state, Social Rights.

Capabilities of Migrant Organisations in Poverty Alleviation

Sylvie Van Dam¹

¹University of Antwerp, Belgium

Against the background of transforming welfare systems and rising poverty figures among ethno-cultural minorities, we examine the possibilities of migrant organisations to work on poverty alleviation. What activities or services can they provide? We test some sociological and economic key concepts, in particular empowerment, social capital and capabilities to help interpret the role of these organisations. Despite emergent critique, we recognize that groups can contribute to the empowerment of people and groups by generating social capital. To clarify how this process takes place, we explore the relatively new concept of collective capabilities. Within the capabilities approach there is a growing attention for the collective level of analysis. Collective capabilities may be a new way in thinking of the possibilities of migrant organisations in poverty reduction. A varying degree of collective capabilities may explain a different readiness or willingness (and efficiency) of associations, for example between various ethno-cultural communities or types of organisations, to play a role in poverty reduction. This perspective not only studies the extent of social capital and the position of a migrant organisation in a network of other organisations and agencies, but also brings into account what associations are capable of, what is expected of them and to which they are prepared. Therefore we use qualitative in-depth interviews with intermediates and members of organisations in a city district with a high density of people of foreign origin and ethno-cultural associations. For the analysis we use an analytic frame of Ibrahim on collective capabilities with self-organisations (Ibrahim, 2006). We operationalize the collective capabilities *inter alia* upon the Community Capability Index of Harizi (Harizi, 2008). This new approach affiliates with a focus on strengths and opportunities in a transforming poverty reduction and welfare provision. It seeks to make policy recommendations in addressing poverty by authorities and civil society.

Keywords: Migrant Organisations, Transforming Welfare State, Poverty, Collective Capabilities.

Challenges of ending homelessness of young adults

Veera Viitanen¹

¹University of Turku, Finland

Homelessness is an extreme form of marginalization. In Finland, there are about 8000 homeless people, of which 1400 are under 25 years old. Because the national homelessness strategy has set as its goal to eliminate long term-homelessness by 2015, homelessness is currently a much discussed topic in Finland.

The purpose of my doctoral dissertation is to investigate the factors that challenge the aim of ending the homelessness of young adults. The statistics of other Northern countries describe the socio-demographic profiles of homeless, but there is little data available about the Finnish homelessness. In this paper I will examine the profile of the homeless who applied for income support in Helsinki during 2008-2010. The quantitative data for this is collected from the data system of the Social Services department of Helsinki.

The qualitative data of the study consists of the interviews of 20 young homeless adults, and the interviews of 25 social and health care professionals, who work with young homeless adults in Turku. With this data it is possible to examine the research question from the professional perspective and individual experience.

Keywords: young adults, homelessness, housing first.

How do family factors affect the development of pre-school children in Hong Kong?

Keith T.W. Wong¹, Anthony K.W. Wong¹

¹The Hong Kong Council of Social Service, China

Background and purpose:

Chinese society traditionally puts emphasis on children development, and Hong Kong, as a well-developed region in China, is not an exception. For the past decade, the dynamic changes of family structure and size, as well as socio-economic challenges resulting from economic fluctuations, raising poverty and the sharp rise of non-residential births given by women of the mainland of China cast a shadow on the caring function of families in Hong Kong. Based on a large scale survey, this paper discusses how these family challenges affect the development of the pre-school children in the city.

Methods:

2,769 sets of questionnaires were sent to the class teachers and the parents of the sampled pre-school children aged 3 to 6. The questionnaire adopted the Strengths and Difficulties Questionnaire (SDQ) as the inventory to report the development status of target children. Questions about family relationships, marital and parent-child relationships were designed based on concepts from the Family Criteria (Ad Hoc) Task Force, Policy Institute for Family Impact Seminar.

Results:

1. Scores of SDQ of the children have strong correlation with the relationships among members of their families;
2. Peer relationship is found to be the major problem among the children;
3. Some family conditions, such as low income, are not favorable to children development.

Conclusions and implications:

1. As the caring function of family declines, community-based supports and services should be strengthened;
2. the context of growing inequality, children from deprived families should be given extra supports to ensure that they enjoy equal chance for development;
3. Parental education should be fostered to change the mind-set of the parents.

Keywords: family relationships, Hong Kong, caring function of the family, pre-school children development.

List of Authors

A

Adams Adrian, 79
Ainscow Lorraine, 28, 30
AL-Makhamreh Sahar, 22
Andersson Katarina, 23
Auerbach Charles, 68
Austerberry Helen, 120
Autio Anu, 141, 148

B

Börjeson Martin, 32
Bastian Pascal, 24
Ben-Ari Adital, 25
Beneken Genaamd Kolmer Deirdre, 139
Berger Elisabeth, 142
Bergman-Pyykkönen Marina, 26
Bhatti-Sinclair Kish, 143
Bilson Andy, 120
Blom Björn, 2, 14, 83
Boddy Janet, 71
Boehle Andreas, 24
Boendermaker Leonieke, 144
Brandon Marian, 27
Briggs Stephen, 28–30
Broadhurst Karen, 75
Brooks Jenni, 81
Burns Kenneth, 8
Burr Rachel, 71
Bywaters Paul, 31

C

Cabiati Elena, 33
Carpenter John, 9, 112
Caswell Dorte, 34
Cauvain Simon, 10, 20
Chambon Adrienne, 3, 11
Cheng Andy, 35
Ciriano Emilio José Gómez, 145
CLaiborne Nancy, 68
Cocker Christine, 36
Croft Alison, 71
Czarnecki Sarah, 37

D

de Chenu Linda, 135
Desair Kristof, 104
Dierckx Danielle, 96
Driessens Kristel, 104
Dvarionas Dziugas, 86

E

Edmondson David, 145
Ellenbogen Stephen, 38
Enosh Guy, 25
Euteneuer Matthias, 125
Even-Zohar Ahuva, 39
Evertsson Lars, 101

F

Fargion Silvia, 40
Farrelly Nicola, 120
Featherstone Brid, 17, 41
Finch Jo, 28, 146
Fish Sheila, 48
Forkby Torbjörn, 55
Forrester Donald, 9
Forsberg Hannele, 42
Frei Sabina, 40

G

Gal John, 130
Glendinning Caroline, 81
Good Gingrich Luann, 11
Greenland Katy, 117
Grohs Stephan, 43
Gunnarsson Evy, 44

H

Häkkinen Sanna, 107
Höjer Staffan, 55
Hafford-Letchfield Trish, 147
Halford Susan, 17
Halton Carmel, 45, 46
Halvorsen Anne, 47
Hanssen Helene, 8
Hardy Mark, 12, 20, 48
Harvey Anna, 29
Hatzidimitriadou Eleni, 80
Hauss Gisela, 49
Heidi Anttila, 148
Heino Eveliina, 50
Heinze Rolf G., 43
Hermans Koen, 96, 104
Hietamäki Johanna, 149
Hiilamo Heikki, 51
Hirvonen Helena, 52
Holma Juha, 54
Howarth Sharon, 129
Husen Onno, 53

List of Authors

huss ephrat, 136
Hussein Shereen, 120
Husso Marita, 52, 54
Hytönen Pauliina, 154

I

Isola Anna-Maria, 51

J

Jaakola Anne-Mari, 156
James Sigrid, 56, 57
Johansson Kerstin, 58
Johns Jade, 150
Jokinen Kimmo, 107
Joubert Lynette, 9
Julkunen Ilse, 59

K

Kääriäinen Aino, 18, 20
Köngeter Stefan, 11
Kannasoja Sirpa, 151
Kanne Mariël, 60
Karl Ute, 61
Karlsson Lis Bodil, 44
Karlsson Lis-Bodil, 97
Karvinen-Niinikoski Synnove, 17
Katembo Matabisi Pernet, 152
Kazi Mansoor, 62
Kiik Riina, 64
Kiili Johanna, 13, 15, 82
Killian Michael, 63
King Martin, 145
Kjørstad Monica, 14
Kokkonen Tuomo, 76
Koskinen Raija, 59
Kröger Teppo, 4
Kroken Randi, 64
Krokbors Ylva, 65
Kuusela Kirsti, 97
Kuusinen-James Kirsi, 67

L

Lääperi Raija, 154
Laitila Aarno, 54
Larkins Cath, 15, 120
Lawrence Catherine, 68
Lawrence Julie, 69
Lefevre Michelle, 70, 71
Leung Terry T.F., 73
Lightman Ernie, 11

Liljegren Andreas, 55
Linford Hannah, 28–30
Liu Chu-Li, 74
Long Tony, 100
Lovatt Gary, 100
Luckock Barry, 75
Lundja Jacques, 152
Lupiti Kilozo Bienvenue, 152

M

Mänttari-van der Kuip Maija, 84
Mäntysaari Mikko, 14, 16, 54
Manthorpe Jill, 120
Margot-Cattin Isabel, 95
Margot-Cattin Pierre, 95
Martinez Patricia, 153
Matthies Aila-Leena, 76
May Vanessa, 127
Mazeikiene Natalija, 86
McGhee Janice, 77
Mcgregor Caroline, 78
Miettinen Janissa, 156
Milne Alisoun, 79, 80
Mishna Faye, 74
Mitchell Wendy, 81
Moilanen Johanna, 82
Morén Stefan, 83
Morris David, 129
Motieciene Roberta, 85, 86
Mulla Aayesha, 28, 30

N

Närhi Kati, 76
Naujaniene Rasa, 85, 86
Neumann Sascha, 87
Newlin Meredith, 129
Niemi Petteri, 88
Niemi Riikka, 154
Nissen Maria Appel, 89
Nordstoga Sigrid, 90
Nothdurfter Urban, 91
Notko Marianne, 54
Novelle Michelle, 155
Nurmi-Koikkalainen Päivi, 141, 148
Nylund Marianne, 92

O

Oko Juliette, 93
Olivier Claudia, 11
Opdebeeck Hanne, 104

List of Authors

P

Pölkki Pirjo, 156
Pösö Tarja, 5
Palsanen Kati, 15
Pannecoucke Barbara, 104
Pekkarinen Elina, 14
Perlinski Marek, 83
Piérart Geneviève, 95
Picot Aurelie, 94
Piessens An, 104
Poletti Alberto, 146
Prichard Jane, 17

R

Rönkä Anna, 107, 127
Raeymaeckers Peter, 96
Rainer Sylvia, 40
Rantakeisu Ulla, 97
Rantamäki Niina, 98
Rauhala Pirkko-Liisa, 99
Ravey Michael, 100
Reidy Hannah, 129
Rexvid Devin, 101
Ridley Julie, 102, 120
Rissanen Sari, 133
Ritala-Koskinen Aino, 42
Roets Griet, 103, 104
Roose Rudi, 103, 104
Rosenthal Rob, 71
Ruch Gillian, 17, 105
Ruddat Claudia, 43
Ruskus Jonas, 86, 106

S

Sabla Kim-Patrick, 17
Sagatun Solveig, 108
Sakilayan-Latvala Margarita, 92
Salminen Suvi, 107
Sandermann Philipp, 87
Satka Mirja, 18, 20
Saurama Erja, 109
Schönauer Anna-Lena, 43
Schalk René, 139
Schiettecat Tineke, 104
Schjellerup Nielsen Helle, 110
Schneiders Katrin, 43
Schröer Wolfgang, 11
Schrøder Ida Marie, 111
Schudrich Wendy, 68

Schweppe Cornelia, 11
Scoufield Jonathan, 117
Scourfield Jonathan, 9, 114
Shardlow Steven, 112, 113
Sharland Elaine, 114
Shaw Ian, 19, 20, 115
Shears Jane, 116
Shimmin Penny, 35
Sjöholm Johanna, 92
Slater Thomas, 117
Slettebø Tor, 118
Smith Brenda, 158
Smith Brenda D., 157
Sobocan Ana Marija, 119
Solem May-Britt, 14
Spandler Helen, 102
Spratt Trevor, 159
Stamm Ingo, 160
Stanley Nicky, 120
Strömberg-Jakka Minna, 121
Svenlin Anu-Riina, 122
Symonds Jon, 123

T

Tammelin Mia, 127
Tapola-Haapala Maria, 124
Taylor Imogen, 35
Toolan Jane, 128

U

Uhlendorff Uwe, 125

V

Valokivi Heli, 126
Van Dam Sylvie, 161
van de Luitgaarden Guido, 138
van der Zwet Renske, 139
van Gils Jan, 104
Van Robaeys Bea, 104
van Santen Eric, 137
Vandenbroeck Michel, 104
Vandenhole Wouter, 104
Vanhanen Jonna, 109
Vargiu Andrea, 8
Verhoef Melissa, 127
Viitanen Veera, 162
Virkki Tuija, 52, 54
Vornanen Riitta, 156

List of Authors

W

Walsh Trish, 128
Wang Frank, 11
Wang Frank T.Y., 6
Waterhouse Lorraine, 77
Webber Martin, 9, 20, 129
Weiss-Gal Idit, 130
Westlake David, 9
White Sue, 17
Whiting Russell, 131
Willumsen Elisabeth, 8
Winter Karen, 132, 159
Wong Anthony K.W., 163
Wong Keith T.W., 163

Y

Ylinen Satu, 133
Yliruka Laura, 18, 20

Z

ZAVIRSEK DARJA, 134
Zvirdauskas Dainius, 86

List of Titles

Symbols

"I was just very angry at times": A comparative study of practice educators experiences of working with struggling and failing social work students in practice learning settings in the UK and Italy., 146

'RU Different?' A Pilot Study to Develop an Intervention Programme to Reduce the Effects of Social Norms on Young Peoples' Engagement with Risky Behaviours., 100

A

A critical view on participatory knowledge production, 40

A Finnish model of social interaction between Academy and Agency in social work education, 18

A research and development project in collaboration between The Norwegian Labour and Welfare Service (NAV), The Child Welfare Service and the University of Agder., 108

A view to the policies promoting active citizenship in Finland, 76

Adolescent Social Orphans in Colombian State Care: The Process of Identity Formation in the Absence of Permanency, 155

Against all odds –coping strategies for low-income middle-aged mothers in Finland, 51

Agency and power in institutional rehabilitation of elderly people, 65

An evaluation of Kids Company's work with severely disadvantaged young people, 30

An exploration of representations of social work, child protection and families at risk in UK and Spanish film and television drama since the 1960's., 145

Arts as a Speech Act from the Margins: Connecting between the verbal and the visual as form of social work research, 136

B

Balancing emotions and power relations in social work with young people, 110

Becoming effective communicators with children: learning trajectories through qualifying social work training, 70

Between core and periphery? A mixed method social network analysis on the role

of generalist service providers in an inter-organizational service network, 96

Between the frames of economic imperatives and care: workers' views on changes in elderly care, 52

Beyond the glass cliff: the career choices and trajectories of early Irish social work leaders, 128

C

Can child and family social work learn from UK cohort studies?, 114

Capabilities of Migrant Organisations in Poverty Alleviation, 161

Challenges and issues in implementing choice, flexibility and control in social care services – an evaluation of self-directed support pilots in Scotland, 102

Challenges of ending homelessness of young adults, 162

Challenging Citizenship – Elderly in Care Markets, 126

Child care in a 24h economy: A comparison of child-care arrangements among Finnish, British and Dutch families, 127

Child care in Pakistan, 143

Child Protection in Europe: A taught Doctorate at Queens University Belfast, 159

Child Protection Social Workers Experiences of Peer Support Groups: A longitudinal study, 45

Child Welfare Inequalities: An Unseen Scandal, 31

Children and multiple-place housing, 42

Co-production – combining actors and expertises, 98

Comparing policy and practice through a critical text work analysis of government documents, 135

Construction of 'good' and 'bad' motherhood in family social work, 85

Contact family as a child welfare intervention – theoretical considerations, 122

Contesting the Case: a qualitative review of cases of birth parent contested adoption., 75

Continuing Carers – Identity and Role Transitions of Spouse Carers whose Partner is in Long-Term Care, 80

List of Titles

Critical factors and processes for effective child protection: Results and reflections on a Finnish research project, 156

Crossing boundaries: a comparison of the relative use of child welfare and youth justice systems in two jurisdictions, 77

Cultural translator as empowering method in family work with Russian immigrant families living in Finland, 50

D

Dependency and autonomy in social work practice. A participatory study of social work with long-term 'multi-problem families', 142

Developing Working Relationships with Young People in an Internet-Based Social Work Service, 138

Development of moral expertise and normative professionalization, 60

Discuss the process of social interaction & participation between social workers & health professionals within a multi-disciplinary context, 69

Dutch social workers' views about and implementation of the EBP process, 139

E

Education matters? The role of academy in the future of social work., 10

Effectiveness and Implementation of Evidence-Based Treatments in Residential Care Settings, 56

Ehandbook for Social Workers on Disability Services, 141

Elderly Poverty – a literature review and plans for future research, 133

Empowerment oriented social services: the theoretical considerations and practical implications in Lithuania context, 86

Enhancing Critical Reflection amongst Social Work Students on Placement in Care Homes for Older People: The Role of a Practice Learning Centre, 79

Enhancing user involvement in service management – Collaborative knowledge production with the elderly service users in Hong Kong, 73

Evaluation of the Connecting People Intervention: A Quasi-Experimental Study, 129

Exhausted by the rigorous economic situation?, 84

Exploring threshold decision-making as a moral activity, 150

F

Family Foster Care – Substitute Family, Place of Residence, Stop-Gap Option or Treatment?, 57

Fishing from opposite banks – same river, different fish? Can a professional led Co-operative Action Research bring service users and practitioners together?, 35

Follow up study of graduates of the Postgraduate Diploma in Advanced Fieldwork Practice and Supervision (Social Work): 2001-2010, 46

From Beveridgean universalism towards individual nudge-policies in the Finnish social welfare, 99

From the 'social' to the 'informational' in work with offenders...and back again?, 37

G

Generating productive Citizens or supporting the Weak? Professional Practices between Labour Market and Welfare (Switzerland), 49

Getting the job done: (Professional) challenges at the frontline of activation services, 91

Group-level approach to social functioning of young people, 151

H

Have we created a monster? Families' accounts of the UK Child Protection System, 41

Hearing the voices of deaf young people: Implications for social work practice in Jordan, 22

How do family factors affect the development of pre-school children in Hong Kong?, 163

I

Identifying systems and processes which promote good practice in child protection in secondary schools, 71

Implementing change at national level: professional development for early career social workers, 112

List of Titles

Implementing Research-informed Techniques in Substance Abuse Treatment: More likely Among Social Workers?, 157

IN THE SHADOW OF EVERY DAY ELDER CARE – THE PICTURE OF ALCOHOL ADDICTED OLDER PERSONS, 44

Intergenerational relations in the support person practice in child welfare, 82

Intervention theory in comprehensive assessment in child welfare, 149

Intrapreneurship and Social Innovation in Germany. Why Social Entrepreneurship Works Different in Established Welfare States, 43

Involving Carers in Personalised Adult Social Care Practice, 81

J

Juvenile misbehavior, 152

K

Keep the case going on – rationalities of and in transition, 61

Knowledge based practice in the management and development of social work practice, 89

Knowledge-making networks – collaborative practitioner research, 47

L

Latinas who are victims of domestic violence. Barriers accessing culturally sensitive services, 153

Laymen in child welfare – the trade off between legitimacy and professionalization, 55

Learning network on disability issues to improve customer-based practices: challenges of network management after the starting phase., 148

Learning to be a Family: Development and transformation of family concepts among families using social work services, 125

Lessons from the field: what can we learn from different ways of organizing children's participation?, 13

Long term parental care for a child with disability: interplay between formal and informal care systems in Slovenia, 66

M

Measurement of adherence and competence of professionals working with a family fo-

cused case-management model in Amsterdam., 144

Minimising inaccuracy in social work: developing a continuum for differentiating procedural and judgement based practice, 48

Models and Ethics for Prioritizing Social Work Services, 88

N

Negotiating professional identities in developing family mediation collaboratively, 26

O

Organizational change: Climate factors that predict readiness for change, 68

Organizing social work in the public sector – a domain theory, 83

P

Paradoxes of Gender in Elderly Care: The Case of Men as Care Workers in Sweden, 23

Participative Action Research Approach and Qutomo Project: Towards a Culture and Gender Sensitive Integration Path for Immigrants, 92

Participatory research in situations of poverty, 104

Past promises, present visions: Social work histories at a slant, 3

People with disabilities in Eastern Europe at the End of Neoliberalism: some ethical dilemmas, 134

Perceiving the Other: Hostile and danger attributions among Jewish and Arab social work students, 25

Placement breakdowns initiated by foster parents, 137

Possibilities for Change: Framing Domestic Violence Intervention in Professional Health Care, 54

Practice and research in 1920s Social work and sociology, 115

Practice Research and the a new knowledge-based practice in Swedish social work, 58

Producing socially robust knowledge – a question of dialogues and symmetries or disputes and subjectivity?, 59

List of Titles

Psychosocial Predictors of Adherence in Pediatric Heart and Lung Organ Transplantation Social Work Services, 63

Q

Quality of life of elderly living at home who are members of a "supportive community" compared with elderly living in a nursing home, 39

R

Realist Evaluation of social work practice: Examples of comprehensive and continuous evaluation from United Kingdom, USA and Finland, 62

Realist View On Empirically-Based Practice, 16

Reflections on qualitative evaluation methodology, 24

Researching Social Work in Transition, 78

Researching violence against women: the case of Slovenia, 72

Results of process evaluation in Sarana project, 154

Review meetings for children in care: a case study exploring the exercise of power and its effects on participation, 132

Rhetoric or reality: examining discourses within public policy on the the participation, involvement and lifelong learning of older people using social care services through documentary analysis, 147

S

Sanctioning the unemployed, 34

Service voucher in home care; are the elderly service users consumers or quasi consumers?, 67

Social Assistance via the Internet – A New Form of Service, 121

Social class, gender and emotions – Institutional exclusion at the employment office?, 97

Social Pedagogy As a Perspective on Social Work, 87

Social work and social services in late modernity: The case of Sweden, 32

Social work and the networks in Hong Kong of the UK Chinese, 113

Social Work and the SDQ: Improving the mental health of looked after children?, 36

Social work research and evaluation: a critical realist perspective, 2

Social work research as a sensitive research, 106

Social Workers' and General Practitioners' perceptions of Clients and Patients as Critical Situations, 101

Statutory social workers and suicide prevention: Exploring the context under which social workers come into contact with suicidal service users., 117

Streetwise Parenting: towards a joint responsibility of social services in providing parental support for families who are living in poverty, 103

Structural social work – is it just an outdated dream?, 109

Support resources for families living with a person with disability: An analysis of existing support resources in Western Switzerland, 95

Supporting the reconciliation of work and care: the role of social work and social care, 4

SYMPOSIUM: Community-based research and social work students: Promoting students' civic engagement and collaborative knowledge production, 8

SYMPOSIUM: Critical realism and social work research, 14

SYMPOSIUM: From ideas to influence: supporting children and young people's perspectives to achieve change in policy and practice, 15

SYMPOSIUM: Randomised controlled trials in social work, 9

SYMPOSIUM: The role of the academy in the future of social work, 20

SYMPOSIUM: Transnational Social Support: Care, Social Policy and History in a transnational world, 11

SYMPOSIUM: Uncertainty, risk, blame, error and trust: Exploring the organisational context of European social work, 17

T

Teaching and learning: a knowledge exchange in the university among students, service

List of Titles

users and professors, 33

The Academization of Social Work, 19

The Contribution to Suicide Prevention of Maytree – A Respite Centre for Suicidal People, 29

The evaluation of the mobile-assisted working model to support parenting and daily family life, 107

The Facilitator, the Enricher and the Challenger: On the Role of Social Workers in Policy Formulation Processes, 130

The possibilities of critical realism in analyzing professional practices – a study on family mediation, 124

The quality and effectiveness of higher education in the training of professionals: A comparative analysis, 12

The Right to Social Security and its influence on social politics in Germany and Finland, 160

The Social Order of Egalitarian Individualism: Socio-Historical Perspective on Welfare Policies for Children in Norway, 94

The transformation of day-care facilities into family centres in Germany – A new notion of family?, 53

The Use of Respondent Validation in Social Research, 118

The value of biography in teaching social work history to future practitioners, 131

Tough choices, ethical decisions: researching social work practice in child welfare, 119

Tracking Change Among Participants of a Multi-Family Skills-Training Program for Youth Aggression and Associated Problems, 38

Transforming Intimate Partner Violence Practice for the Female Elder Survivors: The Case of Taiwan, 74

Transforming Norwegian Child Welfare, 64

Transforming Practice at the Frontlines: Client-Focused Uses of Practice Discretion, 158

Translating Child Welfare – A Sort of Finnish Perspective, 5

Turning away from the Public Sector in Children's Out-of-Home Care: Social Work Practices, 120

U

User knowledge agenda, 90

Using Participative Action Research to evaluate community mental health services, 116

Using service users' stories in teaching and learning to help cultivate virtue ethics, 93

W

What can Conversation Analysis offer research into social work practice?, 123

What counts as 'beneficence' in practice near research: Relationships, reciprocity and containment, 105

When Family meets Citizen: Struggling for Recognitions of the Invisible Family Care in Taiwan, 6

When social interventions get translated into spreadsheets: Economics and social work with children and youth in Denmark, 111

Working with Practice-Near Research: an interactive data analytic themed workshop, 28

Y

Young people's suicide and risk taking behaviour in serious case reviews, 27