2nd European Conference For Social Work Research

22nd - 24th March, 2012, Basel, Switzerland

Social work research in local, national and international contexts: the challenges of comparison and generalisation

- Book of Abstracts -

This book contains abstracts of all oral papers and workshops. Each author listed in the *programme* [available as download on www.ecswr.ch] can be found in the "index of authors".

Content

Oral papers and posters

Programme

Thursday, 22nd March 2012

18.00 - 19.30   Welcome notes: representative of the University of Basel, the Institute for Sociology, Director of School of Social Work, president of the Swiss Society for Social Work
Keynote Sue White
19.30 - 21.00   Reception, Buffet

Friday, 23rd March 2012

09.00 - 10.00   Keynote Andreas Walther
10.00 - 10.30   Coffee break
10.30 - 12.00   2x2 Main Speeches
12.00 - 13.30   Lunch plus special interest groups
13.30 - 15.00   Parallel Sessions
15.00 - 15.30   Coffee break
15.30 - 17.00   Parallel Sessions
17.15 - 18.00   Keynote Jeanne Marsh/ Daniel Gredig
18.00 - 19.00   Posterviewing
Drinks reception

Saturday, 24th March 2012

09.00 - 10.00   Keynote Darja Zaviršek
10.00 - 10.30   Coffee break
10.30 - 12.00   2x2 Main Speeches
12.00 - 13.30   Lunch plus special interest groups
13.30 - 15.00   Parallel Sessions
15.00 - 15.30   Coffee break
15.30 - 17.00   Final session: future of ECSWR, presentation of a position paper/ discussion

Sue White. Efficiency, effectiveness and the misrepresentation of the social: designing humane European social work services (Thursday 18.00 h)

'Those who believe they can find our public spaces in the private intracranial darknessof the organism, overlook what it is that makes us human beings. We may have set out on our unique journey equipped with better brains than other primates. but that was just the launch pad. Our way of self-consciously being- together is utterly different from the essentially solitary lives of even the most social animals' (Raymond Tallis, 2011) Public services across Europe, including social work agencies, to varying degrees, have been subject to changing modes of governance. Notwithstanding the variety of modes of organisation and the diversity of policy contexts, key generic influences can be discerned, synonymous with what has become known as 'new public management'. These developments are linked to wider social changes, variously described as the rise of the 'risk society', the 'audit society', the 'surveillance society', the information society and so forth. Despite their different policy milieux European societies share a global context in which there are increasing attempts to render aspects of human society tractable to governance systems. This is taking place in a context where tractability is empirically seen to be decreasing as evidenced in the current financial crisis. Drawing on research in social work organisations in the UK and evidence submitted to the Munro review of child protection in England, this paper argues that these developments have distorted the human and social context in which social work takes place. As Tallis reminds us above, we are equipped for particular ways of being-together. Only by attending properly to human and social factors can services be designed to meet the needs of people who use them, or provide the optimum conditions for the human beings who provide those services to practise with humaneness, humility and wisdom. Social work research is crucial to informing this design agenda.

Sue White is Professor of Social Work (Children and Families) at the University of Birmingham. She is a registered social worker and was employed as a practitioner and manager in statutory children's services for 13 years and then took up an academic post at the University of Manchester. Her research has focused principally on the analysis of professional decision-making in child welfare, with a particular emphasis on safeguarding. She has completed two influential Research Council funded studies. The first of these focuses on electronic information sharing in multidisciplinary child welfare practice, including an examination of the impact of the pilot of Contactpoint on everyday practice and the second on the impact of performance management and the Integrated Children's System in statutory children's social care. During 2009, as a result of these studies, Sue served on the Social Work Task Force, charged with undertaking a comprehensive review of frontline social work practice in England. She now sits on the Social Work Reform Board. She is Chair of the Association of Professors of Social Work and Editor in Chief of Child and Family Social Work. Sue served on the Reference Group for the Munro Review of Child Protection in England.

Andreas Walther. Support across Life Course Regimes. A comparative model of how social problems, needs and rights are constructed. (Friday 09.00 h)

In his paper „*Support across Life Course Regimes. A comparative model of how social problems, needs and rights are constructed*", Andreas will suggest a theoretical and methodological framework for the comparative analysis in social work and social pedagogy. While social work has developed differently in terms of disciplinary, professional and institutional profiles, one may assume that a functional equivalence is supporting individuals in coping with the demands of the institutionalised life course. Based on empirical findings the paper will outline a model of life course regimes aimed at providing a contextual and interpretative for comparative social work.

Andreas Walther is a Professor for Social Pedagogy and Youth Welfare at the University of Frankfurt am Main where he is also Director of the Research Centre Education and Coping in the Life Course. Before coming to Frankfurt he has been working as a researcher at the Institute for Regional Innovation and Social Research, Tübingen, and as a lecturer at the Institute of Education of the University of Tübingen where he also did his phd and habilitation. Andreas' academic work centres around to main thematic strands: transitions in the life course and international comparison. He has been involved in several EU-funded research projects on young people's transitions to adulthood and related support mechanisms. Currently, he is the coordinator of the project „Governance of educational trajectories in Europe. Access, coping, and relevance of education for young people in European knowledge societies" (GOETE).

Jeanne C. Marsh, Daniel Gredig. Research, Development and innovation in Social Work Practice: Perspectives from Europe and the US (Friday 17.15 h)

From its earliest origins, knowledge undergirding the field of social work has been developed through the conduct and use of empirical research. Early pioneers of social work – both in Europe and the U.S. -- insisted that practice should be grounded in systematic, scientific analysis (Abbott, 1930, Feld, 1925, Salomon, 1933, Karpf, 1931). This has prompted a persistent inter-est in research, development and innovation in social work practice on both sides of the Atlan-tic. The presentation will examine the evolution of research, development and innovation in Europe and the US by examining paradigmatic responses to five questions: (1) What are under-lying heuristics that have influenced research, development and innovation? (2) To what extent is the heuristic or conception concerned with improving practice? (3) What type of knowledge is foregrounded? (3) To what extent are professional values and ethics part of the model? (4) Who "uses" knowledge, i.e., who is the ultimate decision-maker in practice, client or worker?

Jeanne C. Marsh, PhD, MSW is the George Herbert Jones Professor and acting dean, School of Social Services Administration, University of Chicago. Prior to her current term as Dean, Jeanne Marsh served as Dean of SSA from 1988 to 1998 and was appointed In-terim Dean in 2004. Marsh has published broadly on issues of substance abuse, social service provision for women and children, and evaluation of social work interventions. She is co-author of two books, *Informing Practice Decisions* (MacMillan Publishing, 1993), and *Rape and the Limits of Law Reform* (Auburn House, 1982); she has also authored numerous articles and chapters.

A recognized leader in the social welfare community, Marsh serves on several boards, commissions, and task forces, including Chapin Hall Center for Children at the University of Chicago. She is a recipient of the National Association of Social Work Award for Excellence in Social Work Research.

Daniel Gredig, PhD, Social WorkerDaniel Gredig, is Professor and dean of Master-Studies in Social Work at the University of Applied Sciences Northwestern Switzerland, School of Social Work.

He was trained in Social Work at the University of Fribourg (Switzerland) and at the Freie Universität Berlin (Germany). He received his PhD from the University of Zurich.

His research and publications of the last years have focused on history of social work, Re-search-based Intervention Development and Innovation in social work, HIV prevention, HIV protection behavior and social services for people living with HIV/Aids.

Darja Zaviršek. From internationalisation towards the academisation of social work : a comparative perspective on the development of the doctoral studies in social work
(Saturday 9 h)

If the internationalisation of social work has been an obvious activity of social work pioneers and later social work educators, and recently became, as observed by some well-know academics - a "mainstream activity", the internationalisation haven't lifted up the power inequalities among social work traditions, which have its roots in geographical, political, language and symbolic inequalities among countries with social work traditions. Academisation of social work - in opposite - was envisaged only by a tiny minority of pioneers and social work educators, therefore, even in the countries with the longest and strongest social work tradition, social work education has not yet developed doctoral and the postdoctoral level of studies. A paradox is that despite of the fact that neoliberalisation of higher education promotes skills and competences which are far from the core social work values, and that the massive entrance of young people into higher education - one of the aims of the EU policies - make old universities let alone the universities of applied sciences into a modern "occupational workplaces", the bolognisation of higher education in fact supported the social work academisation in many European countries (master and doctoral level, research). The lecture will give a comparative overview into some recent development in the area of doctoral studies in social work.

Darja Zaviršek, Chair of the D*epartment for Research of Social Justice and Inclusion* at the University of Ljubljana, Faculty of Social Work and the chair of the Indosow-International Doctoral Studies in Social Work. She is honorary professor at the Alice Salomon University of Applied Sciences, Berlin and the nation member of the Academic Network of European Disability Experts, ANED. She has established the Eastern European Sub-Regional Association of the Eastern European Schools of Social Work as part of the IASSW of which she is the chair since 2008. She serves the IASSW since 2003, currently as the member at large and the chair of the International Small projects Committee. She was recurrent visiting professor in different universities like Central European University Budapest, Kiev Mohyla University, Tbilisi State University and Zuyd University, Maastricht. She published and edited several books and articles in the area of mental health and disability studies, gender, history of social work and ethnicity. She currently works on her new books on social parenthood and international adoption.

Maritta Törrönen and Riitta Vornanen. Young people leaving care: Challenges for good practice (Friday 10.30 h)

Background and purpose: This paper discusses international and comparative research on young people who have been in public care and are leaving to start independent lives. The discussion is based on research produced as a part of the EU-funded "Rights of Children in Alternative Care, from Theory to Practice: Filling the Gap through Peer Research" as part of the "I Matter Peer Research Project" organised by SOS Children's Village International during the years 2010–2012. The project is active in four countries, Finland, Poland, Czech Republic, and Albania, and involves practitioners and researchers from the project countries and from the United Kingdom. It is participatory research involving young people with care experience, who are trained to become interviewers of other young people with care experiences. The interviews will focus on the transition out of care. For both groups of young people, the interviewers and the interviewees, this will be a sustainable learning process through which they will have the chance to both improve the care environment and develop their own abilities. For the research, 400 young people will be interviewed (100 interviews in each project country). The comparison of the data will be carried out from the Finnish perspective: What we can learn from the other project countries about child welfare services and how they are supporting young people leaving care. The quantitative data produced by the semi-structured interviews will be compared.

The research will center on three questions: What are the difficulties in comparing the results from different countries? What does it mean for the research project when young people are involved in the research? How can the results of the research be utilized and disseminated so that the experiences of young people have an impact on social work?

Results: The paper discusses the challenges of doing international and comparative research in child welfare. It contributes to the cultural understanding of young people's needs in leaving care and identifies the factors needed to improve service processes and decision making. This study uses young people's own terms and knowledge in developing services for those leaving care. Here we report the process of developing the questionnaire in Finland compared with the process in other countries. In addition, the testing of the questionnaire and the training of the young people in interviewing techniques are reported. The results of the study in Finland are presented and discussed as a part of the international comparison.

Conclusions and implications: The comparative research data widens the understanding of differences in the histories and economic situations of countries that affect the delivery of social services to young people. The research reminds us that it is a challenging task to compare the quality of services provided by governments and the user experiences of young people. However, such a comparison makes possible the critical, national evaluation of child welfare services interpreted by young people. While the administration of the social and health service system is undergoing change, there is also a need for social research that offers knowledge of young people's well-being when leaving care. Furthermore, insights are required into how they can be supported, on their own terms, to live independently in interaction with others.

Elaine Sharland. When in Rome? Developing systematic review for social work in localised and globalised contexts. (Friday 10.30 h)

In increasingly complex policy and practice worlds, social workers are required not only to provide high quality services, but also to base them on prior evidence of effectiveness and cost effectiveness. This means that practitioners and policy makers must have the ability and knowledge to make sound judgements about the relevance of research for practice. Effective evidence based practice in localised and globalised social work involves not just identifying the best available evidence, but making sense of what research findings generated in certain contexts may, or may not, mean for other contexts. In English, we have an expression: 'When in Rome, do as the Romans do'… But all too often we assume, for naïve or pragmatic reasons, that what works in Rome will work also in London or Lisbon, perhaps Los Angeles even Lahore. These assumptions can be unfounded, costly and risky.

Systematic research reviews may be able to help. Relatively recent arrivals in the field of social work, they are hailed by their advocates as 'the cornerstone of evidence based policy and practice in modern welfare democracies' (Social Care Institute for Excellence , 2006). Their pledge is comprehensively and rigorously to identify, appraise, synthesise and communicate research findings to users and producers alike. For social work in globalised and localised contexts, systematic reviews hold out promises of connection: between diverse elements of the research base, between research, policy and practice, and between and beyond the specifics of local and national circumstances. The purpose of this paper is to examine critically how well systematic reviews in social work address the problem of transferability of research findings, and how best they might rise to the challenges. Locating discussion within wider debates about systematic review and social work knowledge, this paper draws directly on the methodological experience and the findings of several systematic reviews in social work, undertaken by the author and colleagues for the UK Social Care Institute for Excellence. These substantiate the argument that systematic reviews can and should be essential to the toolkit for generating social work research messages that can transcend local and national boundaries. To achieve this, reviews need to capture both intrinsic qualities of research rigour and extrinsic qualities of research relevance within, between and beyond specific contexts. Following Pawson's (2002) model of realist synthesis, an iterative and theorised approach to research review may be the most productive. Such an approach does not simply aggregate or extrapolate, but uses findings from research in one context to interrogate those from others. If it is to be fit for practice not just in Rome, but in London, Lausanne and beyond, research review of this sort must seek to uncover mechanisms of change and capture the essence, not just the substance, of effective social work practice.

John Gal and Idit Weiss-Gal. Social Workers Affecting Social Policy: An International Perspective (Saturday 10.30 h)

The study seeks to analyze the place of policy practice in ten different countries, which represent diverse welfare regimes and have diverging social work legacies: Australia, Germany, Hungary, Israel, Italy, Spain, Sweden, Russia, United Kingdom, and the United States. More specifically, the study

looks at the place of policy practice in the social work discourse, educational system, and practice in all these countries. The study is based on an in-depth examination of policy practice in the various countries undertaken by social work experts from each country. The country case studies followed a structured protocol that included a close examination of the national code-of-ethics, published social work literature, the curriculum of schools of social work, and the position of professional and government bodies to policy practice. In addition, studies of specific types of policy practice were discussed in each of the case studies. The findings of the study indicate that there is growing awareness to the need to educate social workers to engage in this type of practice in all the countries and this is reflected, to differing degrees, in the discourse and in the social work training system. However, the actual level of social work involvement in social policy formulation differs between the countries. Overall, the level of involvement of social workers in social policy formulation in the countries studied in much less than is reflected in the discourse. Possible explanatory factors for the role of policy practice in social work in the various countries and cross-country divergences will be discussed.

Martin Webber. From national to international: using ethnographic methods to develop standardised interventions to enhance the international evidence base for social work (Saturday 10.30 h)

Evidence-based social interventions are not widely embedded within social work practice. There are a number of reasons for this including scepticism about the paradigm of evidence-based practice within the profession; a paucity of evidence-based social interventions to use; and the apparent incongruence of using standardised approaches to address complex and 'messy' social problems. The lack of portability of interventions from one context to another also hampers the development of an international evidence base for social work. The Connecting People study, funded by the UK National Institute for Health Research School for Social Care Research, aimed to develop a standardised social intervention to support young people with psychosis develop their social networks. It used ethnographic methods to gain a rich understanding of existing good practice in this field and the contexts in which this was situated. This paper presents the findings of this ethnography of social care practice in six agencies in the voluntary and statutory sectors in England. It will discuss the main themes emerging from interviews and observations with over 60 workers and 50 service users gathered over a period of twelve months. We will also present the intervention model which emerged from these findings, which dynamically relates the practice of workers to a cycle of change for service users, in the context of outward-facing agencies. Finally, we will introduce the intervention manual which is in the process of being refined in focus groups and in a Delphi consultation in preparation for piloting. We will argue in this paper that this rigorous process of intervention development lends itself to replication in multiple international contexts. Although the social work practice described in the intervention manual may not be appropriate in different cultural or policy contexts, the underlying theory of change it is based upon may be relevant across borders. Using practice wisdom, or a similar ethnographic study, standardised interventions could potentially be adapted to meet local needs. This is yet to be fully tested, although pilot work is underway in Malawi and India to explore the potential of adapting the Connecting People Intervention for use there.

Rudi Roose and Griet Roets. Social work research: looking at what escapes (Saturday 10.30 h)

As social work has long been concerned with families, it can be observed that the popularity of strengths-based social work is increasing (e.g. Lietz, 2011). Rather than focusing on weaknesses, problems, deficits and failures, it is observed that strengths-oriented social work constructs family strengths, empowerment and capacity building as the building blocks of the helping relationship (e.g. Saleebey, 2002). The paradigm shift of the strengths perspective is not typically related to one theoretical or conceptual framework (see Gray, 2011), and strengths thinking denotes different practices in various fields (Rapp et al., 2005). Nevertheless social work researchers have recently articulated vital challenges and critiques. An urgent concern is addressed regarding the lack of research on the implications of strengths-based principles and practices (see Rapp et al., 2005). In the field of child welfare and protection, Lietz (2011: 888) asserts that "what is unclear is whether this perspective has actually changed or impacted practice". Also Gray (2011) alerts to "a clear lack of empirical support for the claimed success of these strengths-based approaches (…) [that need] to be more guarded about overly optimistic claims" (Gray, 2011: 10). Another critique refers to the centrality of the power of changing language and discourse in social work that may merely refer to a rhetorical change (see Gregory & Holloway, 2005). Rapp et al. (2005: 81) bring to the table that "since the strengths model gained currency, many people are claiming they are doing strengths", which often represents a cursory implementation in social work practice of the assumed radical paradigm shift. Featherstone (2006) argues that the widespread mobilization of a discourse of strengths-based approaches around parents and children in the field of child welfare and protection can be summarized as the language of power, rendering families invisible in actual practice and leaving power relationships unchanged. In that light, the importance of research comes to the fore: first, it is important to gain empirical knowledge about the actual practice of social work which claims a strengths based perspective in the field of child welfare and protection. In this presentation, we explore the findings acquired from a recent research project regarding a strengths-based pilot project in the field of child welfare and protection in Flanders (the Belgian speaking part of Belgium), in which we were teasing out whether the supposed paradigm shift associated with strengths-based discourse in social work actually took place in practice. The research findings indicate the complexity of realizing a strengths based practice, which implies working with inherent dilemmas, such as the fine line between supporting responsibility and governmentality. Second, it is important to discuss the focus of the research questions in relation to strengths based practice. Our research shows the risk of reducing strengths-based social work to a mere relational concept, ignoring the impact of the broader social, political and economic context in which strengths-oriented approaches have to be realized and the effects this has on practice, for instance the exclusion of difficult clients who refuse to play the strengths game. We argue that social work research itself is an intervention, which can strengthen or question this reductionist approach. We argue for democratic social work research, which holds a focus on the question what practice is doing, but also on the question what escapes from social work practice.

Jean-Michel Bonvin and Stephan Dahmen. The capability approach: a normative framework for comparative and generalizable social work research (Friday 10.30 h)

Social work, as an organized system of social support, is increasingly under economic, financial and socio-political pressure. This follows, among others, from the wide-ranging transformations of the contemporary welfare state in the threefold direction of activation (making beneficiaries active, i.e. find a new job as quickly as possible), individualization (with a re-assessment of the division of responsibilities between the individual and the state – Serrano-Pascual 2005, Handler 2003) and territorialisation (notably via the use of NPM tools to efficiently control and monitor the interventions of frontline workers). Hence, social workers are increasingly called to implement this threefold shift in their interventions, with a view to helping (or constraining) beneficiaries to activate themselves and be the actors of their own professional re-insertion (Soulet 2005). Such a shift coincides with a deep-seated change in the underlying normative values of social work. In this context, social work as a profession is caught between the call for increased accountability and effectiveness (as defined by the official discourses), and the commitment to a professional ethic. Then, a deeper investigation of the normative foundations on which social interventions are (and should be) built seems necessary. In our view, the capability approach (CA) is an adequate framework to this purpose. The CA provides a viable framework for analyzing the link between the discursive re-framing of social policies on the one hand, the frontline implementation level and the emerging dilemmas and demands frontline workers are faced with on the other hand. Previous work mobilizing the CA for the analysis of social policies and the daily work of frontline workers in employment and social agencies (Bonvin/Farvaque 2003, 2007, Bonvin/Moachon 2007, 2009, etc.) illustrate the potential of the approach, especially when used in connection with the French "economy of conventions" (Thévenot 2008, Salais 2004, 2008). This allows assessing the normative underpinning of contemporary social policies and social work against the yardstick of capabilities as defined by Amartya Sen. The question here is to what extent do, on the one hand, public policies and normative discourses about activation, individualization and territorialisation at international and national level, on the other hand, social work practices at local level, promote or obstruct the enhancement of the beneficiaries' capabilities (the real freedom to choose their way of life). The normative basis of public policies and social work practices is thereby emphasized. Far from being objective or neutral, policies and their tools (performance indicators, administrative directives, etc.) include clear normative signals as to the expectations vis-à-vis frontline workers and their beneficiaries. They are not established on an objectively definable yardstick and cannot be identified as evidence-based policies or practices; on the contrary they inescapably entail a normative dimension referring to specific values and justificatory regimes (Boltanski/Thévenot, 1999, Boltanski/Chiapello 1999). As the CA suggests, the switch towards the active welfare state should not be analyzed in terms of objectivity or efficiency, but as a normative re-assessment of welfare capitalism and social work. The paper will be articulated as follows: Section 1 briefly recalls the main transformations of contemporary social policies and social work; Section 2 presents the capability approach and shows, at theoretical level, its assets when compared with other approaches in social work research; Section 3 illustrates these assets via some empirical findings drawn from our own research; Section 4 concludes, it specifically points to the fact that the increas-

ing implementation of managerial tools (benchmarks and performance indicators), as well as the strong emphasis on evidence-based practices and policies, aim at occulting the normative dimension of policies and subtracting it from public deliberation. Emphasizing the normative basis of international and national policies and its impact on local practices is presented as a key objective for social work research and the CA contribution in this respect is highlighted. The paper draws on a number of European research projects which have mobilised the capability approach (FP5: the Eurocap project; FP6: the Capright project; FP7: the ongoing Workable and Eduwel projects) in order to analyse the changes in contemporary welfare states and social work practices and identify the profound normative changes underlying recent policy developments.

Adrienne Chambon. Researching multi-sited archives of the early history of social work: Transnational and transdisciplinary outlooks (Saturday 10.30 h)

Stemming from a research program funded by the Social Sciences and Humanities Research Council of Canada, the author will discuss collaborations developed across Canada, and with international colleagues in German, U.S. and English universities for conducting research on the early history of social work. I will discuss some of the challenges and new questions that arise in conducting social work history in transnational and transdisciplinary perspectives, illustrated with examples. The presentation is structured around four points:

1. Adopting a post-structural approach to the early history of social work means moving away from general trends; conducting detailed empirical research into the local conditions, while maintaining a complex contextual understanding (Farge, 1989; Taylor, 2008). The relationship between the local, partial materials and the broader contextual features can be illustrated through a study of early Childcare agencies. Our understanding of 'local' and 'context' is to be constructed. This approach highlights the multiplicity of views, tensions and debates that have taken place in the profession (e.g. Chambon, Johnstone & Winckler, 2011). Finally, this form of research traces the continuities and discontinuities between past and present (Foucault, 1977), debunking some of the social work myths. Common to a cluster of Canadian social work writings presented this past June at the Congress of Canadian Schools of Social Work, distinct but congruent studies form the basis of a collective work in preparation (Chambon, Lundy & Shewell). Some of the problematizations of developing a common basis for such ventures will be identified.

2. Adopting a transnational perspective implies a shift in focus from comparative research. Investigating the circulation and influences of events, people and ideas upon national fields replaces distinct multi-national analyses. This viewpoint is shaped by a transnational research network of colleagues from Germany, Taiwan, Canada and Australia (cf. Transnational Social Support, Chambon, Schweppe & Schroeer, eds., in press); examples include a post-doctoral fellowship on the circulation of Settlement Work from England and the U.S. to Berlin and Toronto (Köngeter, 2011); a doctoral thesis on the transnational influence of international NGOS on the emergent social services sector in post-Soviet Kazakhstan (An, 2011). Conceptual and methodological questions arise.

3. Adopting an archive-based approach requires developing means for interpreting the material and cultural data available in archives. Archives are not only found and selected, they are constituted through institutional archival practices (Bastian & Alexander, 2009; Steedman, 2001). Gaining familiarity with institutional and biographical archival methods, mapping and cross-referencing techniques is a major task of an interdisciplinary team of social work (Chambon & Dean) and archival scholars and educators (Duff, Bastian & Webber) affiliated respectively with the University of Toronto and Simmons College in Boston. Research and educational considerations will be presented.

4. The analysis of visual materials benefits from understanding visual representations, visual practices and the shaping of collective memory (Derrida, 1996; Edwards, 2009; Langford, 2008). A collaboration between myself and a colleague in visual studies/photography at the University of Brighton, Julia Winckler, led to new insights and questions about 'the city and its children,' reframing our earlier archival work.

Staffan Höjer and Peter Dellgran. Between local practice and global science. Factors behind patterns of social work research in Sweden. (Friday 10.30 h)

For all professions, building on a knowledge base of its own is essential for claims of status and trust. For social work, developing social work research in independent disciplinary contexts has been a strategy in many European countries. This paper builds on over ten years research on different aspects of the introduction of social work research at universities in Sweden. Different aspects of social work research has been studied, such as topical content, theoretical and methodological tools and the presentation forms in a great number of senior research products, more than 250 doctoral dissertations and over 500 graduate and undergraduate theses. Also perceptions on social work research from social work practitioners have been investigated. The aim of this paper is to explore and discuss the driving forces behind these patterns, in other words, what factors influence the outcome of social work research. We will focus on the significance of social work research for practice development as well as the place of social work practice in research. Also other factors outside social work practice will be analyzed. The analysis shows considerable impact of social work practice in research, although with severe imbalances. Some areas are object for research more frequent than others. This creates different conditions for the development of social work practice in different fields. Factors from the outside such as resources designed for practice relevant research in some fields have had great impact. On the other hand recent development also show a drift towards general academic demands such as publication trends. These trends are being discussed in relation to the need for double legitimacy that research in all professional fields has. Legitimacy in relation to the academic world (their research should be just as good as other research in the academy) as well as to the world of practice (research should be relevant for practitioners and policy makers within the field). A question is raised if the relationship to social work practice in social work research might risk becoming loose-coupled to the extent that it will hurt the trust and the legitimacy of social work research in relation to funders and policy makers in the near future. The recent discussion on the need for evi-

dence-based practice, where government officials and social work academics make different inter-pretations, can be an example of this.

Susan Gair. Researching practice so we are all on the same page (Friday 15.30 h)

Every social worker engages in a huge range of writing and research tasks in their daily professional practice. Equally, many practitioners are very creative and innovative in their therapeutic engage-ments. Yet the explicit identification of writing, researching and publishing, as core social work prac-tice skills, is uncommon in social work texts. Further, the existence of proactive mentoring of Austral-ian social work practitioners into a 'researching and writing for publication' culture is not readily evi-dent. To this end, and to begin with just one practice area, the aim of the qualitative research study described here was to document the ways in which practitioners used a narrative approach within their work. This aim was undertaken with a view to unearthing areas of practice that practitioners might then be encouraged to write about themselves. In-depth interviews were undertaken with a sample of social workers in practice in Northern Australia. Research findings reveal inspiring social work practice that had not been documented. Only a very small minority of participants had ever considered publishing this inspiring practice. The findings of this research have direct relevance for social work practice within and beyond Australian borders, for transmitting practice wisdom to up-coming generations of practitioners in an increasingly globalised world.

Ian Shaw. Narrative or Thematic Analysis?: A Workshop (Saturday 13.30 h)

This participatory workshop is for all interested in developing and utilizing narrative analysis along-side a thematic approach. The main focus will be on narrative analysis but with some comparison with thematic approaches. Throughout the workshop participatory tasks will be interwoven with the presentation of content. I will assume basic understanding of qualitative research methods. The fo-cus will be on analysis rather than on data collection or research design. While I speak from a social work background (and will refer fairly extensively and diversely to my own research) I also will draw on examples from sociology and health sciences. The objectives are to equip workshop members to build on a doctoral level of competence in narrative and thematic analysis. The workshop will fall into three parts. I will commence by asking us to consider what we mean when we speak of analyzing in terms of 'themes' and if and how are they different from 'narratives'. Typically it is taken too much for granted that we know what the reference is when we speak of 'theme' or 'narrative'. I will then outline and illustrate in more detail what narrative entails. This opens the way for consideration of a weak area of research practice - how narratives have themes that draw our attention to the 'content' of the narrative. This also will allow me to make some rarely considered points about narrative sam-pling. I will develop the third part of the workshop by considering three topics:

- Narrative analysis of structures
- What the story tells us about the processes through which a life is constructed.
- Narrative analysis as professional practice. You could describe this as a case for a methodological or qualitative professional practice.

Gillian Schofield. **Researching long-term foster care – and the challenges and opportunities for international dissemination of a research based model for foster care practice (Friday 13.30 h)**

Long-term foster care is a controversial area of social work practice and research internationally, because of its links to major cultural and policy differences in relation to the family. In the UK and the USA, for example, long-term foster care is often seen as inferior to adoption from care as a permanence option because foster carers are not legal parents. In contrast, in countries such as Italy, France and Spain, practice is focused on the biological family and there are concerns about the desirability of attachment and a sense of belonging in a long-term foster family. This paper will address several of the conference questions, but particularly those concerning the challenges and opportunities of linking theory and research to family placement social work practice across national boundaries. In the Centre for Research on the Child and Family at the University of East Anglia, we have conducted a series of funded research studies since 1997 investigating different aspects of long-term foster care e.g. a longitudinal prospective study; a retrospective study of young adults from foster care; a study of care planning systems and permanence in foster care. In partnership with the Universities of Bergen and Göteborg, we have also conducted a cross-national study of parents of children growing up in foster care. These studies have included quantitative analysis of care pathways alongside qualitative analysis of the perspectives of children, carers, parents and social workers. They have shown that long-term foster care can build successful family relationships that last into adulthood, but that our systems do not always support successful permanence in foster care. One of the outcomes and international dissemination opportunities of this research on long-term foster care has been the development of an attachment and resilience based model of caregiving, that also captures the significance of family membership in more than one family – key to the practice of long-term foster care in the UK . The secure base model has been published in various forms, including academic journal articles, research books, practice guidance and a website with downloadable resources. The model was recommended by the UK Government in Care Matters (2007) and subsequently included in the Skills to Foster core training for new foster carers. There has been a considerable interest internationally. For example, Norwegian professionals developed the model in practice, including it in their national foster care training programme and developing innovative strategies for supervision of foster carers. Our main research based text has recently been translated into French to inform French and Belgian practice, with work now underway on the translation into Italian. The model is also being used in other countries. These international developments have been driven by practitioners and researchers in each country, interested in promoting theory and research in practice. But practitioners in other cultures sometimes challenge certain aspects of the model that are accepted in

the UK (e.g. the role of attachment to foster carers and the family membership dimension). These cultural differences and implications for research and dissemination will be discussed in the paper.

Martijn Bool, Astrid Van Der Kooij and Mike Fisher. **Evidence based practice in social care, the Dutch experience (Friday 15.30 h)**

Background. Social work is directed towards the clients or citizens needs and based on the knowledge, experience and skills of the professional or volunteer and the results of the collective knowledge sources. The central questions are: how are these sources given form and opened up to collegues, the public, (further) research and financers? What is the meaning, relevance and scope ofan online database as it functions in different countries. Is it a necessary and sufficient instrument for this aim? Which standards do they use and what do we need to make them useful? Which approaches are helpful to enhance the use of the available evidence?

Results. In the UK,SCIE and the Netherlands, MOVISIE, both knowledge centers on social care, have organized an online database on social work methods. For this aim a fixed format is developed in which aim, target group and approach of the method is described, the foundations of the approach, along with the experience of the workers and the clients, and research on effectiveness of the method. In the Netherlands over 50 methods in social care are now in the database. And about 700 people are visiting the website monthly.

Discussion. What do we aim at as end result, how is this reached and how is this controlled for. What is the contribution of different forms of research and how are these forms of research qualified on themselves and in relation to other data of the format described? Which approaches can be developed to strengthen the link between practice and research in order to promote evidence enhanced social work? The participants of the workhop contribute to the further development of use and evaluation of these practices and how to weigh the different components of the format. The workshop refers to the conference theme of collection of research results, the scope, significance and utilisation, dissemination and transference of research results, the knowledge development itself and application in practice.

Victoria Stanhope. **Utilizing Ethnographic Methods to Understand Service Engagement (Friday 13.30 h)**

Background: The mental health system struggles to engage people in services, with disengagement rates of 20-70 percent (Kreyenbuhl et al., 2009). Housing First, however, has succeeded where others have failed and engaged people who have experienced long-term homelessness and have co-occurring disorders. The program provides immediate access to independent apartments and intensive services with assertive community treatment. Now designated an evidence based practice, Housing First is being disseminated throughout the United States, Canada and Europe. To support its

dissemination, more research is needed to uncover exactly how Housing First is effective. Such knowledge can provide the "second generation of evidence based practice" (Otto, 2009) by focusing on the implementation process, including the decisions of the reflexive practitioner, interpersonal processes and the service context. This study employed ethnographic methods to explore how service engagement unfolds within Housing First.

Methods: Conducting participant observation and interviews, researchers followed 10 clients and 14 case managers from two interdisciplinary teams in a Housing First program for a year. Researchers observed service contacts in the program office, the community and clients' homes. Field notes were recorded on the social interaction between case managers and clients. In-depth semi-structured interviews were also conducted with each study participant. Data analysis was guided by symbolic interactionism theory (Blumer, 1969). Open coding identified categories indicating engagement behaviors and activities and higher level coding derived intersubjective themes related to meaning making within social interactions.

Results: Service engagement emerged from the creation of a shared narrative between case mangers and service users which was shaped by the context and quality of their social interaction. The shared narrative began with the offer of housing, its acceptance and move into the apartment. Case managers were able to realize this turning point for service users and experience the transformation with them, which created a particular bond. The assertive community treatment model allowed for a myriad of engagement sites and activities which led to case managers permeating all aspects of service users' lives and playing roles similar to those of friends and family. The quality of the interaction emerged from how case managers paid attention, listened, communicated, and regarded the service users while doing shared activities. These social processes, in turn, determined how service users understood the role of case managers in their lives and their connectedness to the program.

Conclusions and Implications: As Housing First is replicated, the task is to understand how the program structure can be translated to diverse local settings. This study illustrated that while the structural aspects of Housing First provided the context and opportunities for engagement, the quality of the interaction between the case managers and service users played a key part in making service users feel connected to the program. It is this "human" aspect that has often been absent from services research but makes a program effective. The challenge is to reflect these process elements in the evidence base in order that they can inform program replication.

Florian Baier, Rahel Heeg. Using Ethnographic Methods and Videography to reconstruct the Effectiveness of School Social Work and Youth Work (Friday 13.30 h)

Background: Most effectiveness-studies in the fields of school social work and youth work focus on the outcome of these two fields of social work with children and youth. These studies can be characterized as "black-box research", because they do not deliver findings that relate the identified outcome to certain kinds or elements of practice. Based on our research project "*The development of*

usefulness and effects in school social work and youth work. Clear-box-research in loosely structured youth services" we'll show, how we try to discover elements in school social work and youth work practice that lead to effects and usefulness. In contrast to "black-box research", we designed our research as "clear-box research" and try to reconstruct practice (elements, processes and framework requirements) that lead to certain effect and create usefulness for different involved persons.

Methods: To reconstruct practice in school social work and youth work, we work with participant observations, videography and interviews. We also collect quantitative data from all pupils in the community.

Results: The project will be finished in 2013 but we can already present some preliminary findings. On the one hand, we'll present our first findings concerning our research questions. On the other hand we'll point out some methodological challenges and show how our different research methods can be combined and which problems result from the combination of different approaches.

Discussion: In our interviews with the professionals, children and youth, we collect data that can be characterized as self-descriptions and individual constructions of reality. In our observations (participant observations and videography), we reconstruct school social work and youth work without these self-descriptions of the observed people. That leads to different insights into practice. In comparison, some of the interview-data seems to be contradictory to the findings based on our observations. The methodological challenge is to find out, whether these contradictions only arise from the combination of different approaches (and so they refer to methodological mistakes) or already exist in the field and only become visible by the combination of different methods.

Rosie Buckland. The decision by Approved Mental Health Professionals (AMHPs) to use compulsory powers under the Mental Health Act 1983: A Foucauldian discourse analysis (Friday 13.30 h)

The decision to use compulsory powers under the Mental Health Act (MHA) is a complex activity which previous research suggests is dominated by a range of factors beyond the parameters of law and policy, including the application of individual moral codes. Whilst the use of discursive analytic methodologies has provided new insights within mental health research, such research methods have not yet been used to consider the issue of detention in hospital under section. This study uses a Foucauldian discourse analysis approach to explore the use of compulsory powers under the MHA amongst a group of Approved Mental Health Professionals (AMHPs), in an attempt to link the use of an AMHP's powers with the broader societal discourses which influence their practice. Semi-structured interviews were conducted with ten AMHPs currently practicing in the Bristol area and then analysed. Findings indicate significant variation within and across AMHP's accounts, highlighting their access to a range of available discourses and an individual approach to the use of compulsory powers. A range of discursive shifts commonly occur in relation to the use of compulsory powers, however, including the move from social worker to AMHP and a service user's first detention. Categories of mental disorder and risk were explicitly problematised by participants but normative dis-

courses relating to mental illness and its treatment in hospital were then re-produced within the accounts. Together with the apparent importance of factors such as ethnicity and gender, this complicates the recurrent evocation of universal human values by AMHPs within the interviews. The implications of these findings for policy and practice, when contradiction and uncertainty are integral to the work undertaken by AMHPs, are then discussed. Lastly, it is suggested that developing the use of Foucauldian understandings of power and explorations of discourse within AMHP practice and research, may provide a means of further considering the application of the MHA beyond the scope of reflective practice.

Shulamit Ramon. Comparative Action Research on Domestic Violence and Mental Health: implications for social work (Friday 15.30 h)

The presentation will outline the issues raised by leading a European action research project in the field of domestic violence and mental health. Domestic violence (DV) is a European issue in its prevalence and the severe effects it has on the lives of women, children, and men. It is a social work issue as social workers are often there to respond to the outcome and impact of DV. Social work researchers have been engaged in investigating the cause and effect of domestic violence, and in initiating and evaluating new interventions. EmpowerW is an action research project aimed at enriching and empowering both women experiencing domestic violence and mental health difficulties and their mental health providers. It is funded by the Daphne EU scheme, led by the University of Hertfordshire with academic and practice partners (mainly from the not for profit sector) from England, Greece, Italy, Poland and Slovenia. The existing evidence on the feedback relationships between DV and mental health has highlighted that although women survivors come with a high level of psychosocial needs to mental health services, providers often ignore the DV aspect, thus giving the message that it is a taboo topic in mental health services. The project is focusing on:

- introducing self management, well being, and being in control strategies to women experiencing these issues.
- preparing some of the women to become co-facilitators of support groups.
- increasing awareness, knowledge and skills of mental health providers who work with this group.
- doing so by offering three tailor-made training modules within an educational setting.
- a systematic evaluation of pre and post programmes expectations, outcomes in key areas, and views on the value of the training.

Consultations with service users took place prior to the preparation of the modules. Modules were prepared by all partners, providing a multidisciplinary perspective complemented by that of service users', to ensure a good coverage of relevant experiences. Trainers too came from varied backgrounds (nursing, psychiatry, psychology, social work, service users) and service sectors (public (statutory), voluntary, university). Attention has been given to both content and format of the modules,

aiming to have engaging and stimulating sessions which while focusing on central yet at times discomforting issues, did so in a constructive, safe and caring way. The research component entails a pre and post programmes evaluation, tailored made to fit the specific objectives of each training module. A range of both validated measures and measures created specifically for this evaluation are applied. Attention has been paid to evaluating both processes and outcomes, subjective and inter-subjective aspects. The opportunities and obstacles inherent in comparative research with a large number of participants in this field and experienced in this project will be outlined, as well as lessons learned from this experience. Preliminary findings from the delivery of the modules for women and for providers will be presented, focusing on the light they shed on the introduction of an empowering approach to this group and its service providers.

Shulamit Ramon. Translating research findings to a social work curriculum component: The IASSW project on the impact of political conflict on social work (Saturday 13.30 h)

This presentation will look at the relationships between being engaged in research on the impact of acute political conflict on social work clients and social workers and the attempt to translate the lessons from it to establishing an international social work curriculum component. Researchers and educators from several countries collaborated in a project sponsored by the IASSW to achieve this aim. A conceptual framework pertaining to what should such a curriculum entail in terms of content and format was developed. Pioneering research from conflicts in Bosnia, Georgia, Israel, Northern Ireland, Palestine and Sri Lanka was looked at in terms of its relevance to this proposed curriculum. The presentation will look at the state of research in this area. We are witnessing an increased prevalence of different acute political conflicts in our world, and social workers are directly involved in such conflicts both professionally and personally. Yet the paucity of research on this theme continues to be an issue of concern, and its causes need to be well understood if it is to be addressed. Key research findings will be outlined in terms of their relevance to the values, knowledge and skills that social workers need to have if they are to respond to the challenges that the outcomes of political conflict present to them, both individually and to the profession as a whole. The translation of these research findings to the proposed curriculum will follow in the presentation, in terms of content to be taught and learned for interventions at a variety of levels (individual, family, group, community, society). Although focused on social work, knowledge coming from other disciplines has an important place too, such as history for the purpose of understanding the context of any conflict, or law to being aware of the legal framework of rights and duties of the international community and governments. Other disciplines contribute to knowledge and skills of specific interventions (e.g. psychology, community development). Methods of delivery of the curriculum will be looked at, given their importance to communication with learners, and the learning experience itself of undergraduate, post graduate, and in-service education and training. A variety of dissemination methods and actual implementation within existing social work courses were applied. These will be looked at in the presentation, highlighting the barriers and opportunities to this endeavour.

Miriam Schiff, Nitza Nackash, Shabtay Levit and Edna B. Foa. Prolonged Exposure for Treating PTSD among Female Methadone Patients in Israel: a Pilot Study (Friday 15.30 h)

Female substance users in treatment centers show a far greater incidence of Post-Traumatic Stress Disorder (PTSD) than the general population. SUD-PTSD co-morbid patients have worse treatment outcomes than patients with no PTSD diagnosis including more relapse and more engagement in HIV risk behaviors. Nonetheless, there are scarce data on treatment programs for this comorbid population. We conducted a pilot study in which we implemented Prolonged Exposure (PE) treatment for female methadone patients in Israel suffering from comorbid substance use disorder (SUD) and PTSD. Specific aims were: 1) to develop the PE protocol for PTSD among female methadone patients (PE-MP); 2) to examine preliminary outcomes of PE-MP by comparing patients PTSD and substance use before and after treatment; 3) to assess the feasibility of PE-MP conducted by the regular methadone clinic therapists regarding: recruitment, retention, assessment, and treatment delivery. Conducting the study in Israel has several advantages including (a) high patient retention rate, which makes follow-up easier; (b) MMTP patients in Israel are also exposed to stressful events related to political violence in Israel and surrounding areas. Conducting the study in Israel allows examination of the feasibility of PE under continuous stressful and traumatic conditions and can provide information on the success of PE in the context of stressful environments in general.

Methods: Nine female methadone patients with PTSD(average age was 42.11 years SD=9.36)from two methadone clinics in Israel were enrolled for PE for 90 minutes weekly in 13 to 19 individual sessions. Inclusion criteria for participating in the study were: (1) diagnosis of PTSD according to DSM-IV criteria (American Psychiatric Association, 2000) for at least six months (i.e., chronic PTSD), arising from CSA or rape in childhood; (2) proficiency in spoken Hebrew; (3) ability to provide informed consent to the treatment; (4) agreement to not seek concurrent trauma-related mental health treatment; (5) commitment to refrain from illicit drug use during treatment. Exclusion criteria were: (1) psychosis; (2) dissociative identity disorder; (3) current suicidal ideation deemed sufficiently serious to warrant immediate treatment; and (4) homicidal ideation. Measures- PTSD, depressive symptoms and illicit drug use (based on routine urine tests) - were assessed pre- and post-treatment and at 3- and 6-month follow-ups.

Results: All but one of the patients completed treatment. Therefore, this pilot study shows that the PE treatment is feasible in methadone clinics in Israel. PTSD and depressive symptoms showed marked reduction. No sign of relapse to illicit drug use was noted post-treatment. Specifically, heroin use slightly decreased from pre-treatment to 3 and 6-month follow-ups. This pilot study was planned and conducted together with field practitioners, and the therapists were trained, supervised and utilized PE treatment as part of their routine workload. We believe that such early involvement of the field practitioners and their agencies can assist in the PE-MP process, and might add to evolving models of technology transfer and community dissemination of clinical trials. Further research on the efficacy of PE treatment with the local methadone staff among female methadone patients in a randomized control trial is warranted.

Sheila Fish, Christine Gerber, Heinz Kindler and René Van Vianen. Learning from child abuse tragedies; Can a 'systems' approach to case reviews transcend context? Reflections from England, Germany and Holland (Friday 15.30 h)

Background and purpose: Improving the effectiveness of child protection practice is a perennial concern. Conducting `case reviews` is one way in which efforts are made to find out what ´lessons´ need to be learnt. Such traditions are premised on an assumption that the findings from the review of a single case are generalizable. However, despite the abundance of recommendations generated by serious case reviews, some high profile others not, failures to keep children safe persist, raising questions about the validity of that assumption. Against this background, there is an increasing focus on the actual practice of case reviewing, and the presuppositions have started to be looked at with fresh pairs of eyes. What is the nature of error? What role are professionals ascribed in good or poor practice? What theories of causality are implied, with what implications for imagining means of generating quality improvement? At the first ECSWR Congress we began to explore European perspectives on contexts, methods and findings of inquiries and case reviews. This showed that across the different national contexts, efforts were being made at trying new approaches to learning from practice through case reviews and a common interest in trying out the 'systems' approach. The system approach was generated as a method to investigate accidents in aviation and engineering. More recently it has been taken up in the health sector, and underpinned the international 'patient safety' movement. It involves a reconceptualisation of risk as the emergent outcome of a complex socio-technical system, requiring a focus on the 'latent' conditions that that are either conducive to good quality work or, in the extreme, form 'error producing conditions' or 'accident opportunities' (Reason 2000). In all three countries, trials are now underway and planned of the systems model as adapted in England by the Social Care Institute for Excellence (SCIE) and called 'Learning Together'. This includes collaborating on a common framework for the categorisation and presentation of results, building on SCIE's typology of types of findings (underlying patterns). This collaboration raises a whole array of questions about the extent to which the systems approach can transcend context, whether the context of the individual case, or the national context within which any findings are located. This workshop will present early results for discussion.

Results:

1) Is it the same systems approach when used in different countries? (presentation and short discussion) The systems approach provides an epistemological explanation of how generalizable findings can be generated from a single case. But how does this work in practice in different national contexts? How is the actual practice connected with contextual influences, traditions, methodological preferences, perceived adequacy of evaluation designs and disciplinary cultures? A joint presentation from England, Germany and Holland will provide a cross-cultural comparison of these issues using case studies from the respective countries.

2) Are the findings of systems case reviews comparable across countries? (work in small groups) A systems approach provides an epistemological explanation of how the analysis can transcend the context of the specific case to provide generalisable findings. But if these are explicitly designed to

shed light an array of contextual configurations, are they by their nature context specific and incomparable except in contexts of extremely high similarity? Examples of findings from the three different countries will be given to participants for discussion.

Conclusions and implications: Collaboration in this area is still at an early stage but the results suggest much benefit to international approaches to the question of learning from practice through case reviews. We will share details of the European network for methodological developments in case reviews.

Maria Isabel Santos. Marie-Thérèse Lévêque and the Lisbon Social Work Institute (1935-1944): A Discreet Pioneer (Saturday 13.30 h)

In Portugal, the teaching of social work began in 1935 with the opening of the Lisbon Social Work Institute, whose technical direction was taken until 1944 by a French social worker: Marie-Thérèse Lévêque. In the present scenery of Portuguese social research, the knowledge produced about the Lisbon Social Work Institute is placed at a generic and patchy level, and although there are no specific studies about the construction of teaching in that school, many authors insist on the influence of French currents of social thought and action, for instance, as a result of the employment of French professionals and directors, as is the case of Marie-Thérèse Lévêque. Knowing the Portuguese social reality of the 1930´s, this permeability is not surprising, taking into account the social and cultural similarities of Latin reality, which stand out the small and medium industries, the Catholicism, and a personalistic view that more easily harmonized with the existing possibilities during this historical period. About the figure of Marie-Thérèse Lévêque, seventy-five years have passed after her arrival to Portugal, in 1935, and there are only a limited set of references concerning this first technical director of the school that started the teaching of social work in Portuguese territory. Unlike what happens with some social work pioneers her contemporaries, she never had her own biographer. This communication results from a doctoral research, still ongoing, that considers the existence of a potential for understanding the social work history in Portugal, through the biographical life course of Marie-Therese Lévêque, in its articulation with the Lisbon Social Work Institute (1935-1944). The research's preliminary results have revealed a (discreet) pioneer with a remarkable social training (considering the historical period in which she lived), and a significant personal and professional experience at a national and international level, while historically interesting for a deeper understanding of Portuguese social work history and the overall historical context in which it falls. They also have made clear about the national and international complex circumstances that crossed the institutionalization of social work in Portugal (within the social Catholicism and the hygienist movement, among others), and about the historical construction of its own identity and professional field. Under the guidance of historical methodologies, the data supporting the doctoral research (and, respectively, this presentation) have been collected using two strategies: documentary sources which were found in Portuguese and foreign archives (located mainly in Paris and Brussels); oral testimonies (achieved through biographical-narrative interviews with social workers graduated at the Lisbon Social Work Institute between 1935 and 1944).

Jaimie Page. The Impact of Research Addressing Wrongful Convictions (Friday 13.30 h)

There is increasing interest in the topic of wrongful conviction in the United States and internationally, relating to wrongful convictions. The fields of law and criminal justice have focused on this issue for some time, but social work has remained largely silent. In most areas, the wrongfully convicted are released from prison with no services. This includes health care, mental health services, housing, job training and placement, transitional resources, and legal assistance. In this presentation, information about a social work project for exonerees is provided: The Texas Exoneree Project (TEP). The state of Texas (like all of the U.S.) has an extremely high incarceration rate; yet Texas also now has the highest number of exonerees in the country. DNA technology and policy advances have led to the increase in numbers in addition to changes in social perspectives toward non-DNA cases. A large cohort of exonerees in one geographic area in Texas allowed for the development of TEP, which is project created by, and maintained by a strong partnership with exonerees themselves. Activities include policy education/advocacy, post-release services, research, community partnerships, community education, and community organization. TEP works with exonerees and advocates to change laws so that wrongful conviction can be prevented. The project is university-based,within a Department of Social Work, so that social work students and interns also provide services and received research training at all levels: micro, mezzo, and macro. An overview of wrongful conviction will be presented in this proposed session as well as highlights from TEP activities. These include results from policy, social, health, and psychological research studies within TEP; legislative impacts resulting in changed laws, and issues and barriers faced when trying to secure services and resources for exonerees and their families. Major changes in the law now allow for exonerees to have post-release services and resources, college tuition, health care insurance, and other benefits. Implications for social work practice will be presented as well as suggestions for how social workers can become involved in this international civil rights issue. Discussion will ensure regarding how social workers from different countries can work collaboratively in areas of similar research. This is particularly important as individuals are wrongfully convicted in countries other than their own.

Mark Hardy and Tony Evans. Risk, discretion and the logic of actuarialism (Saturday 13.30 h)

A common critique of contemporary social work suggests that 'the rise of risk' has contributed to the undermining of professional discretion, and that this phenomenon has undermined the ability of practitioners to practise in line with traditional skills, values and methods. Debate concerning the accuracy of practitioner judgement contrasts traditional, 'artistic' practice, whereby social workers make decisions on the basis of intuition, with 'scientific' judgments based on formal knowledge sources. The critical consensus is that the logic of actuarialism undermines practitioner discretion by constraining practice within an 'evidence-based' framework of rules and calculations. In this paper we draw upon the findings of studies of practitioner decision-making to question the more sweeping claims of this analysis. The first study looks at the impact of modernisation programmes in UK social

work. It considers social workers' decision-making within a social work bureaucracy. It suggests that the assumption that 'top down' managerial processes have eliminated professional discretion is overstated, and indeed, that professional discretion continues to be an important aspect of practice. The second study looked at a range of settings in which different approaches to risk assessment, based on differing 'logics' (clinical, actuarial, 'hybrid') were used and investigated how these impacted on professional judgement. It found that the relationship between the logic of actuarialism and the levels and use of practitioner discretion was not straightforward. These two studies challenge the suggestion that the logic of actuarialism has eroded professional discretion. Taken together, they suggest that the ways in which the relationship between risk, actuarialism and discretion are often theorised in social work are problematic. We review the ways in which particular understandings of the nature and function of practice impact on positions taken in this debate and conclude by advocating an alternative approach to understanding and investigating the role of discretion in professional decision making which we believe should inform future research into this topic. The paper will contribute to two particular conference themes, concerning our understanding of the relationship between social work theory and research, and the scope and significance of research for practice development.

Andreas Walther, Axel Pohl and Miriam Meuth. **Policies to support young people's transitions to adulthood in comparative perspective (Saturday 13.30 h)**

Social work has evolved along the development of welfare in the early nation state. Therefore its development is closely connected to different ways of institutionalization of the life course and the underlying assumptions of normality. The workshop asks to what extent this applies also to support measures for young people in their transitions to adulthood and whether the use of typologies such as life course regimes and transition regimes provide a meaningful framework for comparative social work. Inasmuch as life courses have become more and more de-standardized, these transitions have become more complex and precarious. While public and social-political concern concentrates on the transition from school into the labour market, young people need to reconcile this process with other challenges such as identity and life style, family and peers, health and housing. One key question of the workshop is to what extent social work and social policies concerned with young people – especially the so-called disadvantaged youth – take this complexity of transitions into account and how they combine different aspects of young people's lives in comprehensive approaches. A second key question is to what degree the ways in which this is done reflect and reproduce dominant assumptions of normality or takes the increasing diversity of life courses into account. A third line of discussion may centre around the question whether the lessons from international comparative analysis of social work with young people in transition are relevant for comparative social work in general. The workshop is structured by presentations of two comparative studies on support for young people in youth transitions. The debate may open for other national perspectives as well as for other issues in social work with (disadvantaged) young people.

1) Transition regimes as a model to analyse and the construction of "ethnicity" in support measures in transitions to work (Axel Pohl). Young people from migration or "ethnic minority" backgrounds are a major concern to many European societies. Although the overall picture across countries and groups varies, their achievements in education and their position on the labour market in many countries have caused many governments to install or modify transition policies in order to fit their needs. This contribution wants to shed some light into the ways "ethnicity" is produced in three different transition systems. The transition regime concept is used to analyse how different modes of integration, different welfare traditions and constellations of in- and exclusion in these countries interplay with support programmes and practices related to entering the labour maret. It draws on preliminary findings of a qualitative multi-level analysis conducted in France and the UK comparing these with earlier findings from Germany. In the workshop, the conceptual framework which uses concepts from transition research and debates around the construction of "ethnic" difference will be discussed in order to see how comparative research in social work can systematically take into account structural differences as well as similarities and welfare traditions. This topic also rises methodological questions on how research into support practices can relate findings from qualitative data-producing methods to wider societal structures.

2) Living and housing in transition to adulthood: An international comparative study of "supported housing" (Miriam Meuth). Leaving the parental home and living independently is mentioned in social work theory and research as a major step for young adults along other transitions e.g. into the labour market. Social work research in Germany mainly one-sided focuses on the transition from school and education into work so that housing recently has not been a topic of relevant scientific concern. The presented research is concerned with the issues of housing and home of young adults as a key aspect of transition into adulthood which can, but needn't be linked with other relevant transitions. Further, especially against the background of de-standardization of life courses, transitions can be reversible so that the pathways into independent living of young adults have to be conceptualized as open processes. Particular focus of the research lies on "supported housing" (begleitete Wohnformen) for young adults in England and Germany, as one type of institutionalized support during their transition. Talking about "supported housing" means: living situations of young adults, outside the parental home, in assisted living arrangements. For the international comparison I use the heuristic concept of life course and transition regimes to find out, how the different regime contexts influence the housing situation of young adults in general and the "supported housing" in particular. What can be find out about social norms of "common" transitions into independent living as well as about the age of leaving and the importance which is ascribed to this transition? To answer these questions different dimensions of comparison are important such as the countries youth and housing policy, housing associations and concerning the assisted housing arrangements information about the target groups, legal base, financing or staff are of interest. In the workshop theoretical assumptions, the research design and initial findings will be presented and discussed.

Guido Van De Luitgaarden. The Role of Research Knowledge in Child Protection Practice (Friday 15.30 h)

Summary: Based on a study of referrals and queries for advice which were processed by the team of a child protection agency, this paper explores the ways in which research knowledge was drawn upon by professionals when constructing service user identities and making judgments and decisions. It will be demonstrated that straightforward "application" of outcomes of research in child protection assessments is problematic. Despite these problems, it is shown that research knowledge was drawn upon in the processes of assessment and deciding on interventions. Thus, this paper addresses the scope and significance of research for practice development, which is one of the main conference themes.

Context: Child protection workers operating at the point of first referral are increasingly expected to adopt analytical (author's own, 2009), technical-rational (Taylor & White, 2006) styles of judgment and decision making (JDM), often under the guise of Evidence-Based Practice (EBP) (Sackett, Rosenberg, Gray, Haynes, & Richardson, 1996). However, workers are often confronted with ambiguous, contradictory, and missing information (Buckley, 2003; Gambrill, 1997) upon initial assessment, as a result of which it is difficult to establish "what's wrong" (White, 2003) and to decide which research knowledge could consequently be drawn upon.

Methods: The methodology used to explore the use of research knowledge in initial child protection assessments, drew on elements of Actor Network Theory (ANT) (Latour, 1987, 2005), as well as an amended version of the Knowledge Spectrum Framework (Osmond, 2005), which was tailored to be compatible with the social constructionist premises of ANT. Three referrals that were made to a Flemish child protection agency, as well as five queries for advice were studied as embedded cases. Data gathered by means of participant observation and interviewing were analysed in three stages. First, identities ascribed to service users by agency workers were labeled. Subsequently the arguments that reinforced these identities were analysed, and finally the types of knowledge that underpinned those arguments were identified.

Findings: It was found that research knowledge was drawn upon in three ways. First, knowledge resembling research methodological knowledge was used for prioritisation of conflicting accounts. Furthermore, research outcomes were drawn upon as rationalisations for judgments and decisions. Thirdly, elements of research outcomes were drawn upon for constructing aspects of service user identities, particularly trustworthiness. Research knowledge was always used in conjunction with interactional-contextual knowledge.

Implications: It is argued that the findings of this study imply that although research outcomes cannot be straightforwardly applied to initial child protection assessment, insights gained from formal research can become part of workers' rationales, which in turn underpin the ways in which they construct service users, and base judgments and decisions on those identities. Thus, it is suggested that so-called coherence approaches (Hammond, 1996) to JDM, which allow for a focus on the role of research knowledge within workers' rationales might be more practicable for child protection prac-

tice than correspondence approaches (Hammond, 1996), which tend to decontextualise profession-als' judgments and decisions.

Jo Moriarty, Jill Manthorpe and Michelle Cornes. Support for family caregivers: global issues and local solutions (Friday 15.30 h)

Background: Governments increasingly set a high priority on support for family caregivers. This can be seen in the increasing number of policy initiatives aimed at improving help for family caregivers such as the Carers' Strategies in the United Kingdom (UK), support for carers in employment in the Netherlands, and the rights to a monthly break for carers giving full-time care in Finland. However, we know very little about the transferability of different models of carer support and if models developed in one country would work well in another. This presentation will use early results from a study of social care and social work practice with carers in England funded by the National Institute for Health Research School for Social Care Research to examine key issues in the provision of support for family carers that have a wider resonance beyond the UK.

Aims: The overall aims of the project are to map different approaches to providing support for family carers, and in particular the provision of specialist 'carers workers' in England and to evaluate their effectiveness against the attributes of good support, as defined by a range of stakeholders, including family caregivers, commissioners, carers' workers, and representatives of voluntary organisations. This presentation will focus on three issues in particular that can be seen to have a wider relevance beyond the UK.

- What measures are effective in the identification of so called 'hidden' and under-served carers, such as carers from minority ethnic groups?
- What are the components of 'good support' as defined by family carers?
- What are the advantages and disadvantages of 'specialist' workers who work specifically with family caregivers?

Methods: This is a concurrent multi-method study which will draw on national survey data provided by local councils with social services responsibilities (known as CSSRs) and in-depth data based on face to face interviews and documentary analysis of the care/support plans of people who have received a Carer's Assessment collected in four different local councils.

Results: As data collection is just about to begin, it is not possible to summarise any results here but the study will have finished by March 2011.

Discussion: The final part of the presentation will draw together themes from the different sources of data in order to raise questions about the relevance and transferability of the study data in an international context. It will also be used to consider ways in which social work practice with family carers can be improved.

Raymond Kloppenburg and Peter Hendriks. Outreach Approaches in Social Work (Friday 15.30 h)

Within the context of the network of several European countries on social work research and master development (NORM), a study on outreach approaches in social work was conducted by the Utrecht University of applied sciences, Vilnius University, Alice Salomon Hochschule Berlin and Tartu University. Outreach approaches in social work are meant for people at risk who are not in contact with social services and receive no help. Social workers initiate the contact with potential clients in their direct living environment: on the streets or at people's homes. The aims of outreach are to support people by helping them to solve their problems, to reduce harm done by other person(s) and disadvantage of the environment and to help them to find access to appropriate social services. The aim of the study was to compare the practices of outreach approaches in the participating European countries and to identify (moral) dilemmas. Students and/or teachers of the participating universities interviewed social workers who had experience in outreach interventions. The study revealed some common dilemmas related with different cultural values of clients, privacy of information, the observation of illegal activities, the ambiguity of the aim to help or to control, and the balance between coercion and voluntariness. The research also raised some interesting questions: how do social workers identify target groups for outreach approaches; can they be described as the ones who need help but do not ask for help themselves; is outreach approach an inherent part of the social work profession or a more personal mission? To what extent are the professionals supported by their organization? At the workshop the results of the investigation will be presented and discussed.

Renske Van Der Zwet, Deirdre Beneken Genaamd Kolmer and René Schalk. How to overcome barriers to the implementation of EBP in social work: towards a more interactive approach. (Friday 13.30 h)

Background and purpose: Since the turn of the millennium evidence-based practice (EBP) has become increasingly popular in Western countries. Thus far however there has been limited success in implementing EBP in social work practice. Available research evidence is often underutilized by social workers. Few social work practitioners and organisations are adopting and implementing EBP. Why is this? We addressed this question by exploring the barriers that impede the implementation of EBP in social work practice.

Methods: Social work literature was searched to identify barriers that impede the use of research evidence and the implementation of EBP in practice. We used Rogers' diffusion of innovations framework to describe the most important barriers that were found in the social work literature. Results: We found that many barriers identified in the implementation literature are related to the characteristics of the individual practitioner (lack of knowledge and skills, suspicion). Solutions identified in the literature were therefore typically directed at changing practitioner attitudes, behaviours and knowledge: staff selection, (in service) training, and supervision and monitoring. However, also

many barriers related to organisational factors, characteristics of EBP itself and the nature of the communication impede it's adoption and implementation. Research shows that in addition to targeting practitioner attitudes, behaviours and knowledge, we also need to look at organizational and systemic factors. Social work organizations need to prioritize and support research utilisation. They need to make sure that sufficient resources are available for producing and utilizing research evidence. Furthermore, research shows that the linear approach to EBP (relying on passive dissemination of research via databases and articles) is ineffective and that interactive approaches are more promising.

Conclusions and implications: This study suggests to move away from the linear model of EBP to a more interactive approach. There is a need to develop stronger links between research and practice that ensure the production of user-friendly evidence. EBP should not be a one-way street, but a two-way street. This implicates that researchers and practitioners need to adopt to new roles and responsibilities. Both researchers and practitioners are responsible for both the production and utilisation of research evidence. Contribution to conference questions: This study suggests that the significance of research for practice development is impeded by the current linear model of research use. Interactive approaches, which have developed stronger links between research and practice, are more likely to be examples of good practice in the utilisation and dissemination of research.

Glenda Bawden and Fiona Mcdermott. **Social work practitioner research in a globalised world (Saturday 13.30)**

Background & Purpose: In this paper we will address two questions: What is the relationship between social work theory and research? We will report on the outcome of the first two years of a three-year project - Project Discovery: social work research @ Southern Health. This project is a joint venture between the social work departments at Southern Health, a large Melbourne health network and Monash university in which a senior appointment was made in order to develop, mentor and sustain the practice research activities of social workers. The model of practitioner research which we have established is theory-driven: it derives from and places emphasis on ensuring that social work's person-in-environment perspective informs practitioner research activities, and thus is well-placed to contribute back into social work's knowledge for practice base. The development of research which consciously builds the knowledge base of the profession is thus of significance to social work practitioners internationally. Through this project we have learned much about how the research capabilities of social work practitioners can be developed.

What is the scope and significance of research for practice development? We will present our findings from an evaluation of the first two years of Project Discovery. This is a formative and summative evaluation, using mixed research methods in order to determine whether the 7 objectives outlined for Project Discovery at its commencement and operationalised in the evaluation have been achieved, and what has been learned by all stakeholders in the process. We will make comparisons with other practitioner research capacity-building projects, highlighting the areas of strength and

weakness, and indicating where future effort would be best placed in order to develop and sustain practitioner researcher capacity.

Results: While the evaluation is ongoing, we are at this stage (September 2011) able to present findings that demonstrate that Project Discovery has been instrumental in the development of more than 30 practitioner research projects, has seen the take-up of higher degree study amongst 7 social work practitioners, has led to the publication of articles in refereed journals, has seen Southern Health social workers presenting at research conferences and symposia as well as other fora, has developed a subject on Social Work in Health for postgraduate students at Monash University. The evaluation at the two-year point will be completed in late October 2011, at which time in-depth analysis of findings from surveys and key stakeholder interviews will be available.

Conclusions & implications: While conclusions and implications will be more comprehensively drawn from the complete data set available in October 2011, our preliminary findings indicate that the project appears to be meeting its goals and objectives. This evaluation will contribute significantly to our better understanding of the factors which facilitate social work practitioners to undertake research, and inform strategies for implementing practice based research findings into social work curricula. The authors will be drawing on their own research.

Lisbeth Verharen. Needs and supply of psychosocial assistence for relatives of traumapatients (Friday 15.30 h)

1. Description of the problem: In trauma care, the care for people with acute physical injury, the patient is in first instance the focus of attention. There are two important reasons to also pay attention to the patient's relatives. First, support of relatives is an important factor in the convalescence of patients. Second, the trauma not only means a serious disruption to the life of patients, but also to that of their relatives. An accident has physical, psychological, social and material consequences for both patients and relatives and can unbalance them. Supported relatives are better able to support patients.

2. Study objectives: To investigate the needs of the relatives of traumapatients for psychosocial assistance and the supply of psychosocial assistance given by hospital social workers

3. Research questions

- What are the needs of relatives of traumapatients?
- What is supplied by hospital social workers?
- Is there a gap between needs and supply?

4. Results: Using questionnaires and interviews I found that:

- relatives had a need for information, accessibility and psychosocial assistance.
- psychosocial assistance for relatives of trauma patients supplied by social workers consist of: supportive and stabilising counselling, change and competence-orientated counselling, con-

crete and informative services and assistance in communication problems with members of the treatment staff.

Many relatives with a need for psychosocial assistance were not offered these services. Furthermore, relatives with a need for concrete and informative services reached social work services less than relatives with a need for supportive and stabilising counselling and/or a need for change and competence-orientated counselling. In most cases social workers fulfilled the needs of relatives of trauma patients in one to six meetings, lasting from thirty minutes to an hour and a half. All relatives participating in the research benefitted from the assistance of social workers. However, not all of the needs of relatives were met, especially concrete and informative services were lacking.

5. Conclusions and implications: There is a gap between the need for psychosocial assistance and the assistance offered to relatives of traumapatients. In most occasions the assistance provided by social workers meet most of the needs for psychosocial assistance and relatives benefit from that. It is desirable to develop a practical guideline for the relief and assistance for relatives of traumapatients. The following recommendations should be included:

- Ensure all relatives get the assistance offered so that they can use it according to their needs.
- Social workers should meet the need voor psychosocial assistance.
- A checklist for the psychosocial assistance program for relatives of traumapatients should be used.

At this moment we are using the research findings to develope policy for improving psychosocial assistance of relatives in three hospitals in the Netherlands. Each hospital is managing a project with doctors, nurses, chaplains, social workers and psychologists to translate the results to their own context. The research findings contribute to the improvement of psychosocial assistance of relatives of patients in hospitals.

Louise Hardwick and Aidan Worsley. Practitioner research: New enquiries in Hard Times (Saturday 13.30 h)

The social work profession is facing yet another challenging time ahead. In the UK – as elsewhere - the economic downturn has severely affected public services; this is compounded nationally by significant policy changes in Higher Education, but most significantly, social work reform. Following the shockwaves after the death of 'Baby P', the Social Work Reform Board is taking steps to radically overhaul social work education and the wider profession itself (Munroe, 2011, DfE/SWRB, 2010). As this professional 'churn' continues, the entire structure of qualification for qualified social workers has been erased and new proposals for Continuing Professional Development (SWRB, 2011) are currently being consulted upon – the fifth of eight proposals reads: Space for critical reflection, learning from others and opportunities for access to research should be valued alongside more structured training… Rather than 'access to' research – for the health of the discipline, the authors argue that social work should embrace more fully practitioner knowledge – and help construct a different form of enquiry that connects more readily to the identity of the practitioner researcher (Shaw & Lunt,

2011)

How do we best generate new knowledge in this scenario and enhance the research capacity within the profession? How can research equip practitioners to evaluate best practice in the shifting sands of constant change? What methodological approaches might assist in the development of knowledge from a situated perspective? Building on their recent research and publications, the authors deployed a Knowledge Transfer grant (from the University of Liverpool) and worked with a large Local Authority in the north of England to develop a practitioner research programme. Working from October 2010 to July 2011, a group of six social work practitioners were recruited, provided training in research methods and mentored through primary data collection research projects directly related to their field of practice. The practitioner-researchers ranged from relatively newly qualified through experienced, longstanding members of staff. They covered a range of practice areas across children's and adults work. This paper reports back on the project as a whole, reflecting on the nature of the group, the 'before and after' evaluations of their research skills and the connections between their identities and their research. Essentially, the project is able to offer some evidence towards suitable mechanisms for generating quality, locally based knowledge from practitioner perspectives – a different form of enquiry - in a challenging economic and political environment.

Elizabeth Frost, Staffan Hojer and Annamaria Campanini. **Comparative interpretative research methodolgy and the struggle with meaning (Saturday 13.30 h)**

This paper aims to critically analyze the methodological processes and challenges encountered when the authors undertook a comparative phenomenological pilot study across three European countries. With a background of European cooperation over projects and research, the authors/researchers from Italy, Sweden and England undertook a funded pilot study involving students from all three countries reflecting on the usefulness of their respective social work educations to fit them for practice in social work careers. The research design from the beginning was mindful of being comparative, inclusive, and interpretative. The language of the research, reflecting the only common language of the team, was English. To avoid the potential biases of students being interviewed by their own lecturers, each researcher worked with a student group from a different country. Group and individual in-depth interviews were offered to students who volunteered if they felt their English was reliable. In keeping with the, loosely, student-centered approach in this research, the interviewees were given the option of individual or group interviews, if the latter was seen to offer more linguistic/social support, and this was mainly what they choose. All the interviews were tape-recorded and literally transcribed. The material was read individually by the research team and impressionistically reviewed (in keeping with phenomenological approaches). The second more systematic analysis of the findings was conducted as a group, in which issues of disparate meaning could be discussed and each other's cultural knowledge utilized, and in which categories were defined and a thematic structure was introduced. As is apparent, then, the issue of the linguistic construction of meaning fore grounded and problematised not just in hermeneutic research epistemology but also generally within postmodern paradigms, was focal to the research at every level. The researchers aimed particularly

to capture 'lived experience' within these three different welfare systems whilst acknowledging the problems of interpreting how these students constructed their experience through the language and texts available within a specific culture which was not that of the interviewer. These issues of meaning and language- where, what and by whom meaning was constructed - became a crucial part of the research, and not just in relation to the interview themselves but to the data analysis stage. In devising an appropriate methodological strategy which would facilitate as far as possible these cross national, hermeneutic interviews and also a 'rich' data analysis, a range of challenges, then, were encountered by the research team. Drawing on the authors' experience from the project, this paper will specifically address the following areas and questions:

- How can qualitative research interviews take into account differences in meaning in another person's culture and language?
- How can interviewees be supported and empowered to participate in research in a 2nd language?
- How can the analysis of comparative phenomenological material take into account issues of language and meaning?
- What conditions best facilitate understanding internationally mixed research teams?
- What constitutes 'good enough' comparative qualitative research?

Arthur Limbach-Reich. Social Work Education: From Employability to Readiness to Practice (Friday 13.30)

The proposal refers to our own empirical research launched in 2008 at the University of Luxembourg and still continuing in 2012. With the creation of the University of Luxembourg the formation in Social work has changed from "éducateur gradué" to the BSSE. In the context of the transformation the question arises whether the new alumni will succeed at the labour marked in Luxembourg as well as their antecessors. Our hypothesis of less favourable success originates from the lack of knowledge of the new formation and recruiters concern with regard to the readiness to practice on the part of the BSSE graduates. But the hypothesis failed, as the results showed diminished time of unemployment and constant or increased level of employment. (Limbach-Reich, Engelberg, & Mousel, 2011). Following the assessments of higher education in measuring the success in rats of employment the conviction could rise, that high employment indicates a high level of competence of the alumni, (Sursock & Smidt, 2010). But as Wilson & Kelly (2010) pointed out evaluating the effectiveness of social work education has become a topic of major interest in many parts of Europe triggered by child-care tragedies, challenging public confidence in education and practice of social work. Yet, very few attempts have been launched to construct and implement valid and reliable tools to evaluate the readiness to practice social work. (Trevithick, et al 2004). To this end the proposal will present a vignette technique on assessment of practice proficiency, as a valid and reliable tool to evaluate readiness to practice in social work (Orme et al. 2009). The vignettes will consist of authentic client cases to which every student would be asked to describe the problem in brief, to sketch the needed additional information, and to formulate and to motivate the appropriate interventions. The data collected by means of the vignettes would be analysed using a multi-method approach, that is, by both qualitative

and quantitative analyses. Comparative analyses would be conducted with samples of social work students in France and Germany, respectively. Provision is also made for a control group of non-social work students. Additionally, the vignette performance of graduating students would be compared to that of social work experts and thus reflect the proficiency of beginning practitioners relative to that of experienced professionals. We will present the data of the alumni surveys and the very first results of the pre-tests from the vignette approach in 2012. Conclusions and implications of our research concern the social work education and training on the job programs. The conference question most stressed by the proposal will be the last question (practice development) as our research will contribute to ensure the high quality of social work services. Also the first question will be alluded in generalised implementation of performance evaluation. Further research could be seen by transforming the demand of readiness to practice on higher education curricular and vivo assessments of social work performance.

Matthias Otten. Mapping Research Methodologies for Intercultural Social Work (Friday 13.30 h)

Thematic Background: The professional context and the methodological challenges to study intercultural social work. Social work comprises of various types of professional intercultural interaction and communication (support, counseling, education and training, advocacy, etc.) (Fook 2004). The „subgenre" of intercultural social work (ISW) is directly linked to processes of migration and internationalisation, whereas other areas of the profession are facing intercultural challenges and constructions of difference more implicitly. Thus, the intercultural implications for social work in a globalised world are subject to an ever growing number of empirical studies which address intercultural communication and learning in two ways, as a normative claim for social work in globalised society, and as a „mode of doing" social work – in the sense of Social Practice Theory (SPT) (Reckwitz 2002). An exploration of the dispersed field of intercultural communication in social work and social education reveals that many empirical studies are of weak methodolocial coherence. To give just one example: Prevalent cultural essentialism is still in use in many (international) comparative approaches although it is hardly compatible with fundamental premisses of the advanced qualitative research methods in use (e.g. grounded theory, narrative interviewing, documentary method). Such problems indicate the methodological challenges that researchers face when applying cultural theories and empirical research methods in a coherent though creative process of applied social work research.

Consequences: A methodological framework to assess intercultural communication in social work research.
The aim of this presentation is to provide a general framework to assess the methodological coherence of empirical studies on intercultural communication in the field of social work. The framwork consists of three bipolar dimensions that are crucial for any kind of empirical study of intercultural social work:

1) The theoretical question of the underlying cultural concept of a given research project („being culture" paradigm vs. „doing culture"-paradigm),

2) the methodical question of a adequate research design and modes of analysis (identification of cultural essence vs. reconstruction of emergent cultural processes),

3) and the question of (cultural) generalisations drawn from the empirical findings (as terriotorial socio-cultural patterns vs. fluid contextual practices).

As these three dimensions have to be addressed in every research project, they can be regarded as fudamental coordinates of a interculturally sensitive research methodology. Depending on the position on these coordinates every project can be "localized" methodologically within a three-dimensional space. The suggested framework may serve as a guiding compass, using a set of "etic" parameters for navigation while respecting the "emic" nature of qualitative approaches in social work research (Berry 1999). The intention is to give basic orientations that help locate and assess a given research project, a specific theoretical stance or a certain methodological approach in the wider field of intercultural social work theories and methods.

Context of the Study: The presentation and the framework are the product of a previous meta-analysis project of the author (Otten/Geppert 2009). The project resulted in a special issue on „Qualitative Research and Intercultural Communication" of the international journal „Forum Qualitative Social Research (FQS) - http://www.qualitative-research.net/index.php/fqs/article/view/1248/2698 (Otten, et al. 2009). The presentation applies the results more specifically to the field of Social Work and refers to several of the guiding questions for the conference: 1 (problems of generalisation), 5 (relation between social work theory and research), and 6 (significance for practical research development).

Elisabeth Brodtkorb, Fabian Kessl, Tony Evans, Tor Slettebo, John Harris and Stefan Schnurr. Workshop: Knowledge exchange within European social work. (Friday 15.30 h)

Knowledge exchange is important in European social work research as integration develops and as social work in different parts of Europe is confronted with similar challenges of social and policy change, and increasing diversity. However, social work is also local in character. It developed within specific social and political regimes, and national perspectives are significantly influenced by these settings. These characteristics of context specificity and, a shared international identity suggest that social work knowledge exchange is both important and complex, and raises significant questions about how research knowledge can be transferred or generalized; and the nature of practices in the utilization and dissemination of research. The examination of knowledge creation and dissemination has tended to focus on vertical processes of the relationship between research and practice. There has been little examination of the horizontal processes of international knowledge exchange despite the complexity of knowledge exchange and processes of knowledge adaptation and translation. In this workshop we aim to explore with participants questions of the international transfer of knowledge. We will present a neo institutional perspective on knowledge transfer, drawing on Sahlin-Andersson and Engwall's work on knowledge and management, and invite participants to consider its

strengths and limitations in understanding processes of knowledge creation and transfer within European Social Work. The workshop leaders will present four short papers to stimulate discussion:

- An overview of neo institutional analysis of knowledge transfer, creation and change assessing the strengths and limitations of the model and considering issues raised in translating this approach to social work. The model focuses on three core dimensions of knowledge transfer – carriers, flows and sources - and each of these themes will be examined in subsequent papers.
- 'Sources' - the idea that knowledge moves through a series of activities from, for instance, specific research findings to globally applicable theories and research and across socio-cultural and disciplinary boundaries, considering how an historic understanding of the movement of ideas helps us to understand diversity within apparently similar bodies of knowledge and overlaps in seemingly diverse bodies of knowledge.
- The roles of institutions and agents within social work as knowledge 'carriers'. How these actors both mediate knowledge and at the same time translate and transform this knowledge in ways that require us to understand them as important knowledge creators.
- The final paper will consider 'flows' - how research and theories do not simply flow but are routed and rerouted in a process of widening or narrowing circulation – and the way questions of knowledge are circulated, and under what conditions; and how knowledge can be transformed/formed by this process of circulation.

The workshop will be interactive. The papers [10 minutes each] will focus on stimulating discussion. Between papers there will be opportunities for questions to each speaker. Following the presentations participants will have an opportunity of small group discussion in preparation for a plenary session to explore general issues and questions about the workshop theme.

Helena Johansson and Margareta Bäck-Wiklund. **The Reflexive Practitioner – Professional, Organisational and Societal governance (Poster)**

Contemporary welfare institutions experience a need for new forms for implementing and justifying their work and, as a consequence, working as a social work practitioner in a late modern society means taking into account and applying a multi-layered and reflexive approach. The following is a presentation of an attempt to bring together an analysis of different cases where families/individuals meet societal norms, both general and specific, when interacting with professionals. Ultimately it is about governance and power; executed through persuasion, negotiation or through open control and threat of sanctions. Control and governance is also present in organisational forms through laws as well as common-sense or morally based assumptions of what is normal, what should be strived for and what falls outside these definitions. Human service organisations also develop local workplace cultures defining tacit rules for the practitioner to negotiate their way through. The project presented in the poster contains examples of governance relevant for the day-to-day social work as well as for social policies. The project aims to, in different contexts, analyse the inte-

raction between the multitude of norms and values, on different levels, that the reflexive practitioner have to handle when interventions are planned or carried out, or why they do not happen or fail. The following cases will be discussed: In search of the perfect family analyses the instruments that are used to evaluate and choose foster families. What tacit values are revealed when professionals function as mediators between societal norms and lived lives? Formula based parenting gives examples of contemporary manuals used to guide good enough parenting with focus on creating good relations between parents and children. Professionals seem to enter the inner life of ordinary families. The honourable citizen analyses the link between the civil society and professional codes through assigning an "ordinary" citizen as a role model through the social services in order to get a safe passage into society. Family models and legal regulations is another case in which the law regulates which family form shall dominate living conditions for children with divorced parents. Biological ties and the nuclear family seem to form a post-divorce family form. The unruly young men discuss gendered norms on masculinity and how these norms not only guide young male clients but also professionals. Migrated families between formal and informal welfare bring in the dilemmas transnational families can experience when faced with welfare state rules of independence and individualized responsibility versus family and collective support values. A contested parenthood takes a bottom up approach analyzing experiences by the discrete mothers, classified as not being good enough when compared with the "perfect family". An ordinary childhood? is also a bottom up approach based on narratives from children growing up with mothers having cognitive disabilities. Children negotiating space in the perfect family. What does it mean to grow up in a perfect family, when you are not recognised as a person and you have to negotiate your place and voice. The biological children in foster families give their story.

Aurelie Picot. Child Protection Systems in Two European Welfare States: A Comparative Study of France and Norway. (Saturday 13.30 h)

This paper proposal for an oral presentation attempts to bring a contribution to the question: "where do we stand with international comparative studies?", relying on an investigation of child protection systems in the contexts of two European welfare states, France and Norway. The emphasis on social status and family has been described as stronger in the corporatist welfare regime than in the social democratic welfare regime (Esping Andersen 2007). Yet, French and Norwegian child protection systems were both categorized as family service systems (Gilbert, Parton & Skivenes 2011). The objective of the paper is to uncover distinct normative constructions attached to the family in the field of child welfare. The actual practice of the law is beyond the scope of the study. The central research question is the following: how and to what extent do the overall characteristics of the national social policies structure child protection legislations? The hypothesis of this research is that there are differences in the concepts of family implicit in the French and Norwegian child protection legislation, which reflects distinct traditions of welfare interventions and cultural normative constructions. This paper relies on a comparative study of the French and Norwegian child protection laws. The main findings of the study are twofold. A harmonic concept of family is implicit in the French child welfare

legislation, whereas in the Norwegian child welfare Act an individual view of family predominates . The consideration of the context of social policies in the two countries makes it possible to understand the differences in child welfare legislations. French social policies traditionally have targeted families, which were viewed as a fundamental social unit in need for support while in the Norwegian welfare state individual children have been entitled to support. These findings demonstrate that the overall characteristics of social policies structure legislation in the specific area of child protection. At the same time, the child welfare practice may differ from the rule of law. Thus, there is a need for further investigation to assess the possible discrepancy between the law and its implementation.

Kathryn Nethercott, Cherilyn Dance and Michael Preston-Shoot. Parents and Young People (aged 10-15) Requiring Early Intervention: The Role of the Referring Practitioner and a Multi Agency Panel (Poster)

Objective: To explore practitioners' experiences of referring families requiring early intervention to a local authority multi-agency panel.

Methods: This study is being conducted in one Unitary Authority located in the South East of England. Utilising a mixture of quantitative and qualitative data collected by means of semi structured interviews with a range of social care practitioners at two time points. The qualitative data to be reported here was collected in the form of individual semi-structured interviews with 45 practitioners, detailing experiences with 60 families, where possible data were collected at the point of referral (T1) and up to 3 months post referral (T2).

Results: Early findings suggest a lack of early intervention services, differing professional opinions on the use of a Common Assessment Framework (CAF) form, a continuum of reasons for referral and professional frustration in regard to the role of the parent and young person in the completion of the CAF form. Further to this there appears to be a number of families that fail to meet required thresholds, despite what referring practitioners perceive to be child protection issues.

Conclusions: The Common Assessment Framework form was introduced in England in 2006, as a way of promoting early intervention by helping professionals assess needs at a much earlier stage of development or difficulty, encouraging practitioners to work closely with families and other professional agencies, however the emerging findings of this study suggest that in contrast to this, there are limited early intervention opportunities available for early adolescents and their families. In addition, practitioners working within particular areas struggle with engaging families to cooperate with the process, due to the fact that the professional's role focuses on an enforcement capacity.

Lisa Townsend and Robin Gearing. Mental Health Service Use in the Digital Domain: Contextual Factors Related to Internet Support Group Participation (Saturday 13.30 h)

Background and Purpose. The Internet is a global technology that makes reaching out nearly instantaneous, which increasingly is influencing mental health service provision. The proliferation of Internet mental health services has improved access to treatment and may reduce social stigma associated with formal interventions. Despite these advantages, using the Internet for help with emotional problems may also have iatrogenic effects. Despite the widespread availability of Internet resources for mental health problems, the reasons why people may prefer Internet support groups (ISGs) to formal services have received little empirical attention. This study investigated why people with mental health needs turn to the Internet for support rather than accessing formal mental health treatment in the United States (US). We examined the predictive relationships between health beliefs, practical variables (such as affordability and accessibility), stigma, and use of ISGs in lieu of formal treatment.

Methods. Data were analyzed from 2,532 respondents to the National Survey on Drug Use and Health (NSDUH) 2008. The NSDUH is a nationally representative US survey that employs an independent, multistage area probability sampling strategy for all 50 states. Subjects were included in this study if they endorsed the need for mental health treatment but reported not receiving it over the previous 12 months. Participants were asked to indicate (yes/no) reasons for not receiving formal services and whether they had used specific alternative treatments in the past year. Person-level weights were re-proportioned to reflect characteristics of the study subsample. Logistic regression was used to examine predictive relationships between health beliefs, practical variables, stigma, and ISG use.

Results. ISG users were predominately white (77%), female (80%) and aged 18-25 years (68%). The strongest positive predictors of ISG use were fear of being hospitalized/having to take medications (AOR=8.81, CI=4.25-18.27) and inadequate insurance coverage (AOR=3.22, CI=1.44-7.20). Age was negatively associated with ISG use [age 26-34 (AOR= .22, CI=.07-.69)]; [age 35+ (AOR=.21, CI=.08-.56)] compared to the reference group (age 18-25).

Conclusions and Implications. Study findings highlight important practice and policy implications that may differ according to cultural context. Most concerning, fears of hospitalization/taking medication found in US data may prompt individuals to seek private Internet support rather than engaging with practitioners. This perception may operate differently in cultural contexts that approach mental health problems from different perspectives. Furthermore, inadequate insurance coverage remains a barrier to formal services in the US. Financial factors may pose fewer barriers in countries with universal health care programs, but such concerns may develop with erosion of such programs. Finally, younger adults are more likely than older adults to use the anonymous environment of the Internet for help with mental health concerns. Policy implications regarding the use of ISGs for mental health problems will be explored as social work navigates the emergent digital domain. Emphasis will be placed upon mediating potential iatrogenic effects of ISG use, including communication of inaccurate

and unhelpful information, the "online disinhibition effect", suicidality in high risk users, and the lack of efficacy/effectiveness research on ISG use for mental health concerns.

Ahuva Even-Zohar. Ageism and Emotional Responses to Elderly Abuse among Social Workers (Poster)

Background: Ageism has been defined as systematic stereotyping of people because they are old, which is manifested in negative thoughts, prejudice, or stereotypes regarding elderly people (Butler, 1969). The study examined differences in ageism and in emotional responses to victims of elder abuse among social workers versus non-therapeutic professionals in Israel.

Research Hypotheses: A. Levels of ageism among social workers will be lower than among workers in non-therapeutic professions. B. Social workers will show a greater tendency than non-therapeutic workers to describe a hypothetical case as abuse, and will express more positive emotional responses to victims of elder abuse.

Method: The study was conducted among a convenience sample of 120 participants: 60 social workers (the research group), and 60 workers in various non-therapeutic "white collar" professions, (the control group).

Instruments: (1) Ageism questionnaire. (2) Case vignette and emotional responses to a woman described as a victim of elder abuse. (3) Demographic and professional characteristics.

Results: Levels of ageism among social workers were lower than among the non-therapeutic workers. No significant difference was found between the two groups with regard to identification of the vignette as a case of elder abuse. Social workers' reactions to victims of elder abuse were more positive than those of the workers in non-therapeutic professions, and they showed a greater tendency than the other professionals to identify the hypothetical abuser of an elderly person as a family member. The results also revealed that the main predictor of ageism was the participant's profession.

Conclusions and implications: In light of the increased life expectancy and the growing need to care for the elderly population, compulsory courses on old age should be expanded at the BA level and every social work student should engage in practical work with elders at some stage of field work practicum. In addition, as part of enrichment programs at workplaces, courses on topics relating to old age should be offered to all social workers and not just to practitioners specializing in that field. Further research: To conduct a longitudinal study, which will compare perceptions of ageism and levels of emotional responses among students and practitioners in other therapeutic fields versus social workers.

Tiina Muukkonen, Annukka Paasivirta and Erja Saurama. Licence to develop! Creating the culture of collective knowledge production to social work practice (Friday 15.30 h)

In the field of social work in Child Protection we are dealing with different kinds of requirements and pressures. In order to help the service users and carers as well as to support social workers we need professionals with research mindedness and a capacity to make innovative and insightful decisions at his/her work. Our research context is Child Protection in the Helsinki metropolitan area. The aim of this research is to seek answers to this challenge by combining social work development, education and research tightly with Child Protection practice. When these are combined in practice we achieve shared dialogues or even trialogues, which can be named as the culture of collective knowledge production.

In this paper we will present theoretical outcomes and conclusions achieved by the culture of collective knowledge production. Our approach is strongly practice based and the theoretical context is in practice research (e.g. Driessens, Saurama & Fargion 2011). Research questions are 1) How can we inspire social workers to improve their work with developing? 2) What kind of support and structures are needed for that? 3) Does this collective knowledge production bring in some other results and benefits than merely improve individual professional skills and solve single case problems? In our presentation we are analysing practice related developing, research and teaching, in other words new kind of ways to produce knowledge together whilst developing social work. We will show what was done in practice, introduce the methods and what the main achievements were when inspiring social workers for development work. Our main results are: Developing in communities of practice is stimulated when

- there are several participants; social workers, students, specialised workers and perhaps clients and teaching staff to support them.
- there is time and structure to share the ideas and findings with other teams which are developing their work at the same time.
- There is room for dialogue with different kinds of knowledge in practice based developing.

Different kinds of knowledge are in equal position and can be tested in practice.

- New insights are implemented simultaneously when putting them into practice.
- Collective knowledge production increases work welfare.
- Social workers´ research mindedness is constructed through organic connection with developing, teaching and research in practice.

As a conclusion, we have achieved Communities of Practice (e.g. Wenger 1998), where we have empowered social workers, clients who are involved as well as students and they all have a licence to develop. For the clients practice based developing means that research minded social workers, who are taking care of the cases, are always ready to evaluate their ways of working and to change it if needed to achieve better services.

Chu-Li Liu. Collaboration between Social Work and Law as a Framework for Intimate Partner Violence Work –The Case of Intimate Partner Violence Work in Taiwan (Saturday 13.30 h)

Backgrounds: In western social work area, an interdisciplinary collaborative model is developed to help intimate partner violence survivors deal with this traumatic experience. This interdisciplinary collaborative model includes team members such as police officers, lawyers, medical doctors, and social workers. Each team member utilizes his/her professional knowledge and skills to help survivors. This interdisciplinary collaborative model of helping intimate partner violence survivors is also adopted in non-western areas. Cultural gaps of applying this model to help survivors with non-western cultural backgrounds (Taiwan) emerged from a research that was aimed to investigate collaboration issues among team members of this model. The cultural gaps, innovative strategies to address the gaps and its implications of applying local research findings to other cultures will be presented.

Methodology: A grounded theory research methodology was adopted. Theoretical sampling strategy was adopted to select participants. In-depth interview was adopted to collect data. Twenty intimate partner violence workers in Taiwan voluntarily participated in this study and were interviewed. Each interview was taped recorded and transcribed verbatim. Open coding, axial coding and selective coding were adopted to analyze data. Comparing to literature and peer debriefing were adopted to serve as research result validation.

Results: Taiwanese culture is embedded with ideology of Confucius, Buddhism and Taoism. Therefore, interpersonal harmony is highly emphasized. Under the premise of interpersonal harmony, suffering is translated as a way of self-cultivation and laying down the opposition is valued. In addition, a myth indicates that suing people for no matter what reasons will bring curses and bad lucks in return. Participants in this study reported that Taiwanese female intimate partner violence survivors often carried these cultural beliefs that impeded them from taking legal actions to deal with intimate partner violence issue. In contrast, taking legal actions is an important step of western intimate partner violence work model implemented in Taiwan. Thus, taking legal actions to deal with intimate partner violence is one major cultural gap of applying western intimate partner violence work model to help Taiwanese female survivors because it violates Taiwanese culture norms. To address these cultural gaps, strategies balancing between the western intimate partner violence work model and survivors' beliefs/myths regarding taking legal actions are developed by participants and are incorporated into their practice.

Conclusions and Implications: This study demonstrated cultural gaps while implementing a western intimate partner violence work model to help survivors with non-western cultural backgrounds (Taiwan). This study also demonstrated strategies participants developed to address the gaps. This study implied that each culture has its own beliefs/myths that may impede survivors from taking actions which social workers, who adopted western work model, believe to be proper actions to deal with intimate partner violence. Survivors' non-western cultural beliefs should be incorporated into western intimate partner violence work model and develop strategies that balance between western work model and survivors cultural beliefs accordingly. This study demonstrated that adding a cultu-

rally sensitive perspective is a way for a locally collected research finding to be applied to other countries.

Aisha Hutchinson. Conducting coping research to inform social development intervention with young women in Mozambique – Research considerations and implications (Saturday 13.30 h)

Background and study objectives: The concept of coping strategies was used in the presenters' doctoral research to better understand the processes through which young women in Mozambique achieve social well-being during the life event of unintended pregnancy. Unintended pregnancy in Mozambique places significant strain on informal and formal relationships, educational access, economic stability and the maintenance of good health; increasing responsibilities and changing a women's status within families and communities (CEDAW 2005). Concepts and theories of 'coping' during adverse life events, social problems or periods of stress can be used to reinforce capabilities and strengths, facilitating rather than constraining people's own mechanisms of resilience (Bryan and Baden 1995; Beck and Nesmith 2001; Saleeby 2006). The aim of the research was therefore to identify coping strategies which could be used as a foundation for Social Work and Social Development intervention.

Methods: Twenty one semi-structured interviews were completed with young women (16-19 years) who had recently had an unintended pregnancy, alongside eight focus groups using a vignette with young women (16–21 years) from youth associations and fourteen individual interviews with those working in the area of sexual and reproductive health. From these three forms of rich data, the relationships young women have with others, the negotiations they engage in and the coping strategies they employ were illuminated.

Results: Thirty different coping strategies were identified in response to poor educational access, poor health, poor material provision and conflictual relationships. Coping strategies drew mainly on relational resources meaning that young women predominantly used their relationships with others to help them achieve their goals (often through relationships with older women). Few organisational/institutional resources were accessed even in response to poor health and high school dropout rates; and responses by social development organisations were mixed (both supportive and unsupportive).

Implications for knowledge development and contribution to conference questions: This research contributes to an increased understanding of unintended pregnancy in Mozambique and the ways young women 'cope' with this life event (as a process) largely via different forms of social interaction. During a postdoctoral year following this research, the findings were disseminated back into the access organisation, and used to develop intervention programmes during early childbearing in Mozambique. The research also contributes to an exploration of the concept of coping strategies and how it is used in Social Work across cultural boundaries, particularly when there has been little theoretical development outside social psychology. Understandings of what it means to 'cope', whether it

be about survival, maintenance or advancement, and how such coping is strategic, are crucial for determining how the concept is used to underpin programmes and approaches that aim to promote social well-being. During a visit to the Centre for Social Development in Africa (CSDA), University of Johannesburg, the presenter engaged in active dialog with Social Work and Social Development practitioners while disseminating these findings to ensure that the wider learning of this study could be articulated.

Heinz Messmer. Moral issues in social work interaction between professionals and clients (Saturday 13.30 h)

Based on a conversation analytical investigation of interactions between professionals and their clients in various settings of social work practice, it becomes evident that (a) moral issues are consistently potent in social work practice while (b) several interaction phenomena are conspicuous in that they seem to refer to moral dilemmas. Starting from the observation that professionals regularly prefer to avoid addressing clienthood relevant categories (failures, deficits, deviances) in explicit and appropriate terms several explanations for this are considered. Basically it is argued that moral demands (e.g. politeness, esteem, respect) in institutional interaction with clients often conflicts with the requirements regarding explicit or implicit institutional aims. While, on the one hand, negative categorizations form a core prerequisite of client production, the personal presence of those affected by such categorizations turns this aspect of client production into a socially rather delicate mission.

Hannah Jobling. Community Treatment Orders: A Tale of Two Policy Transfers (Friday 13.30 h)

Background: Community Treatment Orders (CTOs) give mental health professionals the power to impose conditions on how service users live in the community, and provide a mechanism for detention and treatment enforcement if these conditions are not met. Over the last two decades, the integration of CTOs into mental health policy and practice has become widespread in English-speaking, developed countries and they have subsequently become an internationally as well as locally relevant subject of research. The growth of CTOs has been associated with deinstitutionalisation, the increased focus on risk and community safety in mental health services, and the continuing dominance of a neurobiological discourse, which emphasises the use of drug treatment as a 'solution' to mental disorder. However the policy reasoning for CTOs changes in emphasis from country to country and as a result, CTOs are complex interventions which encompass a shifting range of legal, medical and social mechanisms dependent on the cultural and societal norms of the jurisdiction in which they are enacted. Despite this international variance, wherever CTOs have been implemented they ignite strong debate on the place of compulsory treatment in society, and its ethical implications. These debates are particularly relevant for social workers, who play an important role in making decisions on the use of a CTO, and in monitoring its day to day implementation. The field of research on

CTOs consequently has considerable scope for enquiry, in terms of how and with what effects CTOs are being applied and practiced in different countries.

Purpose: This paper will discuss the findings of a comparative review of CTO policy and practice, specifically focusing on the conference themes via two kinds of interrelated policy transfer: the transference of CTO policy from country to country, and from policy into practice. In doing so, the paper will highlight the connections between these two levels of macro and micro policy transfer and will analyse the past and future role of research in these processes. In particular, the paper will refer to an ongoing doctoral qualitative research project on the implementation of CTOs in England.

Findings and Conclusions: The findings are in the form of a refined conceptualisation of CTOs formed from this cross-country review of their use, and its initial implications for research, policy and practice. It can be surmised that:

- The macro level analysis suggests a typology of CTO policies, made up of legislative 'fault-lines' (Dawson, 2006) around the specificity of legal criteria, the handling of risk and capacity, and the inclusion of reciprocal guarantees on service quality, that can be used to make comparisons between countries.
- At the micro level, this typology strongly influences the exercise of practitioner discretion and the complexity of their decision-making in translating CTO policy into practice.
- The use of research by policy-makers in support of the policy transfer of CTOs can be critically appraised for its selective nature, and for applying research from CTO regimes of a different type.

Based on these findings the paper will conclude with a profile of appropriate designs and methodologies that investigate the implementation of CTO policy 'on the ground', but that are also able to contribute to theory-building within CTO regimes of a similar type.

Hugh Mclaughlin, Helen Scholar, Sue Mccaughan and Allison Coleman. 'Why is this not social work?' The contribution of 'non traditional placements' in preparing social work students for practice' (Friday 15.30 h)

This oral presentation reports on a 2 year evaluation of a leading UK children's charity's (NGO) attempt to introduce social work student placements as part of a 10 week Team programme for young people aged 16-25 who are in danger of social exclusion in England, Wales and Scotland. To help deliver this programme the NGO has recruited non-traditional social work service providers like the Fire and Rescue service and further education colleges. This paper reports on the suitability of such placements for social work students against a background where there is a shortage of placements and the English Social Work Reform Board ids currently deliberating on its position in relation to 'statutory' placements. The research objectives relevant to this presentation include:

1. Examine the effectiveness of the implementation of the initiative.

2. What are the young person's experiences of the initiative, and in what ways does it bring about benefits for young people on the Team Programme.

3. In what ways does the initiative benefit student social workers?

4. How can the initiative be improved and what issues should be addressed to ensure its effective continuation in the future.

To undertake the evaluation the research team undertook surveys at the start and end of placements with student social workers, with Team managers at the end of placements and focus groups with both student social workers and young people. This data was triangulated with information from a survey of universities using Team placements and an assessment of placement reports. The paper will also refer to the follow up interviews with student social workers and the young people. The data has been analysed primarily thematically using the constant comparative method (Boeije 2002) across and between the various stakeholders and also using SPSS when appropriate. That is, the focus was on similarities and differences between the data and how these could be understood in terms of the key dimensions of the study. Comparisons were initially undertaken with the data from one data source e.g. student social work interviews at the beginning of the placement with those at the end. These were then compared with the focus group data on student social workers and then the data from the other data sources e.g. Team leaders. This presentation of the research in progress will report on emerging themes and issues in relation to:

- The ability of the placements to meet the key roles for professional social work training
- The ethical challenges presented by such placements
- Strengths ands weaknesses of such placements
- Whether such 'non-traditional' placements have a future in the proposed reforms in England.

The oral presentation particularly refers to conference questions 1, 3 and 6 with its potential generalisability of good practice across the UK, and beyond, and its use as a potential source of evidence for the practice development of 'non-traditional placements' for the social workers of the future.

Peter Raynor. Moving away from social work and half-way back again: research on probation officers' interviewing skills. (Saturday 13.30 h)

This paper reports on a study of British probation officers' interviewing skills carried out in the British Channel Island of Jersey by the author and colleagues in Swansea and Jersey. It is relevant to the conference theme of 'research for practice development' and also discusses the semi-detached relationship which exists (in Britain) between mainstream social work research and research on probation services. Research on probation services in Britain since the late 1990s has been dominated by studies of 'what works' in reducing re-offending, often with a focus on cognitive-behavioural group programmes, while mainstream social work scholarship has often been suspicious of evidence-based approaches because they appeared to devalue the skills and judgement of individual practitioners.

The study reported in this paper was started in order to examine the skills used by individual probation officers and their impact on supervised offenders. A comprehensive checklist of skills has been developed from earlier research and applied to the analysis of 95 videotaped interviews. The results show that some officers consistently use a wider range of skills than others in engaging with offenders. A distinction is found between responsive 'relationship' skills, which most officers used frequently, and 'structuring' skills, or methods and techniques intended to change attitudes, thinking and behaviour. Use of 'structuring' skills varied considerably. Analysis of outcomes for supervised offenders so far shows some evidence that offenders supervised by officers who score above average on the skills checklist make, on average, better progress under supervision (a reduction of about 11% in risk assessment scores, compared to about 6% for those supervised by lower-scoring officers). Studies such as this make a case for more empirical research on the effective use of social work skills, and represent one area in which research on effective probation practice could be of interest to, and show some convergence with the broader field of social work research.

Elke Oestreicher. Currently transfer ways application oriented Social Work Research - problems and prospects from an active transfer practice (Poster)

Research in social work is mostly application oriented. This kind of research is focussed on special practice problems and/or practice problems are the reason why studies are begun. Thus, as the number of studies is continually increasing the question of transfer becomes urgent. Especially, in addition to the results of the utilization research and in connection with the evidence based practise which shows that the results can't be transfered 1:1 and can't be generalized. Therefore, the question is how is the transfer practice managed and created and what are the problems and prospects of social workers and their transfer actors with regards to resulttransfer. The indenting presentation shows transfer ways application oriented social work research and also the use of results in practice, science and further education. The first results are from a qualitative survey which as a PhD dissertation is integrated with the faculty of philosophy and social science from the University of Augsburg. In the tradition of grounded theory 30 problem focused interviews with scientists, practitioners and people in further education were carried out and analysed. Altogether six transfer types could be extracted which vary in dimension, intention and contact. Their transfer attitude and motive can be showed on different levels (transfersituations, -forms, -persons, -reasons, -terms and stocks of knowledge). On the one hand the reconstruction offers utilization strategies and on the other hand requirements for the modification of identifying available or rather more (new) transferways and -forms. For example the political aims took into consideration the enormous stock of knowledge but they disregarded transferterms and therefore the transfer often stayed local. On the basis of multiple transferways the different types of transfer have different requirements on the profession and on politics. Furthermore, the transferways show an active transferpractice and how local borders can break open.

Jill Manthorpe. Making decisions in dementia care: how new law helped practice in England and messages for social work practice in other jurisdictions (Friday 13.30 h)

Background: People with dementia and their carers are likely to form substantial parts of social workers' caseloads as dementia becomes diagnosed earlier and with the rising numbers of older people in all populations. Many European and other countries have devised national strategies to support the development of services and support for people with dementia (eg England, France, and Australia). However, we the roles and tasks for social workers in such strategies are often not clearly elucidated. This presentation will report results from a study of social work practice in England funded by the National Institute for Health Research to examine decision making in social work practice with people with dementia and their carers that has developed since the implementation of the Mental Capacity Act 2005 and to discuss its findings' relevance beyond England and Wales.

Aims: The overall aims of the study are to explore expectations and experiences of the use of the Mental Capacity Act. This paper focuses on four themes that have a wider resonance beyond England and Wales: What elements of this new legal framework for decision-making are valued by social work practitioners? What changes has the new legislation made to social work practice and how are these viewed? What has been the impact of the new legislation on social work relationship with other professionals? What outcomes do social work practitioners see as achievable in this new context of decision making?

Methods: This is a concurrent multi-method study which draws on in-depth data based on face to face interviews with practitioners and older people. Social work practitioners with responsibilities for adult safeguarding have been interviewed at three time points across three years (total 50 interviews across T1, T2, T3) and 20 other interviews with social workers have been conducted. Other data collection (not reported here) has involved other professionals and members of voluntary groups in surveys and interviews. The professional interviews have been informed by interviews and group discussions with older people to elicit their views and experiences of making plans for the future.

Results: Data collection has revealed strong support for many aspects of the Mental Capacity Act 2005 with social workers' pointing to its clarity, value base and presumption of capacity unless proven otherwise as being positive elements of the law. Many are able to contrast this to the practice situations previously where there was confusion, a dominance of medical decision-making and limited opportunities for people to make plans in advance with any confidence that they would be adhered to. Safeguarding practice (the prevention of elder abuse, for example) is perceived to have been facilitated by the new decision-making framework.

Discussion: The final part of the presentation will draw together themes from interviews conducted to debate the transferability of the findings in an international context. It will also be used to consider ways in which social work practice with people with dementia at early and late stages, across the trajectory of the disease, can be improved.

Heli Valokivi. Elderly as Consumers in Care Markets – policy statements and local experiences (Friday 13.30 h)

Policy documents and statements across Europe emphasize user involvement, user responsibility and user autonomy. User of care is assumed to be a consumer in manifold care markets. Consumership is linked with 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 splitted 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 manages and copes in her/his everyday life with personal care needs and alternative sources of care. What 'being a consumer' means from the perspective of an older person in need of care? The data of the paper consists of interviews with elderly with care needs in Tampere region, Finland. The interviewees have many care needs and they have encountered with different kinds of care providers. Their experiences with multiple care service providers are emphasized. 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 consumer 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. In addition local, regional, national and European level policy discourse can be reflected and commented on from bottom up. Both policy makers and practitioners can and should be influenced by micro level research results while mapping out and implementing elder care policy.

Helena Johansson and Mona Franséhn. Swedish contact persons for youths at risk – reasons and patterns in social documentation (Friday 13.30 h)

One of the most popular interventions within the social services in Sweden is to support children and teenagers by using a contact person. Using voluntary persons in social work has a long tradition in the country and mostly these voluntary persons are 'ordinary' people interested in giving other people support if needed. A contact person can be seen as a way of building bridges between the civil society and the professional social work. This intervention is very popular and about 20 0000 children/young people between 1-18 years are yearly registered for this support (contact person or contact family) and the figures have been quite stable during the last decade. Despite the popularity there is a lack of knowledge and evaluation concerning how it works and which functions and content the social workers try to achieve by using a contact person or a contact family. The presentation is based on an on-going research project with focus on teenagers between 13 and 20 with experience of having a contact person for a year or more. The project with the title Society as teenage parent – about contact persons within the social services is financed by FAS (the Swedish Council for Working life and Social research). The aim of the study is to obtain new knowledge about the way the social services use and create the content and the character of this intervention. The design is based on a

model including focus groups (with social workers, contact persons, school representatives), document studies and case studies. The study is carried out in three different municipalities in the western region of Sweden. In the presentation the document study will be focused. Social documentation concerning 36 young persons (age 8 to 19) have been collected and analysed. We will present and discuss key characteristics of the young persons and their families, what patterns can be identified when it comes to of motives for the intervention and of problem descriptions as well as underlying assumptions of gender class and family.

Jachen Curdin Nett and Trevor Spratt. Child protection systems: An international comparison of good practice (Saturday 13.30 h)

The research project: There has been an increasing interest in cross country comparison of child protection systems in recent years. In 2011 the Association PPP-Programme National pour la Protection de l'Enfant commissioned a project team led by the applicants to undertake the project titled 'Child protection systems: An international comparison of good practice'. The aims of the project were twofold: first to examine current evidence for the effective delivery of child protection services from countries whose level of economic and social development is comparable to that of Switzerland; and second, to identify international examples of good practice with potential for application in Switzerland. The process of research involved recruitment of five researchers in Finland, Sweden, Germany, Australia and the United Kingdom. A template was developed to guide the production of country reports which were then subject to a two stage analysis, first by the research team and then by a panel of Swiss experts. The full report will be available before the conference takes place.

Synopsis of preliminary findings: There is a convergence of learning in respect to historical developments between nations with a social welfare ethos. The nations have sought to convert that ethos into laws and procedures that balance the rights of parents to independence with the rights of children to protection. These laws and procedures continue to be informed by a science of child development within an ecological understanding. However, the nations all share a fundamental dilemma in respect to determining at what point the state intervenes to protect the child, with evidence that both over and under intervention in family life may bring unintended and unwanted consequences. All countries profiled had a similar starting point to child protection, in which state authorities compulsorily intervened in families in very serious cases of child maltreatment, primarily by removing children into state care. It has been possible to examine shifts over time in the provision of child protection services, as all five countries have collated data about the activities undertaken by their child protection services. The depth and quality of data available varies between countries, and there are needs for improvements particularly with respect to outcomes for individual children. The five countries now share an ideology predicated on the central idea that early interventions are to be promoted; but that there is also a need for an effective system to protect children from maltreatment in situations in which their parents are unable or unwilling to do so. Accordingly, all five nations describe an optimal child protection system as one which comprises both support for families designed to prevent poor outcomes for children at risk, as well as compulsory interventions for those with immediate need for protection. In all five countries, the systemic response has involved state

authorities taking the primary role in responding to child protection referrals. At the level of service provision, the mix between those delivered by state authorities, the third sector and the private sector differs greatly. With the increasing role of the state, its relationship with the third sector has been renegotiated.

Regardless of the proportions of who does what, systems require interventions to be agreed and coordinated at three levels: between the state and local authorities; between local authorities, the third sector and private sector; and between the professionals involved at the practice level. The presentation will address questions no. 1-4 as listed in the call for proposal of the conference.

Laurens De Croes. Narrative research on the experiences of returning prisoners: a theoretical framework, a practical approach (Friday 13.30 h)

Prisoners reentry, the release and the return of prisoners back to their communities, is an important topic and of growing concern in Dutch policy. The Dutch 'aftercare model' focuses on income, housing, assistance, debts and identification. Local governments use concerted action in their attempts to facilitate the reentry of prisoners. The primary scope of the research program contains the experiences of the returning prisoners and their family in relation to the desistance paradigm. The research examines the challenges of reentry after incarceration from the perspective of returning prisoners and family members. It aims to uncover professional supported and autonomous (desistance) factors which contribute to a successful return. Eventually the research results will provide policy recommendations based on the unique needs and contributions of the returning prisoners and their family. In contradiction to the conventional method, where policymakers predefine the instruments to reentry, this research embraces a constructivist approach where 'reintegration' is explored and defined through experiences by the subjects and relatives themselves.

Tuomo Kokkonen, Kati Narhi and Aila-Leena Matthies. Participatory rhetoric's of Finnish welfare governance (Saturday 13.30 h)

This paper, based on a forthcoming article, analyses the participatory rhetoric's of Finnish welfare governance. The paper is a first phase in a social work research project "The role of welfare services in participative citizenship of marginalized citizens" financed by the Academy of Finland. The latter phases of the research are conducted in two Finnish municipalities in a close cooperation with marginalized service users and street level practitioners, aiming to identify factors enabling and hindering participative citizenship and subjectivisation of service users in welfare services. The results are discussed and compared within the existing European research network. The focus of our analyses is in the participation-related conceptual framework of two recent government programmes and strategic key papers of the Ministry of Social Affairs and Health and the Ministry of Employment and the Economy. We are interested in how the status of citizen's participation and user involvement is un-

derstood in the governmental papers, and how the institutional settings of participation and user involvment is defined in welfare services. We pay special attention to how the rhetoric's of participation seek to transform Finnish citizenship. From the point of view of social work and social services it is vital to understand 1) how the participatory rhetoric's alter the balance of rights and duties of marginalised citizens and service users 2) what kind of democratising effect it may have in social work practices and social services. Participatory rhetoric's is a political discourse that has a potentially wide scale but subtle potential to change the Finnish welfare state. In its general form participatory rhetoric's can for example underline the importance of transparency in governance from central government to the level of local democracy. In the same time the specialised forms of participatory rhetoric's tackle clearly defined policy areas like activation, rehabilitation and social work among the most marginalised citizens. We argue that from the point of view of social work it is important to acknowledge that specialised forms of participatory rhetoric's can have contingent impacts to the understanding of social citizenship, to local welfare services and finally to citizens in different life situations. Encouraging participation is in itself an emancipatory and empowering line of policy but it has to be promoted in a way that strengthens social rights instead of creating new obligations. Secondly, in the level of comparative social policy, we underline the contextual difference of a Scandinavian type of welfare state compared to, say, Anglo-Saxon political setting. In Finland social work has a relatively intimate relation to social policy, and social services are still provided, despite growing interest towards market-based solution, in a way that aims to follow the ideals of institutional social policy with strong social rights. While the positive outcomes of participation are probably quite universal in the level of individual and communities, it is important to recognise how these contextual factors relate to how the politics of participation modify the social citizenship.

Ursula Unterkofler. Research Acting as Mediator between Theory and Practice. About the Need of Developing Sensitizing, Flexible Concepts for Social Work (Friday 13.30 h)

If we talk about generalization in Social Work Research, we meet a problem which is well-known as a part of discussion about theory/practice relations (May 2010). Since practical action always is embedded in particular local contexts, it defends itself at first against generalization. Research just as theory, however, focus on generalization of findings – they claim that their conclusions are valid in diverse contexts and at different social levels. From the point of view of Social Work Science, how can this conflict be attended to? How are generalized findings and context-embedded practice related to each other, and how can they be linked up? Drawn on interactionist theories of knowledge (Berger/Luckmann 1967, Strauss 1995, Soeffner 2004), I offer two theses which attribute to Social Work Research an important capacity to mediate between theory (generalization) and practice (specification). On the basis of findings of my dissertation about professional handling of violence in youth clubs I seek to clarify the following theses: First, social workers in practice always – sometimes explicitly, but mostly tacitly – use theoretical knowledge, just as theories are always generated on the basis of any kind of practice (Strübing 2008). As Social Work Research focuses on theory/practice relations as its object, it can explain which parts of existing theoretical knowledge have an effect on

practical action. Furthermore it is able to reconstruct problems not seen by recent theoretical discussion, for which solutions have been generated in practice. So Social Work Research can add to the linking and further development of practice and theory, which is its first important opportunity to mediate between both. Second, theoretical concepts, which are to have an effect on practice, need flexibility regarding their applicability to different local contexts. Unflexible, self-contained systems of theory hardly can be comprehensively used in practice. In fact single concepts are picked on, others left disregarded. For a better link of theoretical statements and practical action in Social Work, it is inevitable to generate sensitizing, flexibly linked concepts (Blumer 1940, 1954) which fit empirically discovered problems. Analyzing theory/practice relations, research has the ability to generate such concepts. The claim of (just) sensitizing for social reality causes a flexibility which meets two requirements: On the one hand it admits an interpretation according to context; on the other hand it offers a degree of abstraction involving a context-independent relevance. The development of such concepts is the second important chance to mediate between theory and practice that Social Work Research can provide. Explicating these theses and clarifying them by examples of my dissertation, I seek to show that research can make an important contribution to the link of theory and practice as well as to an increasing relevance of theoretical concepts at different social levels.

Lina Ponnert, Johanna Hietamäki, Jachen Nett, Trevor Spratt, Heinz Kindler and Stefan Schnurr. Cross-country comparison - research process and challenges (Friday 13.30 h)

The workshop will be based on the experiences from a recent comparative research study which was financed by the Association PPP-Programme National pour la protection de l'Enfant, Bern, Switzerland. The research study was conducted in 2011 and leading researchers where: Dr Jachen C Nett, Bern University of Applied Science, Switzerland, and Dr Trevor Spratt, Queens University Belfast, Northern Ireland. The aim of the study was twofold: first to examine current evidence for the effective delivery of child protection services from countries whose level of economic and social development was comparable to that of Switzerland; and second, to identify international examples of good practice to be evaluated with respect to the validity of their application in Switzerland. Involved researchers have written separate case studies concerning the child protection systems in Great Britain, Finland, Germany, Australia and Sweden. The country reports all followed the same guideline, i.e. all reports provide information on the historical background, the legal and policy framework, relationship between state, local and nongovernmental providers, national databases and analyses and recommendations. The country reports were analyzed by the research team in June 2011 the recommendations drawn from the analysis were later discussed by a panel with different experts concerning child protection in Switzerland. The presentation part of the workshop will aim at providing examples of pre-structured cross-country comparison and at the discussion of typical prospects and difficulties of such a process. Involved researchers will present two or three papers with brief examples of the results of the country-reports and a reflection of the lessons learned during the process of the comparative work. Beside discussing the main results of the case studies the presentation part shall also consider the challenges and the problems faced in the course of research. The

participatory part will aim at identifying relevant factors of a successful collaboration process and on the benefits and limitations of cross-country comparisons in the context of projects designed to support transnational transfer of 'good practice' in child protection. The discussion shall be guided by the following questions: Which are the main steps in a comparative work-process? What are the benefits and limitations of a definite structure during the different steps of cross-national comparison (data collection; comparison; generalization)? What are the strengths and limitations of comparing countries selected on the basis of their differences, their similarities, or on a combination of these? At what level of abstraction and in what fields of action are cross-national comparisons possible and appropriate for the identification of similarities vs. differences? What are the risks and benefits of transferring knowledge on 'good practice' from different countries into the institutional and cultural context of a 'receiving' country? The workshop relates to questions number 1, 4 and 6 regarding the conference theme. Authors and workshop-leaders: Ph D student Johanna Hietamäki, Finland; Dr Lina Ponnert, Sweden. Authors: Dr Heinz Kindler, Germany; Dr Stefan Schnurr, Switzerland, Dr Jachen Nett, Switzerland and Dr Trevor Spratt, Northern Ireland.

Mariel Van Pelt, Marion Van Hattum and Hans Oostrik. Social Practice Development in the Netherlands (Friday 13.30 h)

In 2008 a master program in social work started at the HAN University of Applied Sciences in Nijmegen, the Netherlands. Research is a fundamental part of the curriculum and is a means for improvement of the professional practice of social workers. For the combination of research and practice improvement the team of lectures in Nijmegen developed a method, which is called social practice development. Social work theory, research and leadership competencies of the social worker are combined in order to improve practice. The purpose of the workshop is to introduce this model and its fundaments and make participants familiar with it and its significance for the social work practice. Hence the workshop is composed of the following parts.

1. What is social practice development?(presentation 15 minutes). Mariël van Pelt (course director and Phd student). Parallel to the start of the master program in social work a study was started in order to improve the program and assess its outcomes. The first phase of this program evaluation was to determine key objectives. According to stakeholders there are four important aims: development of the profession, knowledge development, practice development and professional development of the social worker. They identified practice development as the most important aim, although the wasn't clear nor of which key-elements it consists. Therefore a second study was performed in order identify core elements of practice development and what skills, knowledge and competencies of social workers are needed for practice development. The results of this study are presented.

2. Social Practice Development in the master program (presentation 15 minutes): Marion van Hattum en Hans Oostrik (key lecturers) the team of lecturers has developed a model for social practice development consisting of 9 steps in which the student works on a practical issue to develop research questions, improvement questions and in doing so to improve professional performance. In this iterative process the combination of social work concepts with professional experience is essen-

tial. For the management of this process leadership competences are needed and the social worker works as 'a primus inter pares' in a team of professionals.

3. Homelessness in Europe (participative part, 45 minutes) Reinhard Schulte and Alletta Schimmel (key lecturers) The participants are given a description of a situation of homelessness in the Netherlands. In groups they try to identify the practice issue and to elaborate it as a question of research and improvement according to the above mentioned (and presented) model of social practice development and their own national perspective. The results of the groups are compared and discussed.

4. Practice development in social work: a student project (presentation, 15 minutes) Wilma Beltman (former student) She actually performed a practice development project for homeless people and community care for these people. Starting as a local project, it turned out significant and relevant for a whole Dutch region. She will tell about her project and experiences and in doing so uses the results of the participative part.

Kristin Whitehill, Cathleen Jordan, Peter Lehmann and Lieu Huynh. Youth Offender Diversion Project: YODA (Friday 13.30 h)

An ongoing trend of youth arrests for violence towards non- intimate partner family members is observed in Tarrant County, Texas. Of concern is how this behavior impacts the pathway of adolescent and family development. Youth Offender Diversion Alternative (YODA) is a collaborative effort between a university and a family violence court to curtail the negative trajectory of youth who are a part of this trend of youth violence toward family members. We assess the youth and family factors contributing to this issue, as well as provide case management and individual and family interventions to prevent future violence. This paper describes: (1) the benefits of a collaborative community based diversion program; (2) the process used to establish a university/judicial relationship; (3) program evaluation results; (4) transferability of intervention and collaborative community program to other populations. The university/judicial collaboration generated a diversion program available to youth offenders between the ages of 16 and 24. The program consists of three phases using solution-focused brief therapy (SFBT), a designated model of promise (OJJDP, 2008). Phase 1 involves referral from Court #5 to the UTA-SSW Community Service Clinic (hereafter called "Clinic") to assess self-sufficiency needs, mental health risks and stressors of the youth. Additionally, we assess the extent to which family issues had contributed to past negative behaviors and how family strengths may impact greater positive outcomes. Phase 1 leads to the intervention plan for Phases 2 and 3 by identifying youth and family needs. Phase 2 consists of SFBT case management conducted through partnering case manager with the youth offender and family to increase youth self sufficiency behaviors and skills. Phase 3 includes SFBT individual and family therapy at the Clinic provided by a SFBT therapist. Additionally, phases 2 and 3 include a web-phone system to optimize client outcomes. Named Teleherence, this system delivers messages and reminders, asks questions, graphs replies, collects client voice messages and triggers alerts to staff, presents counseling booster audios such as motivational messages in the voice of the counselor, and flags potential problems or opportunities using smart algorithms. Thus far, findings have provided insight regarding the effectiveness and benefits of

the program and the value of collaborative relationships. (1) The benefits of a collaborative community based diversion program include diverting youth from prison while providing an opportunity for charge dismissal through efforts of the youth towards self-sufficient behaviors. Furthermore, families benefit from assistance with stressors which often help family relationships. (2) The process steps taken to establish this partnership include clear definition of the role of the court personnel vs. the role of university researchers, obtaining community support to fund the study, and university support for student assistants, etc. (3) Program evaluation using a logic model assessing client outcomes thus   far.

This paper provides information on innovative treatments for families, as well as information to facilitate university/practitioner collaborations. The findings from this paper could prove instrumental in the introduction of evidence based interventions in court systems through university and judicial collaborations.

David Edmondson, Emilio J Gomez Ciriano and Martin King. Heroes or villains? Portrayals and visual representations of social work in film and TV (Friday 13.30 h)

Background and context: Social work is rarely out of the news in the UK. Surveys and commentaries on public perceptions of social work have consistently evidenced the sometimes difficult relationship between social work, the media and the public. It can be argued that representations and connotations of social work in the media have tended to produce and reflect negative discourses about social work and social workers. However, although there is a body of work on social work and print media, especially in terms of news journalism, less attention has been given to research which explores portrayals and visual representations of social work in film and TV. This conference workshop will address this gap by presenting research from England and emerging research from Spain. The research collaboration, between Manchester Metropolitan University (England) and Universidad de Castilla la Mancha (Spain), has 4 main research aims:

- to provide an historical perspective of social work in film and TV in national settings;
- explore the assumptions and discourses at work in the representations of social work and social workers in film & TV;
- examine contemporary representations of social work and social workers;
- and, to explore and develop the basis for further collaborative national and international comparative studies.

The research innovatively utilises a multi-method approach combining documentary and visual research methods with primary data collection via focus groups. This approach is informed by documentary analysis, visual analysis and textual analysis within discourse analysis. It also draws on work on representation and identities. The workshop is in two parts. Each part has identified outcomes set out below which are also linked to the 2012 ECSWR Conference Theme questions (CTQ) located in the

Introduction to the workshop

- Present and compare the initial research findings – based on the research aims specified above - and examine their significance for the public profile of social work and on strategies for social work practice development (CTQ 5);
- examine whether comparative visual texts exist across national boundaries and explore the different cultural context of social work in Europe (CTQ's 3, 5);
- explore the value, relevance and transferability of this collaborative model of research to other national and international settings (CTQ 4). Participatory section of the workshop
- Give workshop participants the opportunity to feedback on the presentation material and consider its usefulness to their own research context (CTQ's 1, 4);
- share recently developed and tested methodological approaches and techniques in this area of documentary and visual based research (CTQ's 3, 4);
- explore ways of sharing findings (CTQ 3);
- provide an opportunity for workshop participants to become collaborators in an international comparative research project (CTQ's 1, 2, 4).

The workshop will provide a research e-resource (data stick) for participants.

Marina Lalayants, Mark Doel and Iago Kachkachishvili. Students Perceptions of International Social Work: A Comparative Study in the USA, UK and Georgia (Friday 13.30 h)

Background and purpose: The purpose of this study was to:

- examine students' perceptions of international social work in three countries with different cultures, backgrounds and educational systems;
- identify how social work students value learning about international social work;
- determine what schools of social work can do to enhance students' learning.

The same study was conducted on three sites (in the US, UK and Republic of Georgia) in order to generate comparative data. All sites offer a teaching module in international social work. Our hypothesis was that there would be notable differences in the priorities and respective understandings about international social work in the three countries, but the research was exploratory and we were open-minded about the likely findings. A further aim was to promote the possibility of 'buddies' between social work students from different countries and to track the development of any buddy networks.

Process and results: Ethics approval was granted for the research. The same survey instrument was used in all three schools of social work, with good response rates, and it generated both quantitative and qualitative data. The paper will present the research process (sampling, etc.) as well as results. All of the data has been collected and it has been analyzed at two of the sites. The analysis at the third site is currently (early Sep 2011) underway, and a comparative analysis will follow. We cannot

report specific results here as the final analysis will be completed shortly after the closing date for the call for papers but it will be available well in advance of the conference in March.

Conclusions and implications: It appears at this early stage that there are different levels of international mobility (in terms of the students themselves) in the two of the three countries. Student responses provide useful information about what is considered to promote a good understanding of international social work, and this will be of great use to social work educators and researchers. However, the research team is currently (early September) analysing the data and conclusions and implications will be available for presentation at the Conference. The proposal contributes to these Conference research questions: 1.What are the various ways in which locally collected research results can be transferred or generalised? (We are collecting data at three international sites and considering how it can be generalised). 2. Where do we stand with international comparative studies? (The study is, in itself, comparative). 4. What are the possible ways that social work researchers can collaborate across regional and national boundaries? (This research has been a collaboration across three continents). 6. What is the scope and significance of research for practice development? (There are messages for the education of social workers about global social work). This is our own research. It was sponsored by IASSW.

Johannes Pflegerl. Options and Limits of Social Work for the Elderly in Need of Care and Their Caregiving Family Members (Poster)

Background and purpose: Many family caregivers are physically and mentally overburdened. Their psychosocial needs and those of the elderly in need of care are rarely considered yet. Existing support services are mainly focusing on nursing care of the elderly. Hence, the present project carried out with 13 students of the master course in Social Work at the University of Applied Science in St. Pölten (2009- 2011) addressed the following central research questions: When does need for nursing-accompanying support exist from the prospect of the affected persons? Which suggestions for social work interventions can be derived from these findings? For this purpose 16 qualitative case studies were carried out in which the family care givers, professional nurses supporting the families and the affected elderly were interviewed.

Results: It could be ascertained that overstressing of family care givers is closely linked with a long-term disregard of their own needs. They seem to need help if they are exposed to stresses and strains that they are not able to overcome with available resources. Referring to these findings firstly instruments of social diagnostics were developed, specially examining the psychosocial situation of family caregivers to enable the identification of potentially needed social work support. Furthermore special emphasis was led on a further development of special empowerment strategies for family caregivers, e.g. suggestions referring to the solution-oriented approach. Moreover special suggestions to adapt the method of case management for outpatient care were developed, among them an adaption of the case management model on the case level, specially enhancing a need-oriented approach.

Conclusions and implications: Referring to conference question 1 the suggestions developed in this project may contribute to the implementation of social work in the area of outpatient care along the lines of Palliative Care, in which social workers are already part of a multi-professional team.

Julie Selwyn and Elaine Farmer. Kinship care (Saturday 13.30 h)

Until recently, little was known about kinship care in the UK. Research (Farmer and Moyers, 2008; Hunt et al. 2008) has begun to illuminate the circumstances that lead to kinship care and the stresses and strains experienced by carers. Most UK research has mainly considered children in care placed by social workers with approved kinship foster carers. However, the vast majority of arrangements are made privately between the parent(s) and carer(s) and are informal. Many countries including the UK have relied on kinship care research from the US, although evidence from a study by Farmer and Moyers suggested that UK carers differed on ethnicity and marital status from their US counterparts. Reports from many countries have commented on the growth in the use of kinship care and reported similar reasons for that growth. There has been an assumption that because the reasons for the increase were similar, so too must be the characteristics of carers. In this paper we will use data from the 2001 UK Population Census and interview data with 80 informal kinship carers to highlight how even within the UK the characteristics of carers differ. Carers from England, Scotland, Wales, and Northern Ireland had different profiles and the characteristics of the children they were looking after also varied, although there were also common denominators such as high levels of poverty. These findings suggest that the policy and practice response needs to be better targeted to ensure better outcomes for children.

Jadwiga Leigh. Using ethnography as a comparative tool to explore the professional identities of social workers from the UK and Flanders. (Friday 13.30 h)

For this conference I wish to discuss the qualitative method and approach I have chosen for my PhD project. This study follows on from previous research I have carried out with social workers in the UK in which I argued that child protection social work is arguably the most defensive of all professions. By exploring the meanings behind professional identity through narrative interviewing I concluded that the performative repertoires of the participants were defensive because child protection is embedded in a culture of blame. The aim of this study is to continue and extend this theme by broadening the parameters and comparing the differences/ similarities underpinning the meaning of professional identity between two diverse cultural settings. By conducting an ethnography in a child protection social work team both in the UK and in Belgium, my aim is to 'hear the voice' of social workers by using interviews to evoke narrative accounts that are rich in information and considerate of contextual influences. I have chosen Flanders as the comparative element as there is empirical evidence which strongly suggests that the culture surrounding child protection in Flanders is much less hostile towards social workers than it is in the UK (Marneffe, 1996 and Hetherington, 1998). The findings

from this project aim to contribute to the professional social work debate by adding a new angle: talking directly to professionals from different European countries is one way in which we can generate new and fresh perspectives. In this presentation I intend to discuss the findings of my research so far and explain what this methodology has entailed by sharing the challenges I have encountered and overcome. Ethnography has been used as a comparative for researchers from across cultural settings for a long time; this form of comparison has become outmoded in anthropological research in recent years. Authors from the 80's critiqued this previously popular mode of ethnography, predominantly carried out in the 20's and 30's, by asserting it as suspicious, dubious and inappropriate (see Clifford, 1983; Clifford and Marcus, 1986). However, whether it is made obvious or not, ethnography is a methodology which always involves a degree of comparison as the researcher is forced to compare between that of the familiar and the strange. If people all around the world are increasingly responding to comparable conditions it becomes a more explicit challenge for academics to compare how these people react and then describe what emerges from these cultural comparisons.

Jorge Costa, Vitoria Mourão and Patricia Campaniço. Social Work, Quality and Humanization of Health Services - Case Study (Poster)

Background: This work arises from the sociological formulation: dehumanisation of health services. It tries to clarify how Social Work affects the provision of quality and humanization services patient-centered, reflecting the results of efficiency and effectiveness.

Objectives: 1. Reflect on the contribution of social work at Centro Hospitalar Lisboa Norte (CHLN) in the process of implementing quality and humanization of health services, apart from their duties and responsibilities. 2. Develop recommendations for good practice considering the areas of intervention of social workers. 3. Exemplify how local results of a scientific research can be generalized in practice and disseminated to other professional contexts.

Methods: Theoretical and methodological conjugation of both qualitative and quantitative approach: - Qualitative (in-depth interviews with 5 experts in the quality and the humanization of health services; - Quantitative (questionnaire surveys with the universe of social workers of CHLN – n=40).

Results: In the group of respondents: 97.5% were female; 85% were on the age groups of 25-34 and 35-44 years; 87.1% considered management by processes and improvement of planning activities the most valued criteria in the quality area; 58% qualified humanization of health services as the main element on the promotion of quality, More than 65% considered that their intervention plan conflicts with the clinical team approach because their technique follows a patient-centered perspective while the other is associated with productivity criteria (accountability).

Conclusions and reflections: Social Workers considered ethical values (approaching the patient with dignity and respect and promoting quality care) the most important component of the humanization of services by integrating clinical social work model in the influence of the holistic health paradigm. Highlights from this analysis: personalized service, social diagnosis, social advocacy and counseling as

key steps in the process of humanization of services - maximizing the needs underlying the issue of health – be they social, cultural, spiritual or mental.

James Blewett and Steven Shardlow. Supporting and enhancing the early career development newly qualified social workers: Messages from a national evaluation in England (Friday 13.30 h)

Social work in England is currently undergoing a period of reform and there have been, and continue to be, a number of significant changes as to how social workers are trained and regulated. A long standing area of concern has been in relation to how the transition of student (trainee) social workers from their training into post qualifying practice is managed and particular attention has been given to their first year in employment. In 2008 the UK Government established a pilot Newly Qualified social work Programme, with the aim of providing a structured and enhanced package of support through managed caseloads, high quality reflective supervision and additional training and development opportunities. In 2009 in the context of continued concern about the efficacy of social work this programme was broadened to include all newly qualified social workers in England A national evaluation of this programme was commissioned and has been carried out by 3 universities working together across England. The study has used a mixture of methods that have included both quantitative and qualitative approaches. These have consisted of online surveys for all newly qualified social workers and their managers and an analysis of the practice of the NQSWs based on each party rating the NQSW's efficacy. It has also included field work in 14 local areas and in depth case studies. The perspectives of those who use social work services have also been included. The early findings of the evaluation have identified some very real benefits of the scheme. The scheme appears to have had a positive impact on retention of social workers and while there are a number of factors at play beyond the formal programme it does appear to have appeared to have contributed to growing levels of professional confidence and a reasonable level of morale, amongst newly qualified social workers. The evaluation has also found some challenges regarding implementation. Organisational pressures, high workloads, administrative demands of the programme, links with existing post qualifying education and the quality of supervision available to staff have been identified as areas where potential and actual difficulties have arisen. However the evaluation has also seen some of these challenges diminished as nationally and locally employers have adapted and innovated on the basis of their early experiences of the programme. This paper will explore the implications of these early findings for social work across Europe and will explore the extent to which such a national scheme can be applied to national contexts where social work is primarily not located within the statutory sector. The paper will further explore what can be learnt from this study in terms of the transferability and effectiveness of strategies used in this programme for supporting social workers early in their careers. Finally the paper will look at what this evaluation might tell us about the state of social work in England and again look at comparisons internationally.

Trine Wulf-Andersen and Wenche Hovland. Joint research and the development of social work practice (Saturday 13.30 h)

In this workshop, we will discuss methodological challenges in engaging young people in research and development of social work practice. Focus will be on how different project designs create different spaces and possibilities for dialogue and collaborative knowledge production - and on discussions of how the knowledge produced can contribute in the development of social work practice. We take two research projects as our point of departure, one from Denmark and one from Norway. In the Danish study, young people in contact with different social services (for young people experiencing self harm, suicide attempts, drug abuse, and sexual abuse) are involved in a research project. The aim of the project is to bring users' perspectives on their meetings with the Danish welfare system and its professionals into the further development of services. Participants have been involved in life history interviews, in commenting the analyses and interpretations, and in communicating the knowledge produced in the research project in a book. In the Norwegian study, young people who live in foster care or in institutional care are co-researchers. The aim of this study is to explore the young people's everyday life, with focus on how they experience the care giving from the Child welfare services. The co-researchers were involved in monthly group discussions, from the early phases of the project, trough data collection, interviews, analysis and writing a publication (book). In two presentations (of approximately 20 minutes each), we discuss the certain definitions and enactments of participation and co-research which each project holds – and the ways the young participants influence research questions, data production and analysis, and publication of the results. This point to a discussion across the two projects of how these studies and research processes can inform each other, and how this kind of knowledge (productions) can contribute in the development of social work practice across different national contexts. We would like workshop participants to actively discuss central questions – like for instance: What particular potentials or problems does this kind of knowledge hold when it comes to developing social work practice? What kind of power relations and ethical/methodological dilemmas characterize this kind of knowledge production? What is needed to successfully establish collaborative relations between researchers, service users and social work practitioners? We suggest facilitating an exercise (of about 30-35 minutes) where central as these questions are written on cards. Each workshop participant draws a card, finds a conversation partner in the room and asks the question on the card. They have a discussion and then the partner asks the question on his/her card. After discussion of the second question, the partners switch cards and find new conversation partners, and repeat the exercise. The purpose of the exercise is to let participants reflect and relate these questions to their own context and practice. We conclude the workshop with a (15-20 minutes) sharing of important insights and new questions put forward in the exercise.

Vivienne Barnes. Relational theory and practice: A study of relationships between looked after young people, their social workers and their rights workers

In the UK, disillusionment with bureaucratic and managerialist driven social work has led commentators to reconsider the importance of sustained positive relationships between social workers and users of their services. This presentation looks at the role of relational theory and relational research methodologies in examining the relationships between looked after young people and their professional workers. It discusses the links between theory and research, as well as evidence for practice development. The research described is a qualitative study, conducted by the author across a range of local authorities in the Midlands region of the UK. The study's aims were to explore young people's views and experiences of the work of their social workers and their children's rights workers. It also aimed to explore the views and experiences of the social workers and children's rights workers about their practice, and their attitudes to, and relationships with, young people and each other. The study used semi-structured interviews with twenty young people, aged between twelve and twenty who had been, or still were, in foster care or residential care. Activity-based discussions were held with the younger age group. The young people's rights workers and most of their social workers were also interviewed. Relational theory, particularly from ethics of care feminist scholarship, was used to examine the concepts of care and rights in the principles and practice of the professional workers, drawing on Tronto's framework of 'four phases' of care. Relationships between young people and their individual workers were explored in detail using a 'voice centred relational' model of analysis, and this highlighted the participants' differing perceptions about, for example, conflicts and power dynamics. The study found that it was vital to the young people to feel sure that their workers cared about them. They saw this as demonstrated especially by workers listening to what they said and responding, and by showing them respect. To the young people, this process of the work with social workers or advocates was almost as important as outcomes such as the resolution of a complaint. Evidence from all participants suggests that, paradoxically, rights workers appeared to have more caring relationships with the young people than their social workers. Young people saw their social workers as powerful, important figures in their lives but often the workers appeared to them to be detached and unavailable. Various explanations for this were given by participants, with emphasis on high workloads and scarce resources in social services, as well as an organisational ethos of managing care. Children's rights workers claimed that they were filling the gap left by social workers by becoming the professionals who did care about young people. The study provides strong evidence that care and relationships are central to both advocacy and social work. In parts of Europe, social pedagogues provide a more personal, relational service to vulnerable young people. Without such provision in the UK, although social care professionals are struggling against severe financial restrictions, they still need to appreciate the importance to young people of caring, relationship-led practice.

Sanna Häkkinen, Johanna Hyväluoma, Anna Rönkä, Kimmo Jokinen and Kaisa Malinen. **Mobile-based intervention tool to support daily family life and parenting (Poster)**

The aim of this study is to develop, pilot and implement a new, mobile-based intervention tool, eFamily Coach. eFamily Coach is a web-based program adapted to mobile devices for evaluating, supporting and guiding families in family counseling and family work. The system has been developed collaboratively by two universities (JAMK University of Applied Sciences, JY University of Jyväskylä), a mobile technology firm and family counselors. The web platform includes a package of questions for example to support parenting, child wellbeing, and positive family atmosphere. The intervention tries to activate family members to take responsibility of their own well-being and motivate them to act in positive ways. The intervention is based on the current research knowledge and the professional skills of the family counselors. The study is a good example of a new social work practice which aims to generate new family service model to the daily social work. This paper addresses the following research questions: How do the clients and family counselors experience the web-based tool and service? Are there any changes in the quality of family relations and daily family functioning after participation in mobile-assisted family counseling? Pre-test and post-test data on about 30 families who will participate in the new mobile-based service will be analysed. Research findings will also be based on the family counselors´ interviews. Preliminary results (based on two family counselors interviews) of the study are encouraging. Mobile-based intervention tool opens new perspectives from family situation and strengthens parenting. Tool encourages children to tell freely their own opinions about family issues. It also helps to notice the needs of every family member. On the other hand, mobile-based intervention tool may not be suitable for families that lack resources or are in an acute crisis.

Viviane Cretton Mballow. **The risks of essentialisation. From local to global : articulating anthropological research and social work. (Friday 15.30 h)**

This paper aims to articulate anthropology and social work from an empirical point of view. Stressing up the similarities and differences between anthropology and social work at both epistemological and empirical levels, the paper will point towards the relevancy but also the risks of comparison and generalisation when applying anthopological concepts or notions such as « otherness » to social work. Trained as a fieldwork anthropologist I did research on conflict resolution in the Fiji islands. For two years now I have a teaching and research post at the Institute of Health and Social Work based at the University of applied science in Valais (HES-SO Valais). Here, I wish to reflect the relationship between social work theory and research in the context of the Western Switzerland's University of applied science, at both academical and empirical levels. First, our insitution reflects in its research networks the complex relationship between the local, regional, national and international contexts. As researchers we have to submit research projects to national or/and international founds – having

thus to produce a scientific knowledge that might compete at international or at least at the national level – while caring very carefully of research application and effects at the local level. Second, I conduct from March 2011 a research on migration, focusing towards biographies of men and women who settled in the Alps for at leat 15 years. How do those migrants root in the welcome society, how do they contribute to their new environment, how do they recompose their own identity – that we mostly consider as a feeling of belonging ? This project unites three teams of collaborators, anthropologists, historians and social workers (socio-cultural animators), towards a same goal : publishing a widepublic book and presenting the results of the research through the medium of a local exhibition. The challenge for researchers is here to popularize the results of the research towards a wide audience while the challenge for socio-cultural animators is to sensibilise people to migration topic. But when it comes to practice intercultural understanding is complex. Following the statement made during the 90's that immigration has destabilized social work, it seems that Interculturality – understood as an exchange between different cultures – is considered as a « social necessity » (Bouamama 2002). Different studies have shown that this notion generates more problems than ressources for social workers. Indeed several authors have stressed the risk of generalization when social workers want to define migrants through the self représentation they might have of a specific foreign culture : the other is thus defined through stereotypes with the risk of interpreting any kind of encountered difficulties as a cultural barrier that would separate the social worker from its audience (Guélamine 2001 : 12). This paper will put to light the risks of culturalization, ethnicization or folkorization and their consequences for social work. It will enlighten the meaning for social work to adopt an anthropological posture as well as the sense for anthropology to collaborate with social work.

Anna Olaison, Sandra Torres and Emilia Forssell. Care Managers understandings of gender and ethnic 'otherness' in needs assessments with elderly migrant clients (Friday 13.30 h)

Background and purpose: This project departs from the research gaps that exist in the debate on institutional categorization as far as the implications of gender and ethnic 'otherness' are concerned. There is also a gap in the manner in which such understandings affect the political economy of care that this project aims to address. The project focuses on need assessment practice within the context of Swedish elderly care and aims to explore if and how understandings of cross-cultural care interaction, ethnic 'Otherness' and gender affect the manners in which need assessment processes legitimize and restrict access to certain elderly care services. This presentation is based on an omgoing study focusing on the understandings that care managers of elderly care uphold in order to legitimize the services that they make available to elderly care applicants. Data for the study were collected through focus groups interviews with care managers.

Results: The findings from the study suggests that care managers understandings of ethnic 'Otherness' do affect the need assessment process and that alternative elderly care services are being designed as a result of it which differentiate between older people with migrant backgrounds and those who belong to the ethnic majority population. As such, a differentiation is being made be-

tween migrant elders and Swedish elders in a manner that resembles the 'us' and 'them' dynamics that characterize power un-awared ethnic relations. The presentation will address how the understandings of the care managers in question are constructed.

Conclusion and implications: The presentation will contribute to the debate on institutional categorization in social work and how lack of an awareness of implications on ethnic otherness influence power differentials and the manner in which welfare services are distributed.

David Berridge. Policy Transfer and Child Welfare in Europe: Should England Adopt Social Pedagogy? (Friday 15.30 h)

Background: Many European countries are considering their children's services workforce and training, and England is no exception. Unlike much of continental Europe, England does not use social pedagogy as an overarching framework to guide child welfare practice. Government has perceived that outcomes of services for disadvantaged children are often better in other European countries compared with England and, therefore, that England perhaps should adopt social pedagogy. It began with a two-year Pilot initiative, in which social pedagogy was tested in 18 residential children's homes across England and contrasted with 12 comparison homes, which did not employ social pedagogues (SPs). The paper presenter undertook the national evaluation of the Pilot programme and is lead author of the subsequent report . This presentation is highly relevant to the conference title and themes, concerning national comparisons; transferability; and the link between social work theory and research.

Research aims and methods: The research had three main aims:

- to describe and compare three different methods of implementing social pedagogy in children's residential homes
- evaluate the quality of care and outcomes for children living in homes with SPs compared with a comparison group of homes
- and explore children's, SPs', managers and staff views on their experiences of living and working in homes which employ SPs.

The study had two components:

- a process evaluation, involving telephone interviews and surveys, investigating the implementation of social pedagogy in Pilot homes. This included an intensive study of 12 homes, including periods of observer participation
- an outcome evaluation, which gathered follow-up information on residents; as well as aggregate administrative data collected from homes at three points in time prior to, and following, the arrival of SPs.

Conclusions and implications: Key findings included that SPs, mainly young, female graduates from Germany, were generally well-received in the homes. However, taking account the complexities of

evaluations, residential homes that employed SPs did no better with their residents across a range of outcomes than did comparison homes. Observations revealed that the quality of care was uneven across groups of homes employing SPs and those without. In drawing conclusions from the evaluation, it is important to differentiate between any possible advantages of social pedagogy and those concerning the specific implementation of the Pilot. An overall conclusion concerns the relationship between social pedagogy, the society in which it is located and wider social policy. For social pedagogy or other therapeutic approaches to develop in England, it is likely that wider structural changes would be required concerning the status, role and practice of residential care.

Helena Johansson, Ingrid Höjer, Inge Bryderup, Marlene Trentel and Carme Montserrat Boada. Young People From a Public Care Background and their Pathways to Education in five European Countries (Saturday 13.30 h)

It is often said that education is the key to the future, as the late-modern labour market demands a well-educated work force. It's also well known that children from disadvantaged backgrounds, such as children in care, do not perform as well as their peers in school. The YiPPEE-project, funded by the European Union's Seventh Framework Programme (grant agreement n° 217297), sat out to investigate three areas related to these statements:

- What educational plans do young people from a public care background have and what pathways do they take?
- What hinders them from continuing to post-compulsory education? What facilitates?
- How are educational identities and trajectories in terms of class, gender and ethnicity constructed?

Under the guidance of Sonia Jackson and Claire Cameron at Thomas Coram Research Unit, teams were set up in England, Denmark, Hungary, Spain and Sweden respectively. Using as mixed method approach several studies were conducted; a literature review, analysis of statistical data and interviews with both young persons in or from care, local managers and "nominated adults" (carers, teachers, parents etc). Despite significant differences in welfare models, the organization of social care and child protection services as well as very different educational systems, and difficulties in comparing the national situations, remarkable similarities in the characteristics and experiences of young people who had been in public care were found. The family backgrounds of the young persons interviewed in all countries were very much alike. The majority came from dysfunctional families in which their lives were punctuated by recurrent crises. Many parents had problems with alcohol or drug addictions, committed criminal offences or suffered from mental disorders. In all participating countries young people in public care are hindered in their educational opportunities by disrupted schooling and deficiencies in their basic education, for which the school system does not compensate, and by the low priority given to education by social workers and carers. There was a broad agreement among all countries on facilitators as well as hindrances. From the young people's perspective the most important facilitators were stability of placement and schooling, being placed with

carers who gave priority to education, feeling that there was someone who really cared about them and their achievements and having sufficient financial support to pursue their educational aspirations. The more successful young people interviewed were strongly motivated to have a better life than their parents and clearly saw education as the pathway to that end. The presentation will, drawing on our experiences, discuss the methodological strength of doing comparative analyses as well as difficulties and possibilities. Based on the cross-national findings, a number of recommendations have been elaborated and will be presented in the workshop. Of these, three can be mentioned:

- Changes of care placement and school should be reduced to a minimum
- Transition to independent living should occur when the young person is ready
- Access to adult education is absolutely vital

Kristof Desair and Koen Hermans. Are integrated responses of child welfare agencies and domestic violence service providers desireable and feasable in Flanders? (Friday 15.30 h)

Integrated services, networking and multi-system approaches between child welfare and domestic violence services have been represented as the best responses in the context of child abuse and intimate partner violence. Not only has, regarding the problem analysis, the association between child abuse and intimate partner violence been demonstrated by social work research and practice (see for instance: Herrenkohl e.a., 2008), but collaboration of services tends also to be considered as the 'good' pathway for intervention. The 'Greenbook Initiative' in the U.S. and 'the modelapproach' in the Netherlands illustrate this trend. At the same time, research points to the difficulties of networking and cooperation between both types of services (Hester, 2011; Nixon e.a., 2007). This paper draws on action research in which we transfer this international knowledge and examine this problem analysis and the possibilities for an integrated intervention in Leuven, one of the major cities of Flanders (Belgium). More specifically, focus groups social workers from as well a child abuse service as a domestic violence service discussed the desirability and feasibility of combining their services. The main findings reveal that the international trend towards an integrated approach of child abuse and violence between parents is not easily transferred to the local context. Both organisations are committed to ending family violence and share the willingness to combine their efforts, but bottlenecks surface in different areas. Firstly, on the client-worker level problems arise, for example concerning the exchange of information about the family. Secondly, we encountered a common jargon but also differences in how meaning is attributed to the same concepts, like child abuse, domestic violence, systemic treatment, outreaching, ... Thirdly, on the organisational level, the integration of services is hindered by cultural and structural issues. Finally, on the more fundamental level of social work as a profession, we see divergent understandings the role of social work in addressing child abuse and violence between parents. More specifically, the matter if social workers demand a mandate to intervene in private issues and on what grounds, is at issue. Our paper discusses ways to deal with the bottlenecks in research and practice. We conclude with some remarks concerning the implementation of successful foreign social work practices in local contexts.

Alisoun Milne, Mary Pat Sullivan, Maureen Ray, Sally Richards, Denise Tanner, Christian Beech and Judith Phillips. Social work's other tragedy: The care of older people in the UK (Friday 13.30 h)

One of the key consequences of an increasingly ageing population is a significant growth in the number of older people with complex and heterogeneous needs requiring support from health and social care. How best to deliver cost efficient care and what specific interventions are most effective is the subject of considerable debate. In the UK, this discourse sits within an increasingly bureaucratized and regulated approach to social work practice, the uncertainties associated with the implementation of self directed care, and the loss of 'traditional' social work functions such as assessment and care planning. The marginalisation of work with older people is mirrored in social work education where it tends to be hidden in generic 'adults modules' and is eclipsed by teaching on younger people. Very few social work students express a desire to work with older people post qualifying and tend to hold negative views about the potential to do positive work. Gerontological social work academics also tend to work in isolation as their colleagues rarely share their interests. Both the United Nations (2002) and the International Federation of Social Workers (2009) have identified an urgent need to increase the capacity of the social care workforce to respond to the needs of an ageing population. In the US, the Hartford Geriatric Social Work Initiative has spent the last decade infusing the social work curriculum with ageing content, developing specialised practice learning opportunities, investing in gerontological social work academic leadership and research capacity, and funding research to develop a body of evidence. In Canada, the social work led and government funded National Initiative for the Care of the Elderly is developing evidence based assessment and intervention tools for interdisciplinary care including dementia care and elder abuse. Given the ageing profile of the UK population and the decimation of social work with adults there is now a critical need to evidence the effectiveness of social work with older people and coherently capture its distinctive contribution, roles, skills and knowledge base. A recent focus on ageing by the research councils, investment in social work research (e.g. the ESRC's Research Development Initiative) and the work emanating from the Social Work Reform Board offer a timely opportunity for such an initiative. The aim of this paper is to present the gerontological social work 'problem' in the UK using data from a survey of postgraduate social work academic departments, a rapid review of published social work research, a review of national data bases, and a comprehensive review of the international social work literature. Whilst the findings confirm that it is possible to quantify some dimensions of social work's shift away from older people, the loss of specialist social work practice and the impact of this on health related outcomes for older people and their carers is largely unexplored. That this process that has occurred gradually, and more by political stealth than evidence based action, has contributed to the fact it has not been captured. The paper concludes by proposing a way to take this agenda forward.

Øyvind Tefre. Deciding on Adoption: Exploring arguments used by child welfare workers in Norway, England, and the United States (Friday 15.30 h)

This paper explores how a sample of 304 child welfare workers from Norway, England, and the U.S. (California) consider, reason and justify their decisions. The ambition is, by identifying how social workers come to a decision in a specific case about adoption in the child welfare system, to obtain knowledge about important aspects in decision-making processes regarding children at risk. The expectation for the analysis is that workers from different child welfare systems, welfare states, and legal systems will weigh and balance differently between types of arguments and considerations when coming to decisions, reflecting differences in both the normative and the legal framework that informs the child welfare system. The study is co-authored with supervisor Dr. Marit Skivenes and based on a Vignette-Survey with 304 child welfare workers in Norway (9 child welfare departments, N=102), England (3 child welfare departments, N=101), and California (5 child welfare departments, N=101) conducted between January 2008 and June 2010. Participants were self-recruited and compensated for their time. This paper is based on a specific section of the vignette regarding 3 year old Benjamin who is wanted for adoption by his foster parents. Based on a presentation of the case background, facts, and current status respondents are asked what their recommended decision would be. This is followed by questions about what led them to this decision and what would have needed to be different for a different decision to have been made. The vignette combines questions where candidates are given fixed alternatives with open ended questions. Analysis of the Vignette combines the use of qualitative and quantitative techniques. The qualitative approach is used to categorize and interpret the answers to the open-ended questions, identifying common themes and patterns in each country, then a second stage compare the themes across countries. The survey also includes a series of background questions about the respondents as well as a section where they are asked to assess different aspects of their own child welfare system. Quantitative techniques are used to analyze the effects of these variables on the decision in the vignette. The analysis shows that in Norway only 58% of the sample of workers would prepare for an adoption, whereas in both England and California 91% of the sample workers responded that they would prepare for an adoption. The paper discusses and compares the different categories of reasons given by the child welfare workers between the three countries. The paper will contribute to the conference theme about where we stand on comparative studies. By comparing the reasoning that is provided by the child welfare workers and identifying how different norms and values as well as regulations are influential to the decision, the study may provide knowledge about how to compare certain aspects of social work decision-making processes.

Maria Inês Amaro and Francisco Branco. Shadows in the white city: poverty profiles and social assistance pathways in Lisbon (Saturday 13.30 h)

The present paper relies on a collection of 61 interviews with social assistance beneficiaries in the city of Lisbon. Departing from the analysis of the database of social services users and from the discussion with practitioners and researchers in the field, two main poverty groups were identified: 1) the working rationality group and 2) the non-working rationality group. For the first group, three poverty profiles were defined as a) working poor; b) young people out of the labour market; c) people in a permanent situation of unemployment. For the second group, four poverty profiles were set: d) vulnerable aged people; e) people with a health condition that prevent them from working; f) disaffiliated, and g) working age housewives. The study of the seven poverty profiles highlighted the commonalities of the cycles of traditional poverty in Portugal, but also showed some critical specificities related to each one of the ways of being poor. In the end, it was also possible to identify what we called "poverty traps", which represent critical events, situations or condition that alone or in combination lead almost inevitably to poverty. This refers to the "background trap", to the "de-qualified work trap", to the "depression trap", to the "loneliness trap" and to the "health condition trap". It was evidenced the difficulty of breaking the poverty cycles and the fact most part of the beneficiaries of the social assistance system in Lisbon belong to the traditional (old) poor categories. In parallel, a survey conducted with 600 families of the same population revealed that the two main motives to ask for social assistance are work vulnerability and health condition; that the cash benefits play a central role; the relation between beneficiaries and the system is in general long and that social assistance system is mostly important to reduce the poverty harshness, but doesn't promote people nor solve the problem of poverty. The exploration of these empirical results was articulated with recent researches in the field of institutional dynamics of social assistance schemes, regimes of local insertion and local welfare systems as well as with the insertion relationship and contractual experience of beneficiaries of minimum income and other social assistance benefits. The results of this research were discussed with the social caseworkers in the field. The authors engaged in a larger team to carry out the study.

Ute Karl and Ulla Peters. What is context in research ? – Epistemological and methodological perspectives for international research (Friday 15.30 h)

In comparative international social work research, implicitly or explicitly, context often refers to given structures (legal system, regulations, institutions, knowledge systems and professional identities) of the particular national (welfare) state. Context is treated as an independent and given system that frames interactions and helping processes in professional social work. Inspired by the critique of « methodological nationalism » in social research (Köngeter 2009) and by the request for transnationalization, we will address this perspective by asking how different qualitative research methods (Her-

meneutics, Conversation Analysis) andespecially their epistemological backgrounds, conceptualize context and with which methodological consequences. We want to know whether they are able to illuminate this implicite understanding of context. We will ask further in which sense the two methodological attitudes in question have different understandings of context and which different types of analysis and results are generated through these differences. The objective of the workshop is twofolded : 1. We would like to show that there are different levels that are relevant for the question of context and we ask how the explicite communication about what is understood as context is important for collaboration in international social work research. 2. We will also show how the researchers as situated subjects are involved in the research with their distinct membership knowledge. One strategie to discover the implicitness of the researcher's membership knowledge is the interpretation of the data in an international group. Our workshop will demonstrate how the discussion of context can be one strategy to irritate the methodological nationalism in social work research and theory. Our aim is to show that there are multiple and contingent answers to the question « what is the context » that focusses on different aspects and levels of research. Especially for international research it is crucial to clarify which context is meant when one refers to context, but also to see and keep the differences. We will demonstrate and discuss our thesis using different data from two research projects of the applicants: Institutional talk between professionals and clients in the Luxembourgian youth care system and institutional talk in German Jobcenters (section of the under 25) (Karl 2010). Exemplarily, we will discuss two transcribed segments of talk both from an interpretative, hermeneutic perspective and an ethnomethodological, conversation analytical perspective.

Christos Panayiotopoulos. **Mental health research as a tool for developing social work practice.   (Saturday 13.30 h)**

In the area of mental health, it is important before we proceed with the design and the development of community psychiatric services to be aware of beliefs and attitudes of those who will need to show acceptance and non discriminatory attitudes and attributes. By using the word ''those'' we refer not only to those people living in the community but also to mental health professionals and policy makers. In other words all those people who can either lead to social isolation or social integration of mentally ill. Despite the magnitude of mental health problems worldwide, mental health policy and service development is not a priority for the majority of governments. Many cases of deinstitutionalization (Greek Ministry of Health and Social Cohesion, 2010) though failed to achieve their targets. Some of the reasons were found in the lack of appropriate community psychiatric services, lack of knowledge of new approaches from existing mental health staff and lack of services for raising awareness. In Cyprus where mental health system has been transforming gradually but slowly according to WHO' guidelines since 1990's but without an official psychiatric reform, it is necessary before any major change to explore mental health knowledge of professionals and general population. Therefore the purpose of this study is to explore and identify attitudes, beliefs and mental health literacy of mental health professionals and general population towards mental illness as a first step to explain high numbers of mentally ill living as outcasts even today and produce some solid basis for further development. In order to do this the ASMI scale (attitudes towards severe mental

illness, Madianos, et al.,2011) was administered in both mental health professionals and general population as to compare stereotypes and optimism with regard to mental health patients and their abilities to integrate into the local society. Post-hoc comparisons (Bonferroni) indicated that professionals who have a post-graduate degree hold more negative stereotypes for patients with mental illness (M = 1.40, SD = .34) than those with a university education (M = 2.10, SD = .55) and college education (M = 2.01, SD = .61). In addition, mental health professionals who hold a post-graduate degree are less optimistic about the competences of a patient with a mental illness (M = 1.51, SD = .51) than those with a university education (M = 2.03, SD = .65) and college education (M = 1.96, SD = .59). However, social workers, in contrast with more developed social welfare systems, are totally absent from a system that needs them more than ever in order to promote social and vocational integration, raise awareness and support both families/relatives and professionals. Based on the data found from this study this paper will explore the impact of social work profession into the life of mentally ill people into the community. Lessons learnt from other systems and challenges from their implementation into the local context will be discussed.

Uri Kroch. A Focus group on Planning an International Guardianship Research Project (Friday 15.30 h)

Conference attendants are invited to participate in a focus group intended to develop an International Adult Guardianship research project, the purpose of which is to map the adult guardianship phenomenon. A preliminary needs list that wards and guardians may have and that social workers can be helpful in addressing will be sought. The need to map the needs in the adult guardianship phenomenon emanates from the fact that the ward population is sizable (more than 0.5% of the adult population, in many countries) and that the most affected persons involved in the phenomenon are the wards, who are a disenfranchised group in society, and may need to be empowered. The importance of social workers' interest in the phenomenon rises from the fact that the adult guardianship phenomenon is very much a family matter, because according to unofficial statistics, 75% of all wards have a family member as their guardian. This fact deprives the ward of a whole hearted family member's support, because – in most instances – a nearest family member is the appointed guardian, who becomes an officer of the court, i.e., a person who assumes a semi-professional role, which requires him/her to be a step removed from the ward. This situation leads to the ward's loss of the warmth that is expected from a significant member in the family. Participants at the focus group are welcomed to address all issues which they see as relevant to the phenomenon and deserve further inquiry, as well as the possible research methodology. Uri Kroch will present findings of a research he did on the experience of being a dependent adult.

Hellmuth Weich, Roger Smith, Jane Mclenachan, Jennie Fleming and Brian Stout. International Research and Exchange of Social Work Professionals between England & South Africa (Friday 15.30 h)

1. Background: De Montfort University was commissioned by Skills for Care (England) and HWSETA (RSA) to support social workers from different Local Authorities to undertake small scale research projects based on an international exchange with practitioners in South Africa. The purpose was to bring together practitioner researchers from the two countries to develop methodological skills, undertake joint investigations and share ideas and experiences with employers and academic interests in both countries.

2. Methods: Social workers from each country were paired and allocated a topic of investigation. They had to compare and contrast practices and procedures in each country during short exchange visits and develop ideas for shared learning and new approaches based on their findings. They developed and applied a range of methods as appropriate, and produced subject reports based on their analyses.

3. Results & conclusion: The researchers generated significant messages during the exchange but the scale of the project meant that these findings are essentially provisional and cannot readily be generalised. The university research team has derived some broad conclusions about the practical and methodological implications of this approach. We have confirmed that significant lessons were learned and that international practitioner research exchange could be developed further.

Chaya Possick. Complex Collective Trauma: The Emergence of a Theoretical Construct from the Case Study of the Aftermath of a Terrorist Attack (Friday 15.30 h)

On Friday night, March 1,, 2011, two Palestinians armed with knives climbed over the security fence surrounding the West Bank settlement of Itamar. They entered a family's home and stabbed both parents and three of the children to death. From the moment the news of the disaster broke until the present, a multidisciplinary team of psycho-social and educational professionals from the Shomron Regional Council together with local community leaders intervened on various levels—community, school, group, family and individual. A unique aspect of this traumatic event is the multiple and often interlocking circles or levels of exposure/vulnerability: 1. Those who were directly exposed to the sight of the atrocity—the bodies, the site of the attack, the surviving children with bloodied clothes. 2. The entire community who was instructed to barricade themselves at home immediately following the attack, since the terrorists might still have been at large. 3. The families of local professional and volunteer security personnel who immediately left their families at home to search for the terrorists and possible additional victims. 4. Those who experienced a "near miss"—immediate neighbors, families who the terrorists bypassed. 5. Close friends of the parents and children who were killed and suffered traumatic loss/bereavement. 6. Those who had experienced pre-

vious terror attacks and losses including the infiltration of a family's home in 2002 resulting in the murder of the mother and three of her children and the serious wounding of two children. (Itamar has lost 20 people to terror attacks, about 10% of the population.) 7. The entire community who continues to be vulnerable to terrorist attacks in the future. While the terrorist attack in Itamar and its aftermath is a very particular and unique disaster, we posited that a systematic case study of the reactions of the residents and the community as well as the professional intervention team could add to the general understanding of collective trauma.

Method: Data was collected four months following the murder from protocols of meetings of the intervention team and in-depth interviews with the two professional team leaders, ten social workers and psychologists who worked with individuals, families and groups in Itamar, and four residents of Itamar who are community leaders who fulfilled roles in the disaster intervention team. This presentation will focus on the research process which led to the development of the theoretical construct of complex collective trauma involving a significant disruption of place attachment. This process provides an illustration of how case study research of a very particular and unique context can lead to a broad understanding of trauma and post-trauma that has practical implications for social work intervention in other very different contexts. There will also be discussion of how researching politically sensitive and controversial situations may impede the dissemination of relevant knowledge.

Heather Ottaway. **Brothers and sisters no matter what? An exploration of adopted people's birth sibling relationships across the life-span. (Friday 15.30 h)**

Background and purpose: Sibling relationships are complex, many-faceted and arguably one of the least understood human relationships across different continents and cultures. For siblings brought up together, the relationship with a brother or sister is likely to be one of the most enduring life relationships, and one that can potentially last longer than the relationship with parents, partners and children, yet these relationships are significantly under-researched, especially within social work. Very little is known about the long-term experiences of adopted people with their birth siblings, although the number of adopted children in the UK who have siblings is extremely high. This qualitative PhD research study has aimed to provide a greater understanding of these relationships by answering the following research question: "how do adopted adults experience and make sense of their birth sibling relationships across the life-span?" In-depth semi-structured interviews were undertaken with 20 adopted adults (age range 22 – 75 years), with the sample consisting of adopted adults who were separated from their birth siblings through adoption, with or without contact in childhood (n=18) and those who grew up with some or all of their birth siblings (n=2). The data was analysed using a grounded theory approach.

Key findings:

- Defining birth siblings as 'brothers and sisters' usually took time and involved developing connections that went beyond the biological to emotional, social and/or cultural connectedness. It was a status that often had to be 'earned' over time, and elements of choice were present about whether siblings were regarded as brothers and sisters 'no matter what'.

- Meaningful and satisfying relationships with birth siblings were possible in adulthood, which required investing time and effort on both sides, but there were often significant barriers to overcome. These included lack of knowledge about birth siblings in childhood, differences in levels of mutuality and reciprocity, and the levels of communicative and structural openness of adoptive and birth family members.

- Birth siblings have an important and unique role to play for adopted people post-reunion, and the relationship is practiced in ways that are different to contact with birth parents.

- Relationships were not static but changed and developed over time, and participants had different relationships with different siblings in the same birth sibling group.

Implications for practice: This research study has clear messages for adoption practice development regarding children with siblings who require adoption today. These include taking more account of the changing nature of sibling relationships over time when assessing sibling groups, the importance for adopted people of knowing about the existence of birth siblings in childhood, and considering how to support adopted children and their families so birth siblings can develop meaningful connections to one another in childhood. Whilst the context though which children are adopted varies internationally, the findings in this study about the meanings and experiences of adopted people's birth sibling relationships across the life-span have resonance across different countries, whether children are adopted as babies domestically or internationally, or as older children with established sibling relationships.

Wim Nieuwenboom. Virtual case based knowledge systems: A Chance for Social Work Research? (Friday 15.30 h)

Information and Communication Technology has disclosed a wide scope of possibilities to build networks to exchange information and share knowledge relatively independent of time and space. Whereas many of the well-known virtual social networks are targeting a wide public and used for a variety of purposes both in leisure time and on the job, there are others that explicitly aim at certain professional groups. This presentation focuses on the work with the Dutch platform Casus Consult, which is designed explicitly for social workers to discuss cases in a virtual space in communities of practice. The question put here is how and in what way these discussions and the database of cases that emerges out of these could offer new ways and possibilities for research, such as single case studies, the unveiling of tacit knowledge among professionals, and studying the influence of social context variables.

Marina Meeuwisse. Social work research in the international context: the challenges of comparison and generalisation (Saturday 13.30 h)

For decades policymakers have concerns about the city, the safety and livability of vulnerable areas that are under pressure. The persistent problems in these areas are not easily cracked. Concerns about neighborhoods, poor housing, and bad living conditions exist since time immemorial. Theories that possibly explain these problems are limited to a division between 'socials' who perform social scientific research on what is called the 'soft city', the social textures in a city, and 'physicals' who from their expertise, research the 'hard', built city, generally with philosophical investigations. Although researchers from design disciplines and social studies have done outstanding efforts to lay a finger on these problems, there is still a watershed between the different disciplines; even in social research there is discussion on definition and methodological approaches. Both disciplines base their scientific thinking on the idea that architects, urban planners and residents design the city and urban life. And both disciplines have their own views on that issue and consequently its own arsenal of solutions to tackle problems. In a review of the concepts used by the distinguished disciplines it is argued that both disciplines employ corresponding topics that traditionally are topics of research in psychology (Meeuwisse, 2011). Based on this an instrument is developed to investigate the idea of the city from an interdisciplinary perspective. This will be outlined in workshop 2 How to use visual r esear ch as a method that combines insights of physical and social r esear cher s in cities? It addresses questions: What is the current relationship between social work theory and research? What are the possible ways that social work researchers can collaborate across regional and national boundaries? What examples of good practice can be developed in this over the coming years?

Karin Kämpfe. The Capability Approach as an international comparative tool – (Extracurricular) Education and Capabilities in modern immigration societies (Saturday 13.30 h)

Background and purpose: Even in rich countries, questions about social inequality are increasingly being discussed by underlying the Capability Approach as theoretical and normative framework. This approach has been developed by Amartya Sen and been pursued by Martha Nussbaum. It is based on societal- and equity-theoretical considerations about welfare states and a multidimensional understanding of human well-being. The oral presentation focuses on the question, how far the Capability Approach is to be suited as an international comparative tool within scientific research. The setting is located within the contexts of integration and education policy in Germany, France and the Netherlands with a special focus on extracurricular education for children with migration background. Education and formal educational achievements are the main basis for social participation, recognition and finally material wealth in modern welfare states. Due to this fact, all of the countries to be examined are demonstrating a systematic reproduction of social inequality. Persons with a migration background are particularly affected. A wide range of preventive and compensatory programs within

and outside school systems has been established with different political legitimization and subsidization in the three countries.

Results: The Capability Approach has been operationalized in several ways and by different authors. A collection of determinants and indicators offers a flexible adaptability to individual research projects. First steps have shown that this approach is an appropriate tool for comparing welfare states at all levels of society. Since my PhD-project just started, substantiated results can only be obtained within the following months.

Conclusions and implications: In addition to content-related aspects about extracurricular education in modern immigration societies the presentation focuses on the theory-based approach. The aim is to present the current state of research as well as to give suggestion for further research projects and evaluations. Furthermore, the presentation gives insight into my own international comparative study, which will be put up for discussion.

Reference to my own research: The basis for the presentation is my PhD-project (03/2011-03/2014) which includes the systematical recording, contextual embedding and juxtaposition of concepts and forms of extra-curricular programs for children with migration background in Germany, France and the Netherlands. The Capability Approach was chosen to serve as comparative tool. The intention is to figure out in which way the different political macrostructure is being manifested in the meso (institutions) and micro (participants) levels. Furthermore the enhancement of capabilities and functionings of children by participating in such programs will be a main concern. Focus groups with young people, expert interviews and documentary analyses will be conducted at a later stage.

Anita Lightburn, Cinzia Canali, Chris Warren-Adamson and Wendy Rose. A productive cross national collaboration to advance national policy and practice in children and family services (Friday 15.30 h)

Lessons learned from the past ten years of an international association will be overviewed as an example to involve workshop participants in developing productive cross national collaborations that includes reviewing a recent project developed to improve outcomes in the human services. The past decade of the association's cross national work has involved sponsorship from two MSW graduate programs in the US and a major European Foundation, and host universities in the UK and New Zealand. The association's goal of advancing the 'transportable' in social work research to inform policy, practice, and program evaluation and research has resulted in a productive collaboration. Central themes in the workshop include cultivating collaborations across countries involving schools of social work, foundations and public service providers, and identifying what has sustained the work; developing cross national projects from research studies, to publications*, conferences, seminars and teaching; keeping the network alive – the ongoing work of securing sponsorship; and the benefits of sitting at the table with each other and listening and sharing concerns, experiences and lessons learned. Particular challenges for review, depending on interest include methodological perspectives, language, policy and cultural contexts, national priorities, resources, dissemination

strategies, practicality, and relationships between field and academia. The workshop will engage participants to support new developments that will promote ways of supporting evidence based practice across the globe. A case example of a current association project: a new collaborative publication: Generating Good Outcomes in Human Services, editors – A. Lightburn, C. Warren-Adamson, W. Rose, J. Aldgate and C. Canali will provide a means for analysing the transportability of the varied approaches to improving outcomes. This cross national project reflects many of the issues identified in the conference aims and objectives to be considered by members of the association and workshop participants. All involved in the workshop will explore how this cross national work can have relevance in meeting local needs in their different countries, considering the recent political and fiscal realities, with the on-going goal of improving outcomes through research and evaluative work. The structure of the workshop will be in two parts: Part 1 will include a power point presentation about the association and the ways in which we collaborate, our challenges, and highlight lessons learned. Then participant involvement with association members will explore issues in developing cross national collaboratives to further an evidence base for practice. The results of this discussion will be summarized. Part II will involve interactive small group discussions facilitated by association members to examine a current association project that aims to generate good outcomes in the human services. Particular contextual realities will be considered as background for exploring effective ways to move forward to realize the goal of working with policy makers, service providers and local communities to advance practice with the best available evidence. Expected output: participants will be invigorated by their experience of the workshop, with ideas on how to pursue collaborative opportunities either nationally or cross nationally, between academics and service providers.

Cinzia Canali, Tiziano Vecchiato, Hans Grietens and Jane Aldgate. **Fostering research that supports effective social work practice with children and families: cross-national challenges and opportunities (Saturday 13.30 h)**

The workshop is proposed by the International Association for Outcome-Based Evaluation and Research on Family and Children's Services (iaOBERfcs). The Association is composed of a group of scholars in the arena of social and integrated services who have been invited to come together to work collaboratively on descriptive and comparative evaluations and research. The Association has been able to meet annually, in the various countries of its members, since 2001. We propose this workshop for representing our theoretical perspectives and/or practical examples of outcome evaluation, embedded within the cultural and national perspectives of Association members from a variety of countries. The aim of the workshop is to highlight approaches used by iaOBERfcs members in developing outcome-based approaches.

Findings from research: Members of iaOBERfcs will provide the results of specific research they are involved considering the aim of the proposed workshop:

1. Getting to outcomes: lessons from Scotland (Jane Aldgate, Scotland)

2. Including children's perspectives in outcome research: What do we learn? (Hans Grietens, The Netherlands)

3. The DCE Classification: An International Approach for comparing services for children and families (Tiziano Vecchiato, Italy)

The workshop will be co-ordinated by Annamaria Campanini, Bicocca-University of Milan Presentations are based on collaborative research and refer mainly to the point 6 (What is the scope and significance of research for practice development?) because they describe findings from research and their usage in daily social work context.

Anita Lightburn, Wendy Rose and Chris Warren-Adamson. Opportunities with a developmental evaluative framework to support the use of evidence in policy and practice: cross national themes that meet the challenge of complexity (Friday 13.30 h)

Opportunities experienced in work with a developmental evaluative framework are examined in building an evidence base with the aim of improving outcomes in the human services. Contrasting experiences of research-field collaboration in the public policy arena, with community-based agencies and in professional education in the UK and the USA will be reviewed. Exploration of common themes relevant to the success of these different endeavours will be explored. Examples include a current pilot in a large metropolitan area where a six site study in the USA is involved with program innovations to help people in transition (such as homeless people from shelters, women from domestic violence situations and moving from prison to community). From the UK, there is an example of research collaboration with Welsh Government policy makers and child protection professionals to reform the national system of reviewing cases of child deaths and serious injuries in order to learn lessons for future practice. Three community-based agency projects in England have lessons for researchers seeking to support professionals in using evidence in their day to day practice. The substantive theoretical and research process that has been identified in Michael Quinn Patton's (2011) recent explication of developmental evaluation provides grounding and focus that will be illustrated in shared themes drawn from the above work. In response to constantly changing political, economic and social landscapes, it is argued that there is particular relevance evaluation anchored in complexity theory that has unrealized potential to support policy and practice innovation. Themes to be reviewed include

- defining the import of developmental evaluation that takes account of adaptations in practice in response to contextual factors and local circumstances
- the collaborative process of synthesising practice evidence and knowledge from theory and research in order to build a strong evidence base for improving outcomes
- co-evolution of bottom-up top-down work creating relevant qualitative and quantitative evidence for developing policy and practice innovation: generating shared commitment and ownership through exploration and negotiation

- the importance of pursuing sensitive outcomes that register small steps along the way in program implementation, recognizing the process of adaptation and innovation inherent in achievements that provide building blocks for larger scale or over-arching recognised outcomes
- the personal factor (Patton 2011:56) as a key determinant of impact – 'the leadership, interest, enthusiasm, determination, commitment, assertiveness, and caring of specific, individual people': fostering and promoting this essential relational quality in the academy in collaboration with the field.
- researchers knowing and engaging in the context of policy and practice as a collaborative endeavour with staff and program participants
- the search for the holy grail of how to encourage the habit of research amongst practitioners in adverse times and climates.

The presenters are fellow members of the International Association for Outcome-Based Evaluation and Research for Family and Children's Services (iaOBERfcs) who have worked together over several decades and who, with other colleagues, are editing a book in which these themes are developed, Generating Good Outcomes in Human Services.

Mansoor Kazi. Demonstration Workshop: How to achieve 100% realist evaluation of all education, social work, health, youth justice and other human services: Example of Chautauqua County (New York) and Moray Council (Scotland) (Friday 15.30 h)

This workshop will demonstrate how realist evaluation strategies can be applied in the evaluation of 100% natural samples in schools, health, youth justice and other human service agencies for youth and families. These agencies routinely collect data that is typically not used for evaluation purposes. This demonstration will include new data analysis tools drawn from both the efficacy and epidemiology traditions to investigate patterns in this data in relation to outcomes, interventions and the contexts of practice. The demonstration will include practice examples drawn from the SAMHSA funded System of Care that has enabled a 100% evaluation of over 40 agencies in Chautauqua County, New York State; and education, social work and youth justice services in Moray Council, Scotland. The 100% evaluation strategy utilizes a new approach to evidence-based practice based on realist evaluation, with the central aim of investigating what interventions work and in what circumstances (Kazi, M.A. F. (2003). Realist Evaluation in Practice, London: Sage publications). This approach essentially involves the systematic collection of data on 1) the client circumstances (e.g. demographic characteristics, cultural differences and needs, environments in which people live and function, and the nature of baseline target problems); 2) the dosage, duration and frequency of each intervention in relation to each client; and 3) the changes in the outcomes as observed through 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. 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. This analysis can be repeated at regular intervals and helps agencies to better target their interventions, and to develop new strategies for users in the circumstances where the interventions are less successful. The evaluators assist the partner agencies in the repeated use of a reliable outcome measure (e.g. mental health & school outcomes) and the regular updating of information on an electronic database. We will use real databases to demonstrate how the realist evaluation strategies can inform future practice. The main purpose of the realist evaluation is to utilize the data already collected by each partner agency, and to help each agency to investigate where it is more or less likely to be effective. This evaluation strategy utilizes methodologies from both the effectiveness research traditions and epidemiology to investigate what works and in what contexts, providing regular analyses to inform practice as it unfolds naturally. This demonstrating will show how evaluation itself is valued when applied as part of daily practice, and the partnership between evaluators and human service agencies to utilize findings to inform practice at regular intervals.

Thomas Geisen and Pat Cox. **Comparative Research in Social Work into Migration Issues: From Local to National and International Contexts (Saturday 13.30 h)**

Social work research into migration issues has developed slowly in recent years, however research on this topic is not extensive. Whereas after the first PISA study in 2000, migration has become a major focus of research in education, the range of migration-related topics within social work research remains small, resulting in a limited contribution to social work knowledge from migrant peoples themselves. Given the increasing emphasis on social work as a global endeavour: for example, work by Guru (2010); Hugman et al (2010); Negi and Furman (2010); Reutlinger et al. (2010); Homfeldt et al. (2007); this apparent lack of research interest is surprising. In addition, there is very little personal and institutional continuity in empirical research in the different fields of social work and very few comparative international research studies. In social work theory migration is not widely explored or discussed; basic terms and concepts, e.g. 'migration' itself, are often not clear in its meaning and fit for social work theory. For social work theory and practice it is essential that some agreement on concepts and terminology can be reached concerning who is it who wants to describe themself/themselves as a migrant person/migrant people; who might need to be described thus or addressed as a migrant person and who not, for example, members of the 2nd, 3rd, … Xth generation. And also by focusing on local and national situations, it is often not so clear what meaning migration really has for social work practice and what knowledge and competences are needed to respond to migration issues. By focusing on local and national situations there is also the question, for example in migrant families: Who belongs to that family and who not? What are the geographical areas which are connected with each other by family network relations and how and for what do they work with each other? For social work there is also the question how to address not only individuals but as well

migrant families and migrant communities, including also communities from which migrant peoples move. This paper focuses on social work research into migration issues for young people and presents findings from a systematic literature review. Based on this review and with reference to their own research, the authors discuss and analyze some of the difficulties in social work research into migration with young people which can be identified and what the possible contribution of international comparative research might be in developing and improving social work knowledge and practice with migrant peoples and sharing that knowledge across national and international boundaries. This paper is based on the co-operation of both authors in research, beginning in 2004.

Linda De Chenu. The importance of the use of typology in a comparative research study of suicide prevention policy (Saturday 13.30 h)

This session presents research that compares the influence of national institutions and policy making styles on the construction of suicide prevention policy and practice in Norway and England in the context of international policy development. The selection of countries for comparison was informed by differences in the dependent variable of policy outcome because unlike the English policy the Norwegian policy transferred a model of community prevention initiated by social workers . The MPhil research on which this session is based can be described as an individual 'safari approach' which is restricted to a comparison between the two countries. International policy making in suicide prevention was stimulated from the 1980s by WHO and has formed a wider context for waves of national policy making and internal and external policy transfer with implications for social work practice. The research deployed a staged contemporary history qualitative case study methodology to develop holistic analyses of the development of each country's suicide prevention policy. The research included methods of in depth interviews with policy makers, analyses of official documents and secondary literature. The early iterative process of the case study research identified links between the national contextual factors and the national policy process and policy content. To analyse and compare the case studies it was important to identify analytic categories that could be applied to deepen the analysis of policy context, process and content in each national case study. The application of typologies and continuums is advocated in the session as appropriate for such case studies so that the typological categories when analysed in each country can be compared on a 'like for like' basis. This session discusses typologies of problem definition which are derived from the US literature of applying public policy analysis to welfare policy under the tradition of 'Speaking Truth to Power' (Wildavsky ,1979). Typologies of problem definition were used to analyse the arguments used in policy making and the design of policy and practice in each country. Problem definitions portray a problem and can be identified as causal arguments, arguments concerned with the severity of a problem and the portrayal of problem populations (Rochefort and Cobb, 1994, Stone, 2002). The session discusses how such use of typology can deepen the research findings and provide variables that can be incorporated in the holistic and comparative analyses. The overall research findings highlight how national governmental separations of power give interests access to policy making which influence the problem definitions and policy design. For example the Norwegian institutions enable experts in suicidology, to instigate policy change. Links are made between interests and prob-

lem definitions and the construction of practice and the implications for service users. The session argues that a comparative study highlights similarities and differences and explanations for their causes can be suggested.

Patricia Alvarado Sánchez, Leonor Cantera Espinosa and Maria Angélica Benavides Andrades. Social crime treatment of injury: reflections from the gender (Poster)

This work is a bargaining chip in the empirical study "Women and Crime of injury: a view from the theoretical perspective of gender" (Alvarado, P., article for the degree of Master of Research in Social Psychology from the Autonomous University of Barcelona, 2009 .) Aims to reflect on the narratives in the social implications of women classified as having committed a crime of injury to the partner (aggression against the partner), who are serving sentence under conditional measures of non-custodial. This research attempts to answer the following question: what are the effects of these women's experiences in their own daily lives?. This study used a qualitative methodology; specifically 4 cases were analyzed through content analysis. It collected stories of violence, characterized by a dynamic relational violence in describing the offense of injury in a context of self-defense, etc., and realize the isolation and loneliness is intensified when convicted for the crime of injury. We conclude that in this type of crime takes an important place gender theory, since it is possible to explain how gender roles emerge as expected, social and legal inequality when attempting to solve these crimes and their subsequent treatment. One implication of this study for social work research is the problematization of the phenomenon of intimate partner violence, making visible their social consequences. It also envisions the development of knowledge from the deconstruction of dichotomous categories such as victim / perpetrator and how it affects the legislation breach in women, the development of prevention policies and practices of social intervention at the individual, group and community levels, including elements such as the field of symbolic violence against women (in which they operate subtle mechanisms of control, mainly from family and institutions).

Theano Kallinikaki. "Reflections on qualitative evaluation of social work in foster care: the user's perspective" (Friday 13.30 h)

Ever since there were children, without or under insufficient care, or exposed at risk of maltreatment and abuse, there were also people, undertaking their own protection, under social workers' mediation and support. The purpose of this presentation is to draw on the main characteristics and the development of the foster care and of the social worker's role and contribution to it, in Greece, as they were valued from 15 individuals, aged between 18 to 26 years, who grew up in foster families. This research consisted of in depth interviews, type recorded and transcribed in full. According to the findings, foster care was applied for infants and children with heaviest familial background (mother's death or long hospitalization, disappeared or imprison father, abandoned disabled

babies), initially placed in institutions (for 3-4 years), and it was a long-term -"for life" placement (12-17 years and is continuing). It built deep and strong bonds and relationships mainly with the foster mother and her children, after some difficulties at the early stages of placement, and led to the cut of the relations with the natural nuclear and extended families. Highly important was the social worker's sex (female), young age, and the face to face relation they had with her during regular home-visits. The presentation reflects on their descriptions of the social workers' "extra abilities": to select "suitable parents", to "really listen" and support them, and to make things happen, while they were very skeptical about the implementation of the professional foster care in Greece.

Stefan Koengeter. **The transnational production of knowledge of the settlement house movement   (Saturday 13.30 h)**

In my talk I will present findings from a historical study on the transnational settlement movement in Canada and Germany at the beginning of the 20th century. The "social settlements" in the big cities of industrialized countries represent milestones in the history of social work. They play a crucial role in the transnational development of social work, a process through which knowledge acquired from urban agglomerations gained currency in other big Western cities, Toronto and Berlin, for example. The transnational production of knowledge by the settlement movement is examined here, in particular the transformation of knowledge during the transition from one nation-state context to another. The talk will elucidate,first of all, the transnational history of the settlement house movement and the different translations into the various national and local contexts; second, their influence on the subsequent development of social work in Canada and Germany; and, third, the practices involved in the diffusion and transformation of knowledge.

Sietske Dijkstra and Susan Elmer. **Why stop now? Models of professional intervention to stop men from continuing family violence. (Saturday 13.30 h)**

Background and scope: While recognising that social work policy and practice are culturally specific, we recognise that there are cross national common themes in family relationships, including male perpetrated family violence. In this workshop presentation we outline and examine these common themes and the extent to which different groups of practitioners share commonly held perceptions about the most effective models of practice. So far, an effective domestic violence intervention, or a model or treatment which is superior, is lacking (Babcock, Green & Robie 2004). This presentation outlines the findings of three qualitative studies carried out in Holland (Lünnemann et al, expected; Dijkstra and Balogh, expected; Scott et al 2004) the UK (Elmer et al 2011) and the USA (Dijkstra, 2011). In each study expert professionals, women survivors and in some cases men themselves were interviewed. Men were asked to express their understanding of the behaviour towards their partners and children, exploring their power relationships within the family. Practitioners were observed in

some cases and asked how, as professionals, they intervene to disrupt patterns of abusive behaviour. Both the practitioners and some experts were asked how they perform risk analyses; how they provide help, support and ensure safety for vulnerable women and children and how they promote insight, motivation and a desire to change. Collaboration between us has enabled us to develop a shared analysis and understanding of how issues of family dynamics and personal identities in different countries and settings can prompt men to abuse their partners. Our main question in this workshop is how (early) intervention can contribute in preventing partner violence of abusive men in the future. In this presentation we outline a coherent model for practice to stop men from continuing domestic violence. This develops the following concepts and cases:

- Early intervention at the point where men are identified as perpetrators of domestic violence with associated sanctions and support to challenge and change their behaviour, including recognition of feelings of power and powerlessness, also based on group work with abusive men in Duluth (Dijkstra, 2011).
- Analysis of in depth interviews with 26 battering males of ethnic minorities on the abuse of partners, the justification for the violence and their relationships and fathering of the children (Lünnemann et al, in press) and an analysis from the point of view of shelter work based on some interviews by telephone with men who abused their partner (Dijkstra & Balogh, in press).
- Analysis of in depth interviews with women survivors about their experiences of help seeking and the consequent changes in their thinking and behaviour (Elmer, 2011).
- Group work with male perpetrators to effect change in their thinking and subsequently their behaviour as fathers. More specific information on the preliminary findings of a Dutch pilot of the Canadian programme Caring dads (Scott et al, 2004) for two groups of men who abused their children or their partner.
- Work with women survivors and their children. This includes group work with women to ensure their safety and protection, to challenge their personal identity including their belief in their own powerlessness and resistance they may feel to seeking help from social work agencies, to help them develop insight into the consequences for their children and confront fathers with their ways of bonding with the children (Elmer, 2011, Scott et all, 2004).
- Integrated work between agencies to avoid the revolving door experience of women and men making multiple attempts to seek help from difference agencies and experiencing differences in their responses.

Policy and practice Implications: Evidence is provided for practitioners to adopt a multi strategy model of intervention including early interventions, which have been used successfully with women survivors and their children, and abusive men, preventing further escalation of violence and associated abuse or neglect of children present in the family home. The challenge is to work skillfully with the different perspectives of members in the family system, including the network, without losing rigour for the (future) violence. The next step could be questioning children and youngsters on the violence of their fathers or mothers partners.

Clara Santos, Helena Almeida and Cristina Albuquerque. Contributions of the Method of Comparative Studies for Social Work (Friday 15.30 h)

Comparative studies have been the object of several discussions in the academic and scientific world about its relevance and scientific rigor. Comparative research represents one approach in the spectrum of scientific research methods and in some ways is a hybrid of other methods, drawing on aspects of both experimental science and descriptive research. Due to its apparently methodological inconsistency, one of the major problems associated to it refers to the use of categories which can have different readings according to the geographic, cultural or symbolic contexts where the investigation takes place (for example by using different definitions of social exclusion). Nevertheless, the use of comparative research in Social Work has been widely used due to its flexibility and for the opportunity to obtain different frames of analysis and rich outcomes contributing to knowledge construction, not just of a particular object of study (as already mentioned the case, for example of social exclusion), but also because it allows to obtain information of how a particular phenomenon can assume differentiated contours in diverse contexts or by promoting patterns of social intervention inspiring public policies and the development of Social Work professional practice. From this perspective, what is intended with this article is, in a first moment to critically discuss the potential and the vulnerable elements of comparative research to Social Work, for in a second moment to present a documental research based in the structural and procedural constituents of the comparative studies in order to create political and professionally framework that can improve the scientific growth of the profession of Social Work.

Sally Holland, Donald Forrester and Anne Williams. Measured change: researching the effectiveness of an intervention with families affected by substance misuse and child welfare concerns. (Saturday 13.30 h)

This paper concerns an issue of international concern: intervening with families where there are child welfare concerns due to parental substance misuse. It will have three main aims. Firstly, we will describe how we implemented a quasi-experimental retrospective research design to evaluate the effectiveness of an intensive intervention with families. There were a number of difficulties in maintaining the quasi-experimental design in the field and we will explore the challenges and achievements of implementing the research. Secondly, we will present quantitative and qualitative findings from the project. The third aim is to address the 6th conference question 'What is the scope and significance of research for practice development?' We will also briefly consider the first conference question 'What are the various ways in which locally collected research results can be transferred or generalised?' as the research involves a US programme, Homebuilders, adapted and transferred to the UK. The research was based in the Option 2 project in Cardiff, the capital city of Wales. The project works with families on an intensive basis over a period of four weeks, with some follow-up.

Families referred when the service is full receive usual mainstream services and therefore provide a natural comparison group. There is no waiting list. The research project followed up 27 families with 84 children. Data collection involved completing in-depth qualitative interviews with at least one parent (and partners and older children if available) and standardised measures of family environment, children's strengths and difficulties, current substance use and general health. Quantitative results are limited due to recruitment difficulties but they support the findings from an earlier evaluation that Option 2 reduces children's entry into care and does not inadvertently cause harm by enabling children to stay at home who are subsequently harmed. Option 2 significantly reduced parental substance misuse in our sample and appears to be particularly effective with users of illicit drugs. Parental welfare is enhanced. The qualitative data are, we argue, an important dataset in that they include detailed reflections from parents of how their substance misuse affected parenting and family life over time. All, by definition, had been assessed and monitored by child protection services and this participant group are understandably often reluctant to discuss their parenting in depth. Engagement with services, levels of family violence and definitions of 'good-enough' parenting will be the qualitative themes discussed in this paper. The paper will conclude with a discussion of the merits and challenges associated with both experimental and process evaluations of social work interventions, how findings may contribute to practice development and the transferability of research results beyond the local context.

Jim Rogers. A survey of the knowledge and attitudes of care home managers in relation to Deprivation of Liberty Safeguards. (Friday 15.30)

Background and purpose. The Deprivation of Liberty Safeguards were introduced as an amendment to the UK Mental Capacity Act legislation, and in order to ensure compliance with the European Convention on Human Rights as enshrined in the UK Human Rights Act 1998.The safeguards apply to those resident in hospitals and care homes who are lacking in mental capacity. Managers of care homes are the key decision makers with regard to this process and play a crucial role in assessing whether a resident is deprived of liberty and whether an application needs to be made for this to be legally authorised. We sent questionnaires to managers of almost 300 registered care homes in one UK local authority. We followed this up with interviews with a selection of those managers who responded. We are not aware of any other completed research in relation to this important legal area and none which analyses the pivotal role of care home managers. Full data will be available by the time of the conference. Preliminary analysis of questionnaires indicates several key themes, including confusion in relation to the definition of deprivation of liberty and the difference between restriction and deprivation; and lack of awareness of legislation generally and of the Human Rights Act specifically.

Implications and relevance. We aim to relate our study and findings to the following two of the conference themes. 1. Ways in which locally collected research can be transferred or generalised. Whilst the context, culture, funding and legal framework governing care homes in the UK may differ from

that elsewhere in Europe, the major driver for the legislation in question is a European rights convention and lessons may be drawn from the UK experience for managing deprivation of liberty across Europe. For example, legal experts have recently drawn parallels between the situation which pertained to deprived persons in the UK prior to the implementation of this legislation, and that of many thousands of people subject to long term placements in residential care homes in central and eastern europe. (Cojocariou and Duffy, 2010). Those experts have urged these countries to develop less restrictive alternative care arrangements and some of the ways in which deprivation of liberty is avoided or managed in the UK may provide useful pointers in this regard. Our presentation will use this small scale local research as a vehicle for discussion of the different cultural understandings of liberty and different interpretations of article 5 of the European convention across different European care settings. 6. Scope and significance of research for practice development. One of the very specific aims of our project was to generate findings which would directly influence and improve the training of those involved and to help generate some practice guidelines for care home managers and social workers. We aim to produce guidelines which will help social workers to give clearer guidance and will help social workers and home managers to make clearer and more consistent decisions in relation to deprivation of liberty.

Jonathan Parker and Sara Ashencaen Crabtree. Problematising international placements as a site of intercultural learning (Friday 15.30 h)

This presentation discusses the outcome of a three-year British Council funded research project promoting UK student mobility. The funding served to support an evolving programme of international placements for social work students at Bournemouth University, in keeping with the University's strategic aim of the internationalisation of the curriculum. The sustainable development of the placements was created through the forging of Memoranda of Understanding with two participating universities: Universiti Malaysia Sarawak in East Malaysia and Universiti Sains Malaysia in Penang. The dilemmas of how such partnerships may be fostered to mutual benefit in terms of expectation and reciprocation are considered here, which has relevance to international partnerships between institutions where, for example, significant socio-economic differentials may exist. The drive of HEIs towards internationalisation as an attractive student option in an increasingly competitive marketplace in higher education. This demands that academics need to grapple with the issue of sustainability and to be clear about the pedagogic value of international placements, given the complexities of such arrangements, and the potential risk of imposing hegemonic cultural values and knowledge in often poorly understood cultural settings. Furthermore, the need of students to be able to adjust to and make use of such experiences in their future practice appears to require a flexible outlook in which uncertainties are key in negotiating novel and challenging situations. The placements included a research element which focused on the process of student learning in an unfamiliar cultural context. Students were asked to complete a written daily log and a critical incident analysis. This raw data collected by the students was shared with the research team. An analysis of data indicates that the concept of liminality is useful in understanding the transitions experienced by students in prac-

tice learning. Student responses to the new cultural environment and adaptation to it are explored in this presentation, as are their confrontation with professional and personal values which may differ markedly from their own, and how these are duly reflected on in terms of the mediation of the domains of familiar and unfamiliar 'cultures' and disciplinary practices. Some of the issues arising from intercultural difference, within individual students, often dependent on backgrounds and experiences, and between placement sites are explored and the problems of intercultural knowledge and cultural competence are highlighted. Such value-based approaches represent received wisdom within social work education but are often under-researched. This paper challenges (seemingly) apotheosised wisdom of Western intercultural competences in education and calls for a deeper, honest reflection of personal experiences of being-in-the-world.

Martijn Van Lanen. Why do social workers do what they do? (Friday 13.30 h)

Introduction: In an age of globalization and international exchange of technological innovations and products, one often wonders to what extent this increasing volume of internationalization also applies for innovations (e.g. methods and approaches) in the social sector. Does the internationalization of academic knowledge also induce an increase in the exchanges of methods and approaches in the social work?

Research questions: These considerations resulted in the two following research questions of this PhD. study: 1) What are the relevant differences and similarities of the approaches of social professional in different countries? To what extend is it possible to identify a 'body of knowledge' from the similarities? 2) When this 'body of knowledge' is not deductable, or at least ambiguous, what are the relevant circumstances and determinants of the behavior of social professionals?

Empirical choices: Three themes were chosen (anti-social behavior, domestic violence and the care for homeless) and observed in three cities: Eindhoven, Antwerp in Leicester. This international dimension was specifically chosen to indeed address the questions as to whether our increased globalised society indeed results into internationally exchangeable methods and procedures in social work. As method of data collection, an ethnographical approach was chosen, during which so-called 'thick descriptions' were constructed of the various cases (nine in total). A theoretical framework was constructed to structure the international comparison. contextual factors of the social professionals consists of three theories. Based on this framework, three dimensions were indentified:

- Personal (street-level bureaucracy)
- Organizational (diffusion of innovations)
- Professional (evidence-based practice)

Results: There is no such thing as an international body of knowlegde. That is: based on this study we cannot claim that there is one. The differences in approaches between the counties were too diverse to identify a prescriptive body of knowledge. However, based on the theoretical framework, we could observe several crucial similarities between the countries. In terms of the personal dimension,

we observed that clients, and in particular the personal stories behind these clients, were generally prioritized over procedural issues, regardless of the organizational rules and doctrines. We call this 'professional disobedience'. In terms of the organizational dimension, we observed that social working is, time and again, networking. The professionals need to simultaneously relate to various agents (i.e. the client, the family, their superiors, relevant colleagues). In terms of the professional dimension, it was observed that effectiveness is a very complex issue. Social professionals are often told to choose the most effective approaches. However, effectives turned out to be a multi-axis variable. In other words, there is no such thing as 'the effectiveness' of a certain approach. These results suggest that, in studying and assessing international social work, it is more relevant to carefully scrutinize the influences of the circumstances and dimensions in which this work takes places, rather than focusing exclusive on methods, and on (international) exchanges of methods.

Margareta Regnér and Bodil Rasmusson. The Kälvesten Model – a Swedish example of how research-based knowledge about how to investigate and assess prospective foster parents was successfully put into praxis (Saturday 13.30 h)

The aim of this paper is to present the Swedish Kälvesten model, which has its origin in a very comprehensive and reliable research, and which has had a major impact on social work practise in the field of how to asess prospective foster parents. How the research came to be used and disseminated will be presented and discussed as an example of close connections between well-done research and well thought-out practical use of research. This claim is based on a research study, finished in September 2011, in which the overall purpose was to explore – in theory and practice – models used by Swedish social workers to investigate and assess prospective foster parents, an unexplored field in Sweden and internationally. The main objective also included contributing to identification of problems, dilemmas and opportunities in social work within this field.Part of the study was to describe and analyze the established models regarding content, origin, research and theoretical background, purpose, materials and dissemination. The Kälvesten model is the most widely used.Specific issues were also raised with regard to social workers use of the models, and how the investigations are carried out in practise. The research methodology was qualitative and was based firstly on the analysis of possible research background and other texts that belonged to the related models. The models' distribution and use across the country were checked. Moreover, interviews with special key persons who teach about the models were conducted, as group interviews with social workers in four municipalities. In addition, five participant observations were conducted in three of these municipalities on the "interpretation meetings" that are part of the Kälvesten model. Anna-Lisa Kälvesten, originator of the method, was herself both one of Sweden's most skilled researchers on families and inner family life, as an experienced practitioner. She created together with Graziella Meldahl the named model (1982) based on the approach and analysis from their family research. An example of the model's application is the social workers' work in four stages: 1) The contact stage (calls for mutual information) 2) Orientation stage (home visits, meeting with the entire family) 3) Interview stage (carries out the special family interview) 4) Follow-up stage (review of the interview;

decision concerning cooperation or not) Interesting is, that included in the interview stage is also the interpretation meeting where the interview is processed using a third-party interpreter, who is familiar with the model's theoretical and research backgrounds. The Kälvesten model, created in the early 1980s, represents a paradigm shift in the perception of children and families in social work. Examination of prospective foster homes' material conditions was replaced by interest in and focus on the significance of relationships, both in Sweden and internationally. Although the model was created about 30 years ago, its content is surprisingly modern in comparison to contemporary family research. In addition, the conclusion was, that the model is in line with evidence-based practice, even if it was created in another time.

Peter Raeymaeckers. Explaining networks among human service organizations: a comparative analysis of four cases. (Saturday 13.30 h)

In this paper we seek to explain and compare the structure of four local interorganizational networks among human service organizations. We follow Provan & Milward (2001) in defining these networks as 'service delivery vehicles' providing value to a population confronted with varying needs, in ways that could not have been achieved by a single organization. Since the seminal work of Provan & Milward (1995) many researchers analyze and describe the structure of service networks (for example: Rosenheck, et al., 1998; Rosenheck et al., 2002; Provan & Sebastian, 1998; Hovmand, 2008). However, few attempts have been made to explain the networks among human service organizations. In this paper we meet this aim by measuring the effect of variables at the network- and actor-level to explain the configuration of ties among service organizations. Following Contractor, et al. (2006) we make a distinction between endogenous and exogenous variables to analyze interorganizational networks. Endogenous variables refer to the relational properties of the network. First we look at the extent that triads appear among service organizations (transitivity). Second, we analyze the degree of centralization of ties among a core group of actors. Exogenous variables refer to actor attributes. We analyze if organizations have a tendency to collaborate when they share a similar target group, participate in network meetings and share the membership of the same umbrella organizations. We mapped four local interorganizational networks using Social Network Analysis. For this aim we collected data using an online survey and questioned human service organizations about their ties with other organizations in four Antwerp districts. In a next step we used Exponential Random Graphs Models (ERGM) to model the effect of both endogenous and exogenous variables on the tie formation among organizations. Results show that centralization seems to have a significant effect on the configuration of ties among human service organizations. In the four districts we can distinguish a dense group of actors in the core of the network. Our results show that two networks have a core group with a relative low density and two networks have a core group with a high density. Furthermore, we show that in two out of four networks the participation in network meetings seems to have a positive and significant effect on the formation of ties. This paper shows that networks among human service organizations can be explained by a combination of endogenous and exogenous variables. However, differences among networks appear when comparing the strength of the influence of both types of variables. This analysis can improve the understanding of how service networks are

structured and how an effective coordination by network meetings can be organised. This paper meets the key issues of the 2nd research Conference for Social Work Research (ECSWR) by focusing on the way in which local collected network data can be compared among different contexts. Both our framework and method (ERGM) can be used to compare and generalize findings of social work research on networks among human service organizations. I would like to present this paper as an oral presentation.

Barbara Baumeister and Samuel Keller. Growing old in the penal system Results of a multi-perspective investigation (Poster)

Research topic: Older prisoners in Swiss prisons are a small group, but one increasing in number. This can be seen in the secondary analysis of Federal statistics in this study, founded by the Swiss National Science Foundation. In the same study, in the context of a qualitative investigation, 22 male inmates – there were no women in this age group – from two Swiss prisons and one measures centre were questioned about their everyday problems and how they tried to deal with them. Additionally, 33 staff members were interviewed and supplied information about the challenges facing them in looking after this particular target group. Results: The results show that all the old inmates interviewed have certain characteristics in common with regard to their shortened life prospects, health limitations, the need for some sort of life balance, their distinctive life experience and with regard to the cultivating of social contacts. However, they differ in their perception of their situation, their resources and in the way they behave and think. These differences could be identified from an analysis of the interviews, and four distinctive types clearly emerge: "determined conserver", "adapted new beginner", "misunderstood outsider" and "quietly re-signed". Altogether the study shows that the penal institutions and measures centres in Switzerland are inade-quately prepared for the increasing number of older inmates. As things stand, too little attention is being paid to the general living conditions of older people. This also presents the staff with great challenges. They feel insufficiently prepared to deal with this target group, which leads to a certain respect and uncertainty in handling older inmates. Their perception of their roles and duties is a sort of permanent balancing act between respect for the life stories and the awareness of the serious crimes committed, between autonomy and welfare, between support and care and between equal treatment and individual solutions. Discussion: The increasing number of older prisoners is a fact and thus a topic of practical questions and research projects in many European countries and in the United States. Both the research ques-tions and the results and their utilisation of our qualitative research project will be discussed regarding the possibilities and limits of a national and international generalisation and comparison.

Tish Marrable. Reaching out while sitting still: gathering rich data in social work using online surveys. (Friday 13.30 h)

One of the dilemmas for social work researchers is how to reach certain groups of participants – those that might stretch across a wide range of locations, those that find it harder to make time for interviews, or those that might find social interaction difficult. Other groups might have a strong need to remain anonymous, for instance if their job might be at risk. These respondents still want to take part in meaningful enquiry that gives them a chance to be heard, but participation in traditional ways may be untenable for them. Recent experiences of running online surveys designed for specific groups of respondents, service users, carers, and practitioners, have demonstrated that they can provide an opportunity to take part across wide distances and to gather rich and meaningful 'experience-near' responses at the same time. This paper will reflect on the ways that online surveys can be utilised in both qualitative and mixed methods research, either as a way to complement ethnographic and face-to-face research, or as a stand-alone method. It will discuss the opportunities that a burgeoning use of computers and the internet in recent years has presented to carry out research 'across borders', both geographically and within participant groups. It will explore some of the problematic issues that counterbalance the advantages within the method, drawing on an analysis of experience in three studies:

- An online survey specifically designed for adults with autistic spectrum conditions as part of a practice enquiry for the Social Care Institute for Excellence.
- An online consultation of carers for the College of Social Work, which mirrored the live consultation events
- A targeted online survey for practitioners from both health and social care across England, which asked about the supervision they were receiving and provided the analytical basis for further exploration in face-to-face interviews.

Providing strong qualitative 'evidence' with which to influence policy and practice decisions can be undermined by the limited number of respondents accessed in some qualitative projects, given time and resource restrictions. The difficulties that geographical isolation or distance can create for people wanting to participate and researchers wanting to gather data over larger areas must also be taken into consideration. This paper will demonstrate that some of the inherent qualities of qualitative research – gathering rich, meaningful responses that allow respondents to express and clarify their stories and views – can be maintained, while the larger numbers of responses gathered over potentially any distance can provide a robustness that can seem to elude some smaller scale qualitative projects.

Phil O'Hare, Gavin Davidson, Jim Campbell and Mike Maas-Lowit. Mental health law: a comparison of social work practice across three jurisdictions (Saturday 13.30 h)

Background and purpose: There have been substantial developments in the law and policy relevant to mental health social work practice over the past decade across the jurisdictions in the United Kingdom. Scotland was the first jurisdiction to implement a new legal framework with the Adults with Incapacity (Scotland) Act 2000 and the Mental Health (Care and Treatment) (Scotland) Act 2003. In England and Wales the Mental Capacity Act 2005 and the amending Mental Health Act 2007 have also had major implications for mental health social work practice. In Northern Ireland it is planned that the Mental Health (Northern Ireland) Order 1986 is to be replaced by the Mental Capacity (Health, Welfare and Finance) Bill. Across all the jurisdictions related policy developments, especially in the areas of the recovery approach, risk assessment, mental capacity assessment, service user and carer involvement and evidence based practice have also potentially influenced practice.

Aims: This study aims to examine how these major legal and policy developments are being translated into day to day practice from the perspective of practitioners. It will also identify and discuss similarities and differences across the jurisdictions.

Methodology: The research design is a survey using vignettes and open questions to collect in depth qualitative data on what the usual service response would be in each jurisdiction and how it may or may not have been influenced by the changes in the law and the related policy developments. The participants will be a purposive sample of 15 practitioners from each jurisdiction giving a total sample of 45. The 15 within each area will be made up of 5 social work students who have completed a mental health placement, 5 practitioners who are on the relevant specialist training on mental health law (Mental Health Officers in Scotland, Approved Mental Health Professionals in England who may include other professions, and Approved Social Workers in Northern Ireland), and 5 experienced practitioners who have been involved in using compulsory powers for more than five years.

Results: The results will provide a wide range of perspectives and experiences and will also facilitate comparison between levels of experience as well as between the geographical areas.

Conclusions and implications: The study will discuss possible reasons for identified differences and consider how effectively the legal and policy developments have been in influencing practice. It will conclude with recommendations for how practice can be developed further. It is anticipated that this paper will therefore contribute to several of the conference questions. It is an international comparative study that demonstrates how social work researchers can collaborate across boundaries. It also directly addresses the significance of research for identifying and addressing practice development.

Colette Mcauley and Caroline Mckeown. Child Abuse Inquiries in Ireland: The Challenge of Locating Findings in an International Context (Friday 15.30 h)

This paper will draw upon the findings of an International Literature Review of Child Protection which is being funded by the Irish Research Council for Humanities and Social Sciences and the recently established Department for Children and Youth Affairs, Dublin. The review includes an overview of the key messages from Irish National Child Abuse Inquiries into alleged child abuse within families.

Results: This paper/presentation will draw upon the findings from our overview of National Child Abuse Inquiries in Ireland and the emergent themes. Since the review will still be ongoing in March, this will be a reflective paper. The challenges of placing these issues in the context of research from other countries will be explored.

Conclusions and Implications: As we attempt to make comparisons with other countries, the importance of having an understanding of the local and national context becomes increasingly obvious. Are we comparing like with like? Are there very different underlying factors influencing the number of children who present to child protection services or who are admitted to care in different countries or within countries? What do we gain from international comparisons? And how can we take account of the contextual variables which may be very relevant when we carry out such comparisons? The presenters will draw upon examples encountered in the review and stimulate discussion with the audience.

Gillian Ruch. Addressing the Research-Practice Gap: The Contribution of 'Practice Near' Research to Child Care Social Work Practice in England (Friday 13.30 h)

The past few years have seen a steadily growing interest in the broad area of practice research and specifically in the emergence of 'practice-near' research in the context of social work in England. Both are recognised as providing exciting possibilities for addressing the seemingly intractable gap between research and practice (Theme 6). As vehicles for promoting practice development these research methodologies exhibit considerable potential for not only developing new knowledge but for embedding it within practice contexts. This paper draws on the experience of conducting 'practice-near' research in an English child care social work setting and explores the scope of such research to enhance and expand practice. The research study was conceived in collaboration with a Children's Services Department and designed as a joint research-continuing professional development initiative. The research design was underpinned by systemic and reflective practice principles and involved the researcher facilitating reflective work discussion groups with child care practitioners from a range of child care settings. The focus of the groups was on understanding how practitioners communicate with and relate to children and sought to identify the obstacles and opportunities they encounter in this aspect of practice. Drawing parallels with the work of Schon on reflective practice,

the experiences of conducting the research project suggest that 'practice near' research can be conceptualised as both 'research on practice' and 'research in practice'. The former conceptualisation involves a more conventional understanding of research as the systematic exploration of an area of specific interest and the subsequent dissemination of new knowledge generated by the study. The latter concept is embued with a greater sense of immediacy requiring researchers to demonstrate their reflective research skills, and refers to the integration and application of new knowledge of practice within the immediate research context - in this instance the case discussion groups - and directly in the practice domain. The views of practitioners participating in the projects with regard to the research methodology are discussed and its contribution to practice development are outlined. Particular attention is paid to the capacity of 'practice near' research to contribute to practice development by enhancing the competence and confidence of practitioners to acquire non-linear modes of thinking such as 'thinking outside of the box' and 'beneath the surface'. Such professional qualities are highly pertinent given the prevalence within English settings (and beyond) of increasingly technical-rational, bureaucratised and prescriptive practice environments. The paper concludes by identifying some of the challenges that exist to sustaining the impact of 'practice near' research on practice and considers strategies to overcome them. These include in particular the importance of holding in a creative tension the competing and complementary research agendas of researchers and participants and effective management of the interaction of researchers and participants in the research design and process.

Karen Broadhurst, Claire Mason, Gerhard Riemann and Chris Hall. Articulating the Encounter in Social Work Practice: the contribution of qualitative research (Saturday 13.30 h)

This workshop will focus on approaches to capturing and understanding practice encounters through social research. Bringing together academics from a range of international contexts who are all members of an established international network for qualitative research, the workshop aims to illustrate and promote discussion about the particular value of a range of qualitative methods for capturing the relational elements of social work practice. Describing social work encounters as thoroughly situated and contingent, the workshop commences from a premise that there are particular problems of bringing understandings of the encounter within the realms of objectivist, technological thought - as in the dint of many 'evidence-based' approaches. The workshop will open by posing a number of short questions to the audience that foreground the particular challenges of capturing the affective and interpersonal elements of the encounter. A short video excerpt will accompany this introduction. This introduction will then be followed by a series of three short, illustrative papers of approximately 15 minutes in length that demonstrate methods of ethnography, narrative and conversation analysis. Short excerpts of data, including audio material, will be presented to the audience as practical illustrations. The series of short, illustrative papers will commence with a paper on home-visiting. Based on real-time recordings of social workers' visits to family homes, the paper illustrates how sense can be made of the home visit through methods of applied discourse analysis. In addition, this paper illustrates how the research process can engender powerful knowledge exchange as re-

searcher and practitioner share in the research findings. The second paper seeks to articulate a vocabulary of co-presence, detailing the power of ethnographic observation to capture the rich contextual detail of face-to-face encounters. This second paper starts from the premise that the physical co-location of human bodies, that enables full embodied communication, is often missing or erased from research accounts of practice. The third paper will address the recurrent problems of child welfare practice through social workers' own narratives of their work. Narrative interviews with social workers in which they are asked to spontaneously recollect the history which they share with clients can be especially rich sources of data revealing obstinate paradoxes or problems of professional work. Key results from each study will be presented, that indicate the value of focusing on the often unnoticed but critical elements of practice encounters in social work. The second half of the workshop (30 minutes) will be devoted to discussion, with the presenters employing a variety of stimulus questions and techniques to stimulate dialogue with the audience, in particular the audience will be asked to consider the significance of the illustrated methods for practice development. The workshop will appeal to both a practitioner and/or academic audience interested in gaining further insights into the potential of methods of qualitative inquiry for understanding the relational aspects of social work practice.

Monika Götzö. Supporting Potentials in Foster Family Care Settings: The Perspectives of Foster Children, Foster Parents and Professionals – Contradictory Experiences in Everyday Practices. (Saturday 13.30 h)

The actually discussed revision of child protection law in Switzerland manifests manifold and contradictory discourses, revealing normativies of what the « nature » of the relationship between children, parents and the state has to be. Our research interest lies on the question, how foster family care in Switzerland functions as a help system, since the main focus of foster family care research set priority on the relationship between foster parents and their children, while our interest lies on the cooperation between foster families, foster children and professionals of local communities and social workers. This multiperspective approach implies some methodological problems. Our qualitative social research proposes a two-step approach reconstructing in a first step the single perspectives and secondly a systematic comparison of the perspectives. For reasons of generalisation and theoretisation of the results, the comaprison is systemized with focus on biographic and social trajectories as well as transitions during the life courses of foster children. Our research is funded for three years by Swiss National Fonds with contribution of Pflegekinder-Aktion Schweiz. The research aims to contribute to the international debate on child protection policies and specially to the international research on foster family care. The researchers are therefore part of international networks with regular meetings. In the workshop we will discuss some methodic implications of the project and discuss questions concerning generalisation and theoretisation with focus on international debates. Special focus lies on the question also indicated in the Call concerning the implication of social work theory to research with the concret question, what is the relationship between social work theory and research. In our

project this quesion reveals special significance since the thematic is strongly shaped by normativities and family ideologies, that let in different ways « forget » theoretic knowledge by professionals and researchers as well. Discussing these desiderata we hope to contribute to a vivid exchange of experiences.

Anna Gupta. Towards an International Framework for Developing 'Cultural Competence' in Social Work Education (Saturday 13.30 h)

Ethical social work requires practitioners to be competent in relating to diverse populations. This has become more imperative given the increasing global migration of recent years. Such competence includes a better understanding of cultural differences and the development of culturally appropriate helping skills. However, the development of cultural competence must be framed within the historical and social contexts of specific countries. This presentation examines the findings of two projects, one a SWAP funded study conducted in the UK and the other with an international focus, that were undertaken by the presenter in collaboration with other academics, including Professor Jan Fook. The project was motivated by the observation that social work education programmes across the world require sensitivity to social differences, in particular ethnic, racial and cultural differences, and the development of competence at working effectively in relation to these. Yet cultural and race-related issues vary considerably between local and national contexts, as does the development of social work education and practice. Based on a literature review, document analysis, questionnaires and interviews with social work educators, this presentation explores the teaching of cultural competence in social work programmes internationally and a number of key questions are considered. What theories and models are used to teach such issues and how do these vary between contexts? What current terms and meanings are used and how do these relate to each other (e.g. a more political/theoretical stance or an emphasis on skills development)? How do contextual differences (e.g. historical, political, national and local) influence the teaching of these competencies? How does the reflexivity of educators factor into the way cultural competence is taught? The presentation concludes with discussion about whether it is possible to develop a transferable framework for social work education that recognises common themes as well as specific contextual differences, and makes suggestions for further research in this area. This presentation contributes to a number of the conference questions. It outlines an international comparative study; explores the transferability of theory and research across different contexts; and considers ways of furthering our knowledge about culturally competent social work practice across regional and national boundaries.

Jo Warner. Analysing moral talk about social work in political and media texts in the UK (Saturday 13.30 h)

The deaths of children who are subject to protection from social services and other agencies receive high levels of hostile media attention in the UK. This media hostility is episodic and has been evident in press coverage and public disquiet dating back to the death of Maria Colwell in 1974. The most

recent, and arguably most intense, coverage was of the death of Peter Connelly ('Baby P'), following the conviction of his killers in 2008. The implications of the Baby P case are ongoing, with major proposals for reform to the profession. Another outcome has been a focus on the need for social work to improve its 'media image' and overcome its 'culture of defensiveness'. However, little attention has been paid to the role of politicians as key intermediaries in the social work-media nexus. The purpose of the present paper is to identify the role that politicians play in creating the conditions for attacks on, or defence of, social work and to analyse the moral processes at work. The research undertaken by the author involved a largely qualitative content analysis of 'moral talk' in political and media accounts of the death of Baby P. It draws on the coding method for the analysis of moral discourse developed by Lee and Ungar (1989) and others.

Research questions: What were the moral categories or 'sides taken' in the moral dispute about Baby P? What 'stances' did moral claims-makers, particularly politicians, take in the case? What were the nature of the 'appeals' made by politicians as moral claims-makers?

Results: Preliminary findings show that the moral talk in political and media accounts was characterised by: a) A visceral emotional and often very personal identification (as parents) with the suffering experienced by Peter Connelly. b) An appeal to affinity with the universal 'good parent' in opposition to the 'bad parent' deemed to be characteristic of the 'underclass' - as personified by Peter Connelly's mother. c) Vilification of the professionals and organisation concerned with Peter Connelly's care. d) Calls for political action based on the 'moral rhetoric of feelings'.

Conclusions and implications: The research supports the idea that the role of politicians in this context can best be understood in terms of their (sociocultural) function in mobilising emotion. Assuming, or arguing for, political responses which reflect rational, expert-managerial approaches to particular issues may well be misplaced.

Contribution to conference themes: This approach to analysing moral talk opens opportunities for comparative study across national boundaries to better understand the processes that are at work in specific sociopolitical contexts. The research has significant implications for practice development as it adds to our understanding of the political response to cases such as Baby P and how these intersect with media accounts. It also invites us to revisit questions of moral judgement in social work practice in the current political and cultural climate.

Mary Smith and Bernie Smyth. Family Support and Child Well Being – Exploring Practice (Friday 15.30 h)

Background and purpose: Models of intensive 'Family Intervention Programmes' and their variants as part of the 'Think Family' structure are being evaluated by local authorities in the uk. This is carried out using nationally devised tools that measure cost benefits and outcomes in relation to a number of variables. These services are thus based on a body of evidence around good practice in multi- disciplinary social work and wider child welfare services. The focus of services are intense provision for 'hard to reach' families. The families are characterised by multiple and long standing problems which

impact on the welfare and protection of the children. This type of intensive targeted service is comparable to services being developed in other countries.

Methods: The author was the lead researcher who carried out additional small scale qualitative research locally to explore support for children and their families as this intensive & targeted approach is widened. The focus was on what factors at an individual and organisational level are contributing to these outcomes with one team of 5 staff in the local borough. The author is now collaborating with a colleague named above to compare similar qualitative interviews with staff based in Ireland who provide a similar intense type of family support.

- Results: The findings from the uk group of staff have centered around several key issues: Intensity of the role & variety of tasks carried out
- A focus on strengths
- workers see hope in difficult cases
- Style of working is crucial
- Perception of other professionals can be negative
- Balance of professional boundaries is an issue raised by all the workers

Conclusions & implications: The research sought to explore how a model rooted in evidence based practice was being implemented locally. As a further dimension a comparison with another nearby country is being undertaken. Issues such as role perception and the processes that are taking place when key workers put the model into practice are among key areas explored.

Eleni Hatzidimitriadou and Maria Psoinos. Transferability of locally collected research results: employing theoretical triangulation in a study on migrant social workers in the UK (Saturday 13.30 h)

In the last decade the numbers of social workers possessing qualifications from overseas who come to work in the UK have been increasing annually (Hussein et al., 2010a). Several research studies have examined socioeconomic states or psychological outcomes in 'international', 'overseas' or 'migrant' social workers in the UK (Evans et al., 2006; Hussein et al., 2010b; McGregor, 2007; Moran et al., 2005; Sale, 2002). Much of this research focuses on structural challenges this population faces as they enter the social work workforce (e.g. problems with accreditation of qualifications, insufficient induction, limited opportunities for professional progression) or on adverse psychological processes (e.g. difficulties in adapting to the English culture, experiences of discrimination at the workplace). Due to their separate thematic emphasis, most of these studies either draw on rather one-dimensional psychological or sociological theories or lack a theoretical basis altogether. However, without theoretical triangulation it is difficult to render this body of research credible and generalisable.

The need for critical examination of the role of social science theories in social work research has already been pointed out (Sakamoto, 2007). We suggest it is also important to constructively com-

bine different theoretical frameworks within one study in order to 1) understand migrant social worker's psychosocial position in the conflict between their own background and the British society, as well as the structures underlying these conflicts,2) transfer these findings to other national contexts and professional groups. In this oral presentation we will discuss the theoretical triangulation we employed in order to achieve credibility and generalisability of our research results. The presentation will draw on our original research study which explored the professional trajectories and psychosocial experiences of three groups of migrant and refugee health and social care professionals (doctors, social workers and nurses) before and after migrating to the UK. We will discuss how we employed both sociological and psychological theories (Bourdieu's (1984, 1986) theory of cultural capital and Berry's (1997) acculturation theory respectively) as well as an innovative integrated approach, both social and person-centred (the theory of cultural health capital (Shim, 2010) to interpret the autobiographical narrative interview data collected from the group of migrant social workers. The narrative analysis highlights institutional mechanisms within social services in England but also certain social norms in the field of social work which influence participants' psychosocial outcomes. However our analysis also shows how individuals, by cultivating the cultural health capital they bring, cope effectively with challenges and restore their well-being. The presentation's contribution lies in offering an integrated theoretical framework for understanding migrant social workers' psychosocial outcomes in all their complexity and for transferring these findings beyond the UK context but also to other health and social care professional groups.

Varda Soskolne, Lynette Barbara Joubert and Peter Beresford. **Multicultural and social context factors in health care: social work research on health inequalities informs practice (Friday 13.30)**

This workshop is organized and presented by members of the international Social Work and Health Inequalities Network (www.warwick.ac.uk/go/swhin). The first part of the workshop will include three presentations that examine issues of multi-culturalism and ethnic differences in diverse health contexts: a) Prof Lynette Joubert (with Alison Hocking) will present findings of a study on "Promoting survivorship in cancer: reducing social risk and promoting resilience" undertaken at the Peter Mac-Callum Cancer Centre, Melbourne, Australia. The study which explored the psychosocial needs of patients receiving repeated treatments, aimed to provide an evidence base to develop targeted social work interventions to better identify and respond to patient needs. A retrospective audit of 100 consecutive records of patients referred to social work during 2011 was completed utilising a clinical data-mining tool to identify demographic data and documented psychosocial needs and outcomes. The data was thematically analysed and subjected to quantitative descriptive and inferential analysis. A focus group held with social work staff explored issues suggested by the analysis. The findings indicate that patients expressed a high level of complex psychosocial need across multiple social and cultural contexts which impacted on the domain of interpersonal relationships in particular. A model for a survivorship intervention focused on strengthening resilience and reducing social risk is described. b) Prof. Peter Beresford will present evidence on cultural and ethnic differences extending to

the situation of refugees and asylum seekers in Britain in the context of end of life care. This raises major concerns about inequalities of access to services and support; possible conflicts between developing policy and cultural differences (for example UK commitment to people 'dying at home') and problems of power and resource inequality. It will draw on social work practice and participatory research. c) Prof. Varda Soskolne will present findings on differences by population group (ethnicity/culture) in discharge planning in Israel. Data from two quantitative studies that aimed to examine the process of social work discharge planning in acute care hospitals and the implementation of the planned services post-discharge showed several differences but also some similarities between population groups (veteran residents or new immigrant, Jewish majority or Arab minority). Findings from a qualitative study of two focus groups of hospital social workers highlighted the main barriers that contribute to inequalities in the provision of discharge planning, but also the ways by which social workers attempt to culturally adapt their discharge planning interventions and the professional social work principles that guide them. The second part of the workshop aims to involve the participants in discussion, mainly regarding the implications of the evidence to social work practice in diverse health contexts and its relevance to other countries. More specifically, we will raise questions such as "unanswered issues for SW practice and research"; "how to use data mining for identification of inequalities in health outcomes, in access to care and in prevention services"; "how can social work contribute to culturally adapted post-discharge continuation of care?".

Andrew Whittaker and Adi Steiner. Understanding social work expertise in child protection: A comparative study of England and Israel (Friday 15.30 h)

In England and Israel, a history of child death scandals has eroded public trust in the social work profession and presented challenges for child protection practitioners. This small-scale, comparative study of child protection systems in both countries examines the approaches that each country has taken towards professional training and the role of child protection social workers. The central focus of the study is to assess whether the approach adopted in Israel can inform the current review of child protection services in England.

Results: Although both country face similar problems, they have adopted radically different approaches to child protection training. In England, many social workers undertake frontline child protection work shortly after completing their training and then choose a specialism, such as adoption, fostering or child and adolescent mental health. By contrast, child protection social workers in Israel must first gain several years experience in child welfare before being considered for specialist training. After being selected by their employing authority, they complete a one-year, full-time training in child protection law and practice. Once completed, child protection officers have the legal powers to remove children in emergency situations and present their case in court without an advocate. This system focuses on developing highly experienced and expert practitioners who are able to exercise significant professional discretion in how they address child protection concerns.

Conclusions and implications: The study has implications for recent developments in England because it presents a radically different approach towards professional training and expertise. A national review of child protection services in England, led by Professor Eileen Munro of the LSE, was recently completed. This review has recognised the lack of experienced practitioners in frontline child protection teams and identified the importance of social work expertise in providing intelligent and timely responses to child protection concerns. A key finding of the review was that central guidance and procedures have become so prescriptive that they do not allow sufficient space for professional expertise and judgment. In response, the British government has proposed a radical reduction in the amount of central prescription and unnecessary bureaucracy to help professionals move from a compliance culture to a learning culture. However, concerns have been expressed within the profession about whether child protection social workers have sufficient experience and expertise to exercise judgement wisely and safely. This paper will examine the implications of adopting an intensive post-qualifying training to child protection social workers in England.

Contribution to the conference questions: The paper addresses the second question about where we stand with international comparative studies. Drawing upon data extracts from qualitative interviews of child protection practitioners in both countries, the oral paper presentation will use case studies to illustrate the two systems and examine the strengths and weaknesses of each approach. The nature, challenges and limits of comparative research will be discussed, focusing upon the challenges of differing social and cultural contexts within which social workers work. The limitations of attempts to implement models developed in different social and cultural contexts will be examined.

Lars Uggerhøj. **Learning from each other - experiences from practice research in social work (Friday 13.30 h)**

Practice research is aiming at developing social work and to build up new kinds of knowledge production in a close collaboration between research and practice. On the surface using the best knowledge and experience from two collaborating partners appears to be both necessary and relatively easy. But it is not. On the contrary experience from both social work and from research shows that is difficult and some times even impossible to establish practice research. Why is that? Little experience from collaboration between research and practice in social work might be one interesting answer – as research in social work still is a rather new discipline and as social work is rather unexperienced in using research and theory in everyday practice. A second and possible more hidden issue deals with cultures and traditions within both social work and research. Traditions, cultures and self-perceptions so strong that few question them or even realize them makes it very difficult to change or adjust them. Knowledge production has traditionally been a top-down process where practice has learned from research. This tradition has been transferred to new approaches like practice research. Experience from practice research show that knowledge production has to be both top-down and bottom-up – or to put it another way: Both practice and research have to learn as a part of the process. This could very well become a major challenge for research as it will not only require developing well know research methods. It also requires new positions and new roles for the researchers – as well as it will require new positions and roles for practitioners. The presentation will submit expe-

rience and findings from a comparative study among service users in Norway and Denmark. The study has been carried through in a partnership between two universities and three different municipalities in the two countries. The presentation will also discus and present concepts, dilemmas, models and central issues connected to both practice research and to partnerships and collaboration connected to practice research.

Synnove Karvinen-Niinikoski, Ilse Julkunen, Pirkko-Liisa Rauhala and Elina Virokannas. **What would make social work research international? (Friday 13.30 h)**

The significance of research for social work profession and education internationally is defined in the in the international definition of social work. The methods section states all social work education should include (4.2.3.) skills, methods, understanding of different paradigms and critical appreciation of the use of research and different sources of knowledge for social work. There is no single and only right way for social work research and neither any general definition of social work research. International social work research has to respond to the diversity of social work internationally and has both scientific and practical relevance/implications. Social work research is vital to the international social work community and to social work practitioners to enable them to make decisions based on previous studies and contribute to the future research and the development of theory and the improvement of practice. The aim of the workshop 'WHAT WOULD MAKE SOCIAL WORK RESEARCH INTERNATIONAL?' is to discuss and present some important epistemological, methodological ethical and research-political issues that can be worked out as a basis for working out the concept, practice and teaching of international social work research. The workshop will consist of an introduction on the topics of 'Working out a concept of international social work research and research community' and 'Research ethics as a constitutive and special ground for developing the concept of and methodology for international social work research' and 'A context-sensitive comparative perspective in international social work research and practice development'. We invite researchers from various colleagues in research networks and international organisations on Nordic, European and international social work research contexts to join this workshop and create the second discoursive part of the workshop for treating the questions like: Does a concept like international social work make any sense and what we would gain from it? Is international social work distinctive? What kind of processes and projects would be needed to promote and teach international sw research according to this concept. Further debate on what would be the sound constituents for international social work research will be needed. Debate to be continued in Stockholm 2012.

Stefanos Spaneas, Gregory Neocleous and Despina Cochliou. The Need for Political Competence in Social Work Practice: Interpreting the Perceptions of Iraqi Refugees in Cyprus (Saturday 13.30 h)

During the last decade, countries all over the world host a considerable amount of dislocated individuals with different ethnicity, culture, language and nationality that have been subjected and experience poverty and wars. The majority of them in the East Mediterranean area are coming from Iraq. Following the U.S. invasion on Iraq, in 2003, a significant number of Iraqi citizens have fled away from their country in an effort to live in a safe environment. Cyprus has accepted a large number of Iraqi citizens to provide them with the necessary accommodation as long as the hostilities in Iraq last. However, their long last residence in the country has created a complicated situation and maintained challenges for social work practice. A joint research project between Jordan and Cyprus about the current living conditions of Iraqis in both countries revealed the necessity to develop, demonstrate and disseminate theory that will have a real, positive and practical influence upon professionals who provide services to the target group. Questionnaires, semi-structured interviews and focus group discussions were used to collect data from policy makers, managers, and Iraqi service users. The research results for Cyprus as well as the comprehensive discussions with Iraqi asylum seekers and refugees indicated that there are significant problems for them accessing social care provision. The utilisation of a number of services were illustrated, however collaboration among professionals and agencies was highlighted as limited. Access to social care provision was observed as problematic along with a lack of clarity about eligibility, language, lack of awareness of the function and nature of social services, limited understanding of the social care needs of asylum seekers and refugees, trust and an absence of culturally appropriate provision. The overall argument the authors put forward is that the development of theoretical and experiential learning focused on cultural oriented approach is of value as a means of meeting this challenge. It is anticipated the notion that social work practice needs to be characterised by the generation of local knowledge in relation to the cultural inheritance and the contemporary social and political problems. Social work education and practice needs to reflect on inputs and processes that are meaningful to the local societies and the national political settings. Increasing social work's effectiveness means actually a constant effort on improving expertise by establishing greater legitimacy and enhancing societal understanding of social work's capacity, contributions and acceptability. It is expected the current political situation in Middle East to attract more refugees in Cyprus. Roles and attitudes will be challenged as social work values and principles may come in conflict with political decisions. The tacit and explicit knowledge which was gathered from the work with Iraqis has to be utilised to articulate, mediate and negotiate complex relationships, to influence legislation and to inform daily practice. Social workers have to consider how to respond to the new situations and to undertake a political stance for the promotion of social justice.

Alastair Christie. Foster parents' 'strange encounters' with separated children: and Irish case-study (Friday 13.30 h)

This paper is based on findings from a study of how cultural and racial difference are constituted through caring for separated children. In the last decade, over 2,900 separated children, who are children outside their country of origin without the care and protection of their parents or guardians, have arrived in Ireland and were placed in the care of social services. The Government recommends that instead of separated children being placed in specialised hostels, they should be included within mainstream social services, resulting in the majority being place in foster care (Ryan Report Implementation Plan, 2009). Although this has been a positive development, as yet, little training has been provided for the largely white Irish foster parents of separated children. This paper discusses research with 20 white Irish foster parents and how cultural and racial difference are constituted and negotiated in fostering separated children. The paper argues the difference is constituted through the encounter, rather than as something located in the body of the 'Other'. Foster parents struggle with myriad points of 'strangeness' and 'familiarity' between themselves and the separated children. This paper explores tensions between foster parents' understandings of 'race' and culture at individual and societal levels and how these are constructed though their 'strange encounters' (Ahmed, 2000) with separated children in the intimate space of the family. The paper offers insights into how critical race theory and theories of whiteness can used in social work research to help understand these intimate encounters across racial and cultural difference and to promote anti-racist practice. This research is part of a larger evaluation project, funded by the Children's Rights Alliance, on social work with separated children.

Florin Lazar. Doing international comparative research: lessons from community research (Saturday 13.30 h)

When researching hard-to-reach groups the access to subjects becomes problematic for any researcher. For a social worker interested in research this shortcoming is in fact an opportunity for evidence-based practice. On one hand hard-to-reach groups such as injecting drug users (IDU), commercial sex workers (CSW), men having sex with men (MSM) or people living with HIV (PLHIV) are among the clients of social workers in outreach services (mostly). On the other hand the social work practice with these groups is crucial in HIV prevention programs and especially in identifying effective interventions and designing new ones. An international research project developed by French researchers, with Canadian technical support is in place in 5 countries (Congo, Ecuador, Mali, Morocco and Romania). The aim of the research is to identify the factors associated with diagnostic disclosure among PLHIV attending community-based organizations (CBO). Results collected from 1,500 people (300 in each site) will be used to tailor appropriate programs for PLHIV on diagnostic disclosure and ways of living with the HIV status. In each country the research team is comprised of a researcher and an expert from the CBO. The research teams in each location where created before the research project was submitted for approval. Each researcher was responsible to obtain the approval from the

Ethics Committee at national or institutional level. In order to reflect the different realities and cultural perspectives, research tools were created with input from all participating countries' research teams. Dimensions of the questionnaire, main modules, scales, phrasing of questions were discussed face-to-face during a HIV/AIDS conference and online (by e-mail, telephone conferences, Skype conferences). Pre-testing the questionnaire was carried out firstly by French-speaking countries in French and then in local language before receiving final approval. The final questionnaire was translated from French into national languages and dialects by the coordinating team and multiplied by each CBO. Field visits from the coordinating research team were carried out in all five countries to ensure implementation standards are followed. In all 5 countries field operators were trained on common methodology and training manual. The database form was created by the Canadian team firstly in SPSS, but given that not all team could buy the software license free software was used (Epi Info – available from WHO). To ensure accuracy of data collection and test database functionality questionnaires are filled in by two independent operators. Firstly, 50 questionnaires from each location were filled into the database to make sure its functionality and common approaches are used. Data collection will end in October 2011 an in January 2012 a workshop on data management is planned with all research teams. Despite the large availability of internet access throughout the World, based on the cooperation from CBO and researchers and with external assistance/input, international social work research projects can be successfully implemented if appropriate funding and a common interest. Also, the transfer of knowledge from research teams from developed countries to developing ones can help to create a pool of expertise in research, including in social work.

Lennart Nygren, Evelyn Khoo and Faten Nouf. What do we mean by 'family' in social work? On family-based social work in Sweden. (Friday 15.30 h)

The family concept has historically been strongly tied to social policymaking. Our understanding of what a 'family' is has undergone significant changes the last decades. In spite of this, it is rare to find research into the meaning(s) of family in relation to interventions of social services. Findings are presented from a sub-study within the research project 'Social Work with Families with Complex Needs – on family orientation in Swedish social services'. The project is funded by the Swedish Research Council for Working Life and Social Science (FAS). Research questions for the sub-study are: How do social workers that work with families with complex needs define 'family'? Where do the social workers draw the line for who is to be regarded as a family member? What problems do social workers see in their way of defining persons as belonging to, or not to, a family. How is this demarcation process related to assessment and intervention in social work practice? In whose interests do the social workers assess and intervene in families? The pilot study is based primarily on ten telephone interviews in 2011 with social workers in different Swedish municipalities, and in different sectors of social services (most of them in elderly care, child welfare and general client work). Qualitative content analysis was used to identify patterns. Organizational theory including theories of labelling, categorisation and standardisation are applied.

Findings from this study indicate that: a) definitions of family depend on from which perspective the social workers talk. When talking in general terms, they basically refer to the idea of the (traditional) nuclear family. However, as professionals they refer to awareness of a user perspective. And, particularly in child welfare, they strive to apply the child's own understanding of family in their work. b) Demarcations appear to be of three types: i) an individual-related type based on the specific user (mainly the child in child welfare) views; ii) a biological type, based on a more or less conscious perception of the family based on biological links, and iii) a judicial type of demarcation, based on regulations about legal representatives of children, people with dementia or other disabilities that impact self-determination. c) problems that occur are mainly related to the third type – i.e. when social workers and clients have different opinions about where to draw the line for who is to participate and with whom to communicate. The study goes beyond previous research in that it studies the complexity of clients in their families rather than just individuals as clients. The study contributes to the conference theme on the significance of research for practice development (theme 6).

Andreas Böhle. **Involuntarily helped. The (im)possibility to enforce a working-alliance between social-workers and youth in stationary treatments (Saturday 13.30 h)**

Social work interventions prefer to help their clients if they ask for it. But for some clients it seems to be necessary to intervene against their articulated will, because they endanger themself or others. In the case of very young children or handicapped people it is normatively accepted to temporarily override their will to take care for them. The framework of social work interventions for clients who have and make problems by violent behavior the discussion is different: These clients are mostly young persons with a complex set of difficulties in everyday life. Interventions to them frequently fails, while their (violent) behavior is overwhelming the social workers trying to help them. This often leads to the exclusion of the young people from all pedagogical efforts, or – at last – to the exclusion from society through imprisoning. The theoretical discussion about potential treatments for violent youth is mainly focused on the psychological attitudes social workers pose against them. The protagonists of so called confrontative-pedagogics as well as proponents of repressive approaches portray the clients as people who conceive social work interventions based on being kind, offering support or giving respect in advance as weak, silly and dishonorable. Thus, the normative attitudes of the social workers and the clients seem to be incompatible, which repetitiously lead to a failure in building up a working-alliance between social workers and the youths. This presentation discusses some of the results of the evaluation (funded by Hesse Ministry of Social Affairs, Germany) of the "Trainingcamp Lothar Kannenberg", an institution for young delinquent male. It is shown, that this kind of treatment seems to be highly compatible to the described clients by using a variety of different aspects including confrontative communication. Referring to theoretical concepts developed by Elijah Anderson's Code of The Street (1999), we are able to show how status is negotiated within a special group of young people, who had to make the experience of being left on their own. Their biographies are characterized by disrespect in their socialization-instances family, school and peers and even by social work interventions. Their dominant experience in life is that they have to care for their own. They re

not accepted as persons, while their (violent) behavior is overwhelming the educational staff trying to help them. The treatment concept of the Trainingcamp is based on transparent and well structured guidelines of daily schedules and behavior expectations and a high likelihood of punishment if rules are not obeyed. In combination with a special type of verbal and non-verbal communication, which is particular based on the rules of the "street-life" the social workers are able to gain respect by the youths. Personal respect and agreement about institutional hierarchy (based on the acceptance as a role model) enables them to function as a mediator within the pedagogical process to help the young people to distance themselves from the violent logic of street life and change their concept of world step by step.

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Index of authors