ECSWR 2021

10TH EUROPEAN CONFERENCE FOR SOCIAL WORK RESEARCH

5 - 7 May 2021 • **Virtual Conference**

BOOK OF ABSTRACTS

European Social Work Research Association

UNIVERSITY OF BUCHAREST
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Faculty of Sociology and Social Work

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

CONTENT

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WELCOME BY THE LOCAL ORGANIZING COMMITTEE

On behalf of the Local organizing Committee I want to welcome you to the 10th European Conference for Social Work Research of the European Social Work Research Association. The organisation of the conference is a nationwide collaboration of fellow social work researchers from the four main universities in Romania: University of Bucharest, Babes-Bolyai University from Cluj, Alexandru Ioan Cuza University from Iași and West University of Timișoara.

This year's conference focuses on how the diversity of social work research methodologies, approaches, traditions and cultures contributes to innovations in social work practice and policy, and to social development more broadly, at the local, regional, national and international level. It gathers social work scholars, researchers, practitioners, and students from all around Europe and beyond its borders in a lively, engaging, thought-provoking online atmosphere, to debate, analyse and re-think the latest developments in the field of social work research.

The Covid-19 pandemic forced us to postpone the conference making it the longest conference timeframe in the history of ESWRA! Despite the current situation the 'numbers' of the conference speak for themselves: more than 530 participants, from 35 countries, with more than 300 papers in 62 parallel sessions, 21 symposiums, 7 workshops, 32 posters, and 13 Special Interest Groups Events.

It is a great joy and honour to host and be part of this international event, as an opportunity to share innovative thoughts, ideas and best practices in social work research.

Florin Lazăr
Universiy of Bucharest,
Conference Organising Committee Co-Chair

WELCOME BY ESWRA

On behalf of the European Social Work Research Association, we are delighted to welcome you to the 10th European Conference for Social Work Research, hosted by the University of Bucharest.

The European Conference for Social Work Research has been an annual event since 2011. It represents the flagship event for the Association, is now in its 10th edition, and has grown to be the largest event of its kind in Europe. As well as providing a forum for sharing and discussing the latest research in our field, the conference is an important occasion for strengthening relationships, developing collaborations and meeting new colleagues. With over 600 members in the Association, we are delighted that so many bring their knowledge and energy to share and learn about social work research through Europe and beyond.

The 10th conference has been more different than anyone could have expected, due to the global crisis of COVID-19. First the decision to postpone the 10th conference to 2021 and second to have the conference fully online. Although we would rather be meeting everyone in person, we hope there will also be some lessons for the future such as increasing access to more people across the continent, and the reduced impact on travel. The need to constantly adapt has never felt more appropriately reflected in the conference theme: social work research: contributing to innovations in practice, policy and social development.

We would like to extend our heartfelt gratitude to Florin Lazar, all the members of the Local Organising Committee in Bucharest and our colleagues at Dekon. We are delighted that their work has brought the conference together and look forward to enjoying more stimulating discussions over the coming days.

Jon Symonds   Judith Metz
Vice chair of ESWRA and Co-chair of the   Chair of ESWRA
Local Organising Committee

KEYNOTE SPEAKERS

PROF. LINDA LUNDGAARD ANDERSEN

Social work in the wake of social entrepreneurship, social innovation and the collaborative turn
Social work represents a practice field, professionals and a people-approach that on the one side span very innovative and groundbreaking social policy initiatives, community work and everyday livelihood encounters. On the other hand, social work also covers more adaptive administrative, legislative and bureaucratic roles and services as part of a public administration. In this sense, social work is caught in different rationales, different cultures and different potentials. In this keynote, I explore and challenge how and if social work can profit from the wake of social entrepreneurship and social innovation? The promises of this might offer scenarios for addressing the inequalities of and empower people, local communities and labor market. Social entrepreneurship and social innovation in social work offers alternative economies and organizing principles, social values and participatory governance as key features. In doing so, a number of inclusive workplaces, sustainable local communities, green, sustainable, and social enterprises are a growing part of a diversified labor market and societal development. We also see a strong dimension of democracy, participation and new forms of governance recently labelled as co-creation and co-production that in many countries paves the way for reforming public services often in partnership with civil society and private enterprises. However, the great expectations that social innovation and social entrepreneurship will renew and transform welfare services is a demanding endeavor.
This requires risk-taking, adequate funding and cross- sectoral partners, critical mass, professionalism, learning and engagement from many stakeholders. I underline how social innovation is both products and processes and come in many formats and traditions but also entails disruptions, emergences, participation and deliberation and I pinpoint how we both overestimate and underestimate these phenomena.

KEYNOTE SPEAKERS

PROF. IOAN DURNESCU

Towards a process theory of reentry. Social work implications

Prof. Ioan Durnescu
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Literature is replete with evidence regarding the factors that influence desistance after release from prison (e.g. jobs, 'good marriage effect', turning points etc.). However, how and when these factors interact with reentry trajectories is not yet clear. This paper aims at addressing this gap by presenting some of the conclusions of an ethnographic research conducted in Romania. A number of 58 ex-prisoners released from Jilava prison were followed up for one year. Based on interviews, observations and photos it seems that the vast majority of prisoners tend to follow a five steps process in the reentry: preparation, recovery, activation, consolidation and, eventually, re-offending. This presentation will briefly present these stages with their characteristics and priorities. As social work is in the frontline for social justice, a number of policy and practice recommendations will be put forward.

Participants are welcome to watch also the film 58 Cents produced under this research project: https://www.youtube.com/watch?v=8xStlQzihQU

Keywords: ethnographic research, ex-prisoners, process theory, reentry, social work, Romania

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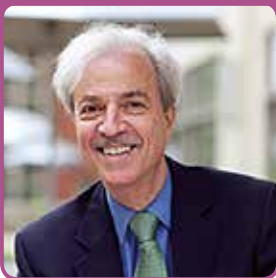
KEYNOTE SPEAKERS

PROF. EILEEN MUNRO

The complexity of importing research into complex social systems
This talk explores the challenges of importing research findings from one place to another recognising that we are trying to introduce change into complex organisational systems. To answer the question 'will it work for me?' you need to consider your context - whether it contains the support factors needed to help the intervention work - and to draw on local knowledge and local values in making the necessary changes. The presenter's experience in whole system re-design to support Signs of Safety work is drawn upon to illustrate the issues.

PROF. MICHAEL REISCH

Promoting Social Justice through Social Work Research in an "Alternative Facts" Environment
For over a century, social workers have used research to promote social justice and social reform and to enhance the profession's status. Since the late 1980s, the profession has embraced "evidence-based practice" and applied increasingly sophisticated methodologies to improve the effectiveness of programmatic interventions and strengthen its position in an increasingly competitive occupational market. Yet, for the most part, social workers have been less successful in using scientific investigation to influence basic policy issues, particularly those affecting low-income and social marginalized and excluded populations. The recent advent of a political climate in which "alternative facts" undercut the credibility of evidence and denigrate the role of science emphasizes the need for the profession to augment rigorous research with greater clarity in defining its purposes and more effective means of disseminating the results of its scholarship to the public, the media, and policymakers.

Based on both contemporary and historical research, this lecture proposes several provocative implications for the future of social work research. The recent focus of social work research on the effectiveness of practice interventions, rather than the structural origins of the symptoms these interventions address, has produced several unintended and undesirable consequences. One is a tacit acceptance of the inevitability and immutability of these conditions, which creates a sense of fatalism about current conditions and the prospects for change. A second is the diminution of the profession's influence within policymaking circles. Unlike the advocacy-oriented research of earlier generations, this new emphasis also inadvertently contradicts the profession's social justice mission in a political environment where the reassertion of this mission is more important than ever. While our educational organizations stress the importance of knowledge transmission, we have redefined this to mean publication in "high impact," refereed journals. Lastly, the paper concludes that in today's hyper-partisan climate, social work scholars need to pay as much attention to the research questions we pose, how we determine them, and how we interpret our findings, as we do to the elegance of our methodologies.

ORAL ABSTRACTS

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Challenges and opportunities for social work research practice policy or education in contemporary contexts

O1032 - RICHER AND DEEPER INSIGHTS MIXED METHODS EVALUATIONS OF 'FAST TRACK' SOCIAL WORK EDUCATION

Roger Smith [1]
Durham University, Sociology, Durham-United Kingdom [1]

In this presentation, I would like to advance the argument that understanding the complex dynamics of any intervention in the field of social work requires a nuanced and layered approach to investigation. In this instance, i will draw on recent experiences of evaluating so-called 'fast track' social work qualifying routes in England, in order to provide substance to this argument.

As principal and co-investigator of four different evaluations of fast track programmes, my principal scientific interest was in seeking out and then applying methodological approaches which can provide a broad, detailed view of both what is 'going on' at the delivery stage of an educational programme, and what are the consequences in terms of outcomes, judged according to a number of criteria and stakeholder interests. Combining methods did, indeed, seem like an appropriate strategy, if we were to answer empirical questions such as 'how many participants complete the programme and progress successfully?', whilst also trying to understand how 'success' is understood, the diverse factors contributing to the identified outcomes, and the consequences in terms of the participants themselves (stress, continuing commitment to the job, and so on).

Methodologically speaking, our approach enables us to move beyond simplistic dichotomies between qualitative and quantitative methods, and at the same time to incorporate the evidence from observational techniques which enable us to examine the inside of the 'black box', where teaching and learning take place, for example. As a result, we have been able to trace and substantiate the pathways followed by recruits to the fast-track programmes, to make plausible links between their prior credentials and expectations, their routes through the qualifying phase, and their transitions into early career professional roles. We have been able to identify different orientations to practice, the interactive effects of certain teaching methods, the value of service user input into the learning experience, the impact of organisational factors and supervisory experiences, in ways which illustrate the dynamic interactions of these different elements.

This, in turn, has enabled us to draw rounded and justifiable conclusions about the 'effectiveness' of fast track programmes, some of their strengths and limitations (in terms of the 'generic' role of the social worker, for instance), their contribution to 'good practice', the demands they make, their selectivity (in terms of recruitment), and to some extent, the relationship between this type of educational pathway and that of 'mainstream' recruits to social work qualifying programmes.

Adopting this strategy of inquiry has also mant that we have been able to draw out implications for different aspects of the fast track programmes and their participants; and we have been able to avoid making simplistic assertions about the success or otherwise of the results observed. As such a 'narrative' account of this kind, embedded in a sophisticated analytical framework is both more informative, and more challenging for those wedded to the logic of dualistic thinking.

O1040 - ETHICAL CONSIDERATIONS FOR SOCIAL WORK RESEARCH WITH STREET CONNECTED CHILDREN

Shorena Sadzaglishvili [1], Teona Gotsiridze [2], _Ketevan Lekishvili_ [1], Alida Bouris [3], Darejan Javakhishvili [1]

Ilia State University, Faculty Of Arts And Science, Tbilisi-Georgia [1] Ilia State Unievrsity, Faculty Of Arts And Science, Tbilisi-Georgia [2] University Of Chicago, School Of Social Service Administration, Chicago-United States [3]

The aim of this presentation is to impose solutions to the ethical problems that derive in social work research involving street connected children. Many researchers reported complex issues regarding obtaining informed consents from the minors without parental care (Graham et al, 2013). The main concern is how to balance the protection of children while progressing their participation in research. Based on the core principals - Respect, Benefit and Justice highlighted by Ethical Research Involving Children (ERIC), the present research "HIV prevention Among Street Connected Youth" elaborated methodological considerations for conducting ethical research for the most vulnerable children. The study was funded by the Shota Rustaveli National Science Foundation of Georgia (FR 17_31).

The main issues discussed are as follows: (1) inappropriateness of obtaining parental/caregivers consent when children living on the streets; (2) age relevance for asking the most sensitive questions concerning sexuality and drug use; (3) the ways for protection confidentiality and privacy for the sexually abused and vulnerable children participating; (4) incentives for engagement of the street connected youth to participate in research; (5) ways of obtaining trust from street connected children to be recruited for the study; (6) using substitute mechanism such as Competence Assessment Tool for measuring children's competence to consent to research;

For the present study, 10 -19 years old children were chosen to participate in the research. In contrast to the conventional approach, the persons below 16 years participated in the study without parental permission. In fact, many street connected children are victims of abuse by their parents and relatives and work for them in patron-client-like arrangements. Thus, potential benefit was higher than negative consequence by participating without parental permission. However, several substitute mechanisms were put in place for protecting underage children. In particular, children were informed explicitly that participation was voluntary, they could pull out without risk of sanction and their anonymity and confidentiality was guaranteed. However, anonymity did not prevent the reporting of cases of child abuse in line with the referral mechanism established for the current study. Children completed informed consent forms documenting their willingness to participate. The MacArthur Competence Assessment Tool for Clinical Research (MacCAT-CR) was used for measuring children's competence to consent to research study (Hein et al, 2014). Only children who demonstrated competence participated. All consent forms were written at a 2nd grade reading level. Project staff received intensive training on how to obtain informed consent and administer surveys when there is low or no literacy. Children were given food vouchers of Wendy's as incentives.

Finally, the study highlighted critical importance of providing research with street connected under aged children with new approach that supports the best interests of children in the absence of parental support and concern for their welfare.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1059 - SOCIAL WORKERS' INVOLVEMENT IN POLICY PRACTICE AT LOCAL WELFARE DEPARTMENTS

Ayelet Makaros [1], Nehami Baum [1], Sivan Levy [1]

Bar Ilan University, School Of Social Work, Ramat Gan-Israel [1]

Rationale/Background

Over the past three decades, there have been major changes in social and economic policy in Israel. These changes have had a detrimental impact on disadvantaged populations. Although social workers' involvement in policy practice could have contributed to changing this reality, most social workers tend to avoid this area. The social workers' avoidance of engaging in policy practice prevents them from decreasing the harm caused by increased inequality. The study presented here focused on the perspective of the directors of local welfare departments, in light of the significant role they play in involving social workers in policy practice.

Method

The study was based on semi-structured, in-depth interviews with 13 directors of local welfare departments throughout Israel, in cities and towns of different sizes.

Nine of the participants were women, and four were men. All of them had a master's degree. The average seniority in social work was 29.5 years, and the average seniority in managerial positions was 7 years. The study was carried out in compliance with the rules of ethics. The interview lasted between an hour and an hour and a half. Analysis of the data was based on the principles of the phenomenological method. The interviews were analyzed in three stages: (1) open coding; (2) axial coding; and (3) integration.

Findings

The findings reveal two central themes. Regarding one theme, "The positions of the directors regarding policy practice", there was disagreement among the directors. Many of the directors believed that policy practice is a central part of the social workers' role, but some thought it was not the task of social workers at local welfare departments. Moreover, some of the directors thought that only the senior staff and the director should deal with policy practice.

Regarding the second theme, "Policy Practice - Important But ...," there was a gap between the directors' statement that it is important for social workers to deal with policy practice and their practical position, in which they explained why they do not need to or cannot deal with policy practice. Three explanations for the gap were identified: 1. Policy practice harms their relations with the mayor; 2. social workers in the social service departments are under great strain, and thus do not have time or energy to deal with policy practice; 3. social workers lack professional knowledge and skills in this field.

Conclusions and Practical Recommendations

The study findings shed light on the complexity and obstacles and indicate potential directions for promoting this issue.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1085 - PERCEIVED POVERTY AND LONELINESS IN YOUNG ADULTS ARE SOCIAL CAPITAL AND NEIGHBORHOOD CAPITAL RESILIENCE FACTORS

Tehila Refaeli [1], Netta Achdut [1]

Ben-gurion university, Social Work, Beer-sheva-Israel [1]

Background and Purpose: Objective and subjective measures of poverty are determinants of mental health and other forms of well-being, including loneliness. A few studies also demonstrated that social capital negatively correlates with loneliness. However, most of what we know about inequality in loneliness, i.e., the poverty-loneliness association, is based on studies of older adults. Furthermore, little empirical work has examined how neighborhood capital affects loneliness. Taking a subjective social inequality approach to loneliness and presenting a comprehensive and updated measurement for social capital, we examined: (1) the associations between subjective feeling of poverty, social support, neighborhood capital, and the use of online social networks with loneliness among young adults (20-29); (2) whether social support, neighborhood capital and online social network usage moderates the association between subjective poverty and loneliness.

Method: Cross-sectional data were taken from the Israeli Social Survey for the year 2017 (N=1,508). Employing a direct approach to the measurement of loneliness and poverty, we used a single subjective item for each, comprising three final levels of feeling lonely (never; seldom; sometimes or often) and feeling poor (never, sometimes or infrequent, often). Social support measures include connection with family and friends, self-perceived-support, and self-perceived trust. Neighborhood capital includes neighborhood relations, neighborhood safety, and suffering from noise and air pollution. Multinomial logit models estimated relations between subjective poverty, social support, neighborhood capital, and online social network usage with loneliness.

Findings: Subjective feeling of poverty increases the risk of experiencing loneliness. Participants who often felt poor were more likely to be in the seldom-lonely group (OR=3.15) and were more likely to be among the sometimes-often-lonely group (OR=2.50) than in the never-lonely group. The same applied to participants who sometimes felt poor. The probability of being in the seldom-lonely group is decreased by greater social support (OR=.750) and greater neighborhood capital (OR=.845) and these factors further decrease the probability of being in the sometimes-often-lonely group (OR=.562 and .726, respectively), compared with the probability of never feeling lonely. Higher use of online social networks increases the risk to feel lonely seldomly (OR=1.15) and sometimes or often (OR=1.16). Social support and neighborhood capital does not moderate the negative effect of subjective poverty on loneliness.

Conclusion and implications: The prediction power of subjective poverty on loneliness is strong and self-contained. Greater social and neighborhood capital decreases loneliness in any frequency. Enhancement of social capital within the close social environment, improving neighborhood relations, safety, and other conditions, along with moderating the scope of use in online social networks, may help to reduce loneliness among young adults. Thus, interventions in both individual and neighborhood levels are recommended for preventing and reducing loneliness. However, these cannot act as a buffer against the strong effect of the subjective feeling of poverty. Thus, combating poverty is essential for efforts by social services of reducing loneliness and inequality in loneliness among young adults.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1086 - 'STRENGTHS BASED' SOCIAL WORK WITH OLDER PEOPLE THE GOOD THE BAD AND THE NEO LIBERAL NARRATIVE

Alisoun Milne [1]

University Of Kent, Sspssr, Chatham Maritime-United Kingdom [1]

We live in ageing societies. There are increasing numbers of older people living with complex co-morbid conditions, including dementia, who need support to manage daily living. Social work has a key contribution to make to improving this group of older people's quality of life and wellbeing and that of their family carers. In the UK there is a great deal of emphasis being placed on the potential of a 'strengths-based' approaches, especially its capacity to deliver a number of policy goals relating to adults' social care. A funded (by NIHR) national study, made up of a systematic literature review and fieldwork with 6 case study areas in England, suggests a mixed picture. A number of key findings are emerging. Some of the dimensions of effective social work with older people dovetail with strengths-based approaches. These include promoting independence, working with older people and their carers, recognising the role played by the family, community and social capital in maintaining wellbeing, and facilitating links with a wide range of resources. Enabling social workers to build up meaningful trust relationships and engage with older people's - and their carers' - narratives to a greater degree, make use of therapeutic skills, offer time rich nuanced assessments and build on 'what matters' are all welcome elements of the renewed emphasis on strengths based work. However, there are also a number of concerns. Whatever the value of an approach may be, it is embedded in a wider context. Swingeing cuts to local authority budgets, the raising of eligibility criteria for social care to a very high level, and concerns about the neo-liberal 'market' excluding ever greater numbers of marginalised older people, undermine the potential of strength-based approaches to deliver improved outcomes. An approach that emphasises individualisation also undermines the development of collective responses - especially if these require public funds - and struggles to engage with a discourse about addressing inequalities: inequalities such as poverty are structurally produced and thus require political solutions rather than personal ones. There are also concerns that an emphasis on strengths fails to address the complex and embedded nature of the difficulties most older people who see a social worker are facing. Social work with older people generally takes place in challenging and emotionally potent circumstances when individuals and their families are under great stress, are vulnerable and ill, and need advice, support and expert empathetic help. One of the mechanisms social workers feel they needed to be alert to is the potential to 'outsource risk and responsibility' to users and family carers. There are concerns that the state is transferring responsibility for care to the individual and that this shift is inconsistent with the social work values of social justice and advocating for the rights of older people to receive robust publicly funded care when they need help and support. It is only when eligibility criteria and the strengths-based approach meet that it is really tested and, when tested, is often found wanting.

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O1089 - CHALLENGES FACED BY TEACHERS WHEN WORKING WITH SOCIAL WORKERS IN ISRAEL REPORTING CASES OF DOMESTIC VIOLENCE TO SOCIAL WORKERS

Inbar Levkovich [1]
Oranim College Of Education, Faculty Of Graduate Studies, Kiryat Tivon-Israel [1]

Background and purpose: Domestic violence and child abuse are common in Israel and worldwide. Yet there is a discrepancy between the number of abused children and the number of cases of abuse or injury reported to the authorities. In 78% of cases of violence against children, the offender is a family member. In Israel, every person who is responsible for minors, including teachers, must inform the welfare authorities or the police if there is a reasonable basis for believing an offense has been committed against a minor. The present study examined the dilemmas faced by school teachers in dealing with parents' physical violence towards their children. The study's purpose was to examine how teachers perceive children who experience parental violence at home, what obstacles arise from the mandatory reporting requirement and how reporting domestic violence to the welfare authorities affects their subsequent relations with social workers.

Methods: To examine these issues, we conducted a qualitative study using a phenomenological paradigm that entailed interviewing 17 elementary school teachers in Israel.

Findings: The study findings show that teachers face complex emotional coping issues as a result of dealing with the children and their families and with the school administration. The main barriers found in the study were lack of knowledge, fear of erroneous reporting, efforts to maintain teacher-child confidentiality, fear of betraying the family's trust, fear of the school administration's response and uncertainty about whether the authorities would continue to handle the matter properly.

After reporting cases of domestic violence to the welfare authorities, the teachers reported on a lack of trust between themselves and the social workers. Although they were supposed to work together with the social workers to help and support the child, they felt that communication and dialogue between them were lacking.

The interviews show that after a teacher submits a report on domestic violence, the social worker does not inform the teacher how the case is being dealt with, leaving her with ongoing feelings of uncertainty and helplessness.
Conclusions and implications:

The welfare services in Israel are totally separate from the Ministry of Education. To generate cooperation between these two agencies, a broad and comprehensive perspective is needed in devising programs for children and adolescents, particularly for children at risk. Such cooperation is essential to establish the necessary trust between teachers and social workers in order to provide the best, most appropriate and most effective care for these children. Cooperation and trust can also help reduce barriers and increase reports on domestic violence.

The study points to the role of the educational system in locating and reporting on children who are the victims of domestic violence and in cooperating with the welfare services to accomplish appropriate intervention.
Educators should be trained to recognize the signs of children who are victims of domestic violence and be taught suitable coping methods for dealing with such problems. They should also be instructed on reporting requirements and on coping with related dilemmas before and after reporting.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1096 - STIGMATIZED ATTITUDE TOWARDS MENTAL ILLNESS OF POST GRADUATE (PG) STUDENTS AND THE IMPORTANCE OF PSYCHIATRIC SOCIAL WORK (PSW) EDUCATION IN INDIA

Justin Raj P C [1]
Central Institute Of Psychiatry, Department Of Psychiatry, Ranchi-India [1]

Background: The "Psychiatric Social Worker" means a person having a post-graduate degree in Social Work and a Master of Philosophy in Psychiatric Social Work obtained after completion of a full-time course of two years which includes supervised clinical training from any University recognized by the University Grants Commission (MHC Act, 2017). Aims and Objectives: The research study aimed to assess stigmatized attitudes among PG students of different streams, directed towards patients with mental health problems and the importance of Psychiatric Social Work education (PSW). Methodology: Cross-sectional study design was used for the study. The study conducted in four different departments of Kerala University and M.Phil. PSW Students from Central Institute of Psychiatry (all are pursuing their courses), which includes Sociology, Psychology, History, Social Work and PSW. 20 participants from each stream and total 100 participants were completed the study. All were given written consent and followed by the scales (Attitude to Mental Illness Questionnaire, Perceived Stigma Questionnaire and Perceived Devaluation-Discrimination Scale) were used to assess participants' stigmatized attitude towards mental illness. IBM SPSS 25.0 used for the data analysis. Discreate data analyzed by using chi-square and continues data were analyzed by using One Way ANOVA.

Results: Participants from History and Sociology streams had highly stigmatized attitudes towards mental illness in comparison to other streams. Attitudes were less stigmatized to PSW, Psychology and Social Work respectively. Social work was also stigmatized attitude towards mental illness, in comparison to PSW and Psychology. Psychiatric Social Work Students were less stigmatized with mental illness, as they are trained with mental health.

Conclusion and Implications: The results suggesting that Social Work Students should be trained in PSW before handling mental patients to overcome current stigmatized attitude towards mental illness. Mental health training is necessary in PG level educational system in India. The study mostly focusses on the important of Psychiatric Social Work education to treat mental health patients. Further research studies can be done on the importance of Psychiatric Social Work education in large population.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1123 - EXPLORING THE NEEDS AND FUTURE PLANNING ACTIVITIES OF CAREGIVERS OF ADULTS WITH DISABILITIES IN ROMANIA
Sandica Ion [1], Elizabeth Lightfoot [2]
University Of Bucharest, Faculty Of Sociology And Social Work, Saint Paul-United States [1] University Of Minnesota, School Of Social Work, Saint Paul-United States [2]

Background and Purpose. There are few services for adults with intellectual or developmental disabilities (IDD) in Romania. Most adults with IDD live with their families, who are provided small stipends but little other support. While there has been recent research into the needs of children with disabilities in Romania, there has been little research into the needs or experiences of adults with disabilities and their families. As there currently are few services, it is also currently unclear if or how families are planning for the future needs of their adult children should the caregiver become unable to continue providing care. Thus, the purpose of this exploratory study was to explore the challenges and supports for caregivers of Romanian adults with IDD and their families, with the intent of developing introductory evidence that could be used for designing future research studies as well as for planning for appropriate social work services for adults with IDD and their families. The specific research questions were: 1) What are the biggest challenges faced by adults with disabilities and their caregivers in Romania? 2) What are caregivers' perceptions regarding "future planning" for their adult sons or daughters? 3) How have caregivers of adults with disabilities planned for the future of their adult child with a disability?

Methods: This qualitative study explored the research questions using in-depth interviews with 30 parents of adults over age 18 with IDD living in Bucharest metropolitan area. The sample included 25 mothers and 5 fathers, ranging in age from 40 to 86, with their adult children ranging in age from 18 to 49. The 30 to 90 minute interviews were conducted in a Romanian by a registered social worker with experience working with people with disabilities, and were recorded, transcribed, and translated to English for further analysis. The semi-structured interview guide was developed based on findings from literature regarding caregiving and future planning for adults with IDD. Data was analyzed by two researchers using thematic analysis. The study received ethical approval from the appropriate body.

Findings: This study found that caregivers experienced many barriers in caring for their children, including lack of services or activities for their adult children, generalized inaccessibility, and discrimination against their family. Due to the lack of services, families experienced great financial burdens, as families either had to provide the care themselves or pay out-of-the pocket for care. They had very small social networks, and were in great need of supportive social work services. Nearly all participants had not done any planning for the future for their adult children, and had a very short time horizon when thinking about their children. They did, however, express great fear of future institutionalization.

Conclusions and Implications: The findings of this study reveal that there is a great need for social work services for adults with IDD and their families in Romania. In addition, lifelong planning for adults with IDD is a social work practice innovation that could benefit the lives of adults with IDD and their families.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1126 - SOCIAL WORK ON ALL LEVELS! A STUDY ON HOW SOCIAL WORKERS DECIDE ON WHAT LEVEL (MICRO MESO MACRO) TO INTERVENE IN ORDER TO FOSTER SOCIAL QUALITY.

Mariël Van Pelt [1], Ilse Menheere [2], Richard Sleegers [3], Lisbeth Verharen [4]

Movisie, Team Professionalization, Utrecht-The Netherlands [1] Han University Of Applied Sciences, Social Work, Nijmegen-The Netherlands [2] Han Univerity Of Applied Sciences, Pedagogiek, Nijmegen-The Netherlands [3] Han University Of Applied Sciences, Hansociaal, Nijmegen-The Netherlands [4]

It is important to citizens and society that social workers make the right choices about how to intervene when offering them their support and services. With their interventions social workers strengthen the social functioning of citizens and foster the realization of conditions for social quality in society (Van der Maesen & Walker, 2003; Verharen, 2017). In doing so social workers intervene on three levels:
1) The individual client, household and those directly involved (micro-level)
2) The collective; group, community or neighbourhood (meso-level)
3) That of organizations and policy (macro-level).

However, research shows that Dutch social workers focus their interventions on the social functioning of the individual client / household (Van Arum & Van Ende, 2018). Collective arrangements and community work (meso-level) and the signaling and agenda-setting of structural causes of social problems (macro-level) get less attention, whereas these are also important for the prevention and solving of social problems. Social workers with an orientation towards the micro-level have difficulties with identifying possible interventions on the meso- and macro level. Community workers have problems with legitimizing their work. Both 'type' of social workers acknowledge that they signal structural causes of social problems and shortcomings in policy, but have problems with actual intervening on this macro-level.
In order to strengthen social work professionals and improve social work practice we are conducting a two year research project together with four eams of social workers. The central research question is: what supports social workers in deciding on what level to intervene and to underpin and legitimize their interventions?

Our empirical study is a design-research,consisting of four phases: a diagnostic, design, test and implementation phase. The aim of the study is to get in depth knowledge on how social workers actually decide on what type of interventions they conduct on what level and the helping and hindering factors that play a role in this decision making process. Furthermore the study results in a tool that professionals can use to improve their decision making.

Currently the diagnostic phase is being conducted with three different social work teams. Data gathering methods are: case based reasoning (in total 18 cases); In depth-interviews with managers and local policy makers (N=6), a focus group with experts (N= 8), and a focus group with each team (N=3). For analysis a combination of deductive and inductive coding is followed using Atlasti-I. The analytic framework is based on the four conditions for social quality and a decision-making model that distinguishes five factors that influence decision making (Spierts et al, 2017). The results of the diagnostic phase are used for designing the tool.

Preliminary results show that: social workers interpret micro, meso and micro-level differently; the way they see their central tasks and assignment influences their interventions and they hesitate to intervene on macro-level because of past disappointments.

In our presentation we will present the design, results and conclusions of the diagnostic phase and implications for the tool and social work practice.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1130 - SOCIAL WORK CHILDREN AND THE DIGITAL KNOWLEDGE LANDSCAPE NEW POSSIBILITIES AND CHALLENGES

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The nature of social work—how it is done, how it is understood, and how it is conceptualized—changes over time. Children of today have grown up with social media, even young children use social media as a way to communicate with others. One of the most important responsibilities for social child welfare services is to protect children against harm, i.e. different forms of abuse. Doing so, knowledge of how children's use and navigate social media, is important in terms of fulfilling the services obligation to society. In this paper we explores the ways in which social work with children is affected by both the digital transformations and possibilities created by social media. The paper examines the concerns and experiences of social work professionals as they seek to engage with and navigate this digital landscape. How might existing and new forms of knowledge be organised and operationalised in present and future social work through an engagement with social media? And how might the current understanding of professional social work expertise and practice, as well as wider socio-political considerations, shape this engagement?

This paper is based on a qualitative study. We conducted three focus group interviews with social workers, employed in the municipal Child Welfare Service in Norway. The aim of the study was to explore how social workers are using social media in investigatory work. In addition, the study explored challenges linked to the use of social media. The data was analysed using a thematic analysis, and was informed theoretically by a social constructionist and narrative approach.

The analysis suggest that social workers approach children and families through digital technologies, although in different ways. Three key dilemmas are outlined. First, there is a legal dilemma in striking a balance between information and secrecy. It touches the core of social work, namely to meet in person, as against recent digital advances. Second, the internet offers both pleasures and worries, risks and possibilities and an ethical dilemma here is a tension between children's need for protection, provisions and participation. Third, there is an organisational dilemma about regulated working hours and digital technology's accessibility. One aspect that needs to be considered is regulated working hours and the internet's availability 12/24.

Finally, one general dilemma is about the gap between children's competence to navigate social media (the internet) and the professional competence on one side and parents' lack of competence on the other.

Social work is a profession in movement within the surrounding society and political and policy decisions. Digitalisation is ongoing and grows apace. The findings show a contrast between the professional landscape and its controls and the digital one and its short-circuiting of these controls. To fulfil its societal mandate, social work, as a profession, needs to map discrete knowledge landscapes to be able to follow, get in contact and communicate with children and young people.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1139 - OUT OF HOME CARE IN DENMARK – INNOVATION IN SOCIAL WORK PRACTICE AND POLICY

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The amount of children and young people in out-of-home-care in Denmark has been constant for more than 100 years – around 1 % of all children aged 0-17 years. Most of the Danish children and young people have until 2000th been places at residential care centers. Currently most children and young people are placed in foster care – in total 63 % of all children and young people in care. The focus in Danish social policy has been on early intervention, preventive initiatives, more placements in foster care and continuity in placements.

In what ways can we talk about innovation in the Danish social policy and practice concerning out-of-home-care? How have social work research contributed to these innovations? Have the innovations been supported by and based on social work research? These questions will be discussed with the point of departure in my own and other Danish researchers findings.

O1158 - DRUG RELATED BEREAVEMENT AND RECOVERY

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Abstract Bucuresti - ECSWR2020
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The Norwegian project Drug Death Related Bereavement and Recovery (The END-project) was launched in 2017 at Western Norway University of Applied Sciences. END is an extensive research project with four sub-studies focusing on both the drug death bereaved and the professionals involved in follow-up.

The background for END is the emerging knowledge about the huge impact of unexpected and unnatural deaths on the bereaved families and close friends. However, drug death bereaved have been left in the dark and in silence and we have scarce knowledge about this group in societies world-wide. Also, we know little about how this group is being approached and helped by social- and health professionals.

The main aim is to fill in a huge knowledge gap and improve the life situation for this marginalized group in society by; 1) developing knowledge about bereaved (before and) after drug-related deaths, 2) documenting how the health and welfare services help and relate to the bereaved, 3) contributing to research-based municipality service innovation and by 4) developing educational programs to meet students' and professional practitioners' training and competence needs. The data in the project derives from questionnaires with 255 bereaved, and in-depth interviews with parents (14), siblings (10), and close friends (10). In addition, focus group interviews are conducted with 120 professional helpers, and steering documents from the Norwegian Authorities are also studied. Four co-researchers (drug death bereaved parents, sibling, friend) participate in the END Research Group (N=16) through all parts of the research process. Also, the project has a national and international Advisory Board of 10 expert researchers.

The results will be elaborated on and discussed in a Research Circle to give advice to local communities, social networks and peers.

The research design and some preliminary results about wanted, given and missing help will be presented. Finally, some reflections on the importance of stigma impacting the provisions of help will be discussed.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1159 - GLOBAL ISSUES IN PROFESSIONAL SOCIAL WORK EDUCATION AND PRACTICE

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Environmental change and its consequences is probably the most critical societal challenge of the 21st Century. A special report by the UN Intergovernmental Panel on Climate Change (IPCC) (2018) indicated that global warming has reached unprecedented levels and that climate change will become irreversible within the next 12 years without drastic action. Climate change has a number of impacts, including environmental decline and loss of eco-systems, food poverty, loss of livelihoods and increased migration (IPCC, 2018). These impacts are significant for populations all over the globe and lead to significant challenges for front-line professionals, including those working in human services.

One of the key ways to address climate change is to educate populations in its impacts and train front-line professionals in the causes and effects of climate change and in how human and natural ecologies are fundamentally entwined (Goal 13 of the UN Sustainable Development Goals). Knowledge and understanding of global and environmental issues are of increasing importance to professional practitioners in a range of fields, as issues such as mass migration, environmental degradation and climate change increasingly impinge on societies and communities (Butler, 2018*). Front-line human services professionals such as social workers require knowledge and skills in responding to these issues. Despite this, these issues do not feature significantly on the curricula of professional (qualifying) programmes in Social Work in Irish universities and colleges.

Pressing global issues including environmental change and migration are increasingly covered in the Social Work literature. Much of the literature discusses the need for greater awareness of environmental, climate and associated issues amongst these professional groups (Anaker et al., 2015; Phillip and Reisch, 2015; Noble, 2016; O'Gorman, 2019) and the need to introduce these issues to professional education and training (Jones, 2010; Drolet et al., 2015).

This paper discusses the need for increased awareness pf environmental, climate and associated issues amongst social workers and presents the results of an associated research project carried out by academics from University College Cork, Ireland. The research is exploring awareness of global and environmental issues and their implications for professional practice amongst Social Work academics in Irish universities. The research has explored the following areas: (i) How do global issues impact on professional practice in Social Work in Ireland? (ii) What is the awareness of global issues amongst Irish educators (iii) what are their attitudes towards the teaching of global issues on professional human services programmes? (iv) How can global issues be introduced more effectively and comprehensively to the curricula of professional training programmes in Irish human services, specifically Social Work?

References
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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1160 - STILL SELDOM HEARD AND HARD TO REACH STILL DRINKING UNDERSTANDING THE DRINKING CAREERS OF YOUNG PEOPLE NOT IN EDUCATION EMPLOYMENT AND TRAINING OVER TIME.

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Substance use is a feature of the work load of all social workers irrespective of their specialist area of work and national boundaries. This paper aims to contribute to an evidence base that will help facilitate and target social work with young people where alcohol is the substance of choice. The research reported was first undertaken in 2008 (Nelson and Tabberer 2017), and repeated again with the same demographic cohort in the same geographical location in 2018 The aim in both projects was to examine the drinking habits and drinking careers of young people not in education employment and training (NEET). These young people, traditionally described as hard to reach, are also easy to ignore, both for research purposes and as recipients of services.

The notion of transition in the move from childhood to adulthood and education to employment has been central to understanding young people's drinking behaviour, but little is known about how the drinking patterns of those not in education or employment develop over time. In particular there is a knowledge gap regarding young people aged 16-18. In depth qualitative interviews were undertaken with 39 young people with a focal point of the interview being the use of a graph, completed by the young person and charting their alcohol use over time, which provided a visual portrayal of the peaks and troughs of usage, and allowed comparisons to be made within and between cohorts.

The conclusions indicate changes have occurred over the ten year period which reflects international trends in reduced alcohol consumption in young people. In the first study alcohol was an important part of young people's social lives and part of having fun. Current findings indicate many young people described as NEET are drinking little or no alcohol. Experimental drinking occurs at a young age and can include risky and harmful behaviour but has been grown out of by the age of 17. A small number are drinking heavily for adaptive reasons to overcome adverse life experiences. Parental drinking can be a constant back drop to childhood and a young person's wellbeing.

Changes in social policy and income benefits means NEET young people have little money, impacting on the supply, pattern and place of their drinking. The reduction in amount drunk gives some weight to the view that making alcohol expensive relative to income leads to reduced drinking amongst some sections of the community. However, for a group described as NEET and already socially and economically isolated, the removal of a community of drinkers potentially removes the one group, to which they could belong, increasing isolation and potential mental health problems
The paper considers the implications for social work and multi-agency intervention in balancing supporting positive change balanced against potentially adverse impacts of punitive economic sanctions on wider measures of wellbeing and isolation.

Reference: Nelson, P. and Tabberer, S., 2017. Hard to reach and easy to ignore: the drinking careers of young people not in education, employment or training. Child & Family Social Work.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1171 - 'MISSING DATA MESSY PROCESSES AND MURKY THRESHOLDS A CASE FILE ANALYSIS OF RESPONSES TO CHILD NEGLECT BETWEEN SCHOOLS AND CHILD PROTECTION SERVICES

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This paper reports the findings from the analysis of 119 children's social work case files from three local authorities in Wales. The study aims to offer new understanding about the extent of schools' involvement in the provision of support when there are concerns that a child is living with neglect. The key finding of the study is the problematic nature of the data gathered which is emphasised by a number of challenges encountered during the research. The challenges include the complexity of social work processes, large amounts of missing data on case files, and a variance in the identification of child neglect across local authorities in the context of differing thresholds for service intervention.

This paper centres upon the importance of accurate and comprehensive case file recording to develop understandings of schools' responses to child neglect. The author makes a call for the consistent recording of information about a child's basic characteristics for the purposes of improving record keeping, benefiting professional decision-making in social work with children and families, whilst also informing further research into child neglect. The routine collection of granular data such as a child's religion or their main language spoken has potential to offer valuable insights into knowledge on prevalence of child neglect particularly amongst faith-based, religious or minority groups.

This paper fits well with the conference theme 'Challenges and opportunities for social work research, practice, policy or education in contemporary contexts', specifically with regards to the challenges encountered during data collection from social work case files and the subsequent analysis of information.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1186 - 'TEAR DOWN THE WALLS' THE CHALLENGES OF SUPPORTING NEETS WITH SYMPTOMS OF ANXIETY AND DEPRESSION IN DANISH MUNICIPAL JOBCENTER SERVICES.

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Background and purpose of presentation:
In Denmark and internationally we have witnessed a growing number of youths not in education, employment or training (NEET) (Pihl et al. 2016; Mawn et al. 2017). Research has shown that six out of ten adolescents who drop out of education and work are struggling with mental health issues (Goldman-Mellor et al. 2016). Symptoms of anxiety and depression (SAD) are the most common mental health problems affecting this target group and the prevalence of anxiety and depression among Danish adolescents has beyond tripled in the years between 2006 and 2016 (from 2350 to 7200 diagnoses) (Oar et al. 2017; Merikangas et al. 2010; Sundhedsstyrelsen 2018).

One of the main challenges of providing sufficient support for NEET-SADs is a mismatch between the needs of this target group on the one hand, and the content and organization of the services provided on the other. In the Danish case, employment services and early mental health programs often operate independently of each other, with different objectives and approaches between different organizations and authorities. Thus, this presentation engages in the conference subtheme of "challenges and opportunities for social work research, practice, policy or education in contemporary contexts".

The presentation rests on a study that examines the ways in which Danish municipalities organize support for NEET-SAD. The study is part of the intervention research project 'Reconnect' that combines municipal programs for anxiety and depression with supported employment. 'Reconnect' examines the challenges and opportunities of developing an integrated model and create a new structure for implementation.

Methods:
Initially, a literature study has been conducted examining the existing challenges facing the needs of the target group in Denmark in relation to treatment and job support. Secondly, documents of municipal programs for NEETs were examined and analyzed, and a number of qualitative interviews were conducted with central stakeholders in four Danish municipalities. Finally, follow up interviews will be conducted between 2020-2022, to examine the development of an organizational structure that can facilitate the implementation of an integrated Reconnect model.

Findings:
Our literature study identified a number of challenges:
• The municipalities do not systematically identify the NEET-SAD target group.
• Mental health programs are not systematically integrated with education/employment efforts.
• Multiple actors are involved in returning youths to education and employment, often requiring NEET-SADs to act as the coordinating link.
• Efforts and communication of vital information is not sufficiently coordinated across municipal departments.
• Administrative and professional responsibility for returning NEET-SADs to education/employment often shift during the target group's transitions between primary school, secondary education and/or employment.

The analysis described the four municipalities' efforts to overcome these challenges, by developing new units for NEET-SADs. However, challenges of integrating services still exist, due to political, legal and financial division between stakeholders.

Conclusion:
The presentation will evolve around preliminary findings of the study and the empirical data listed above and will engage in a discussion about the implications of the identified challenges for both professionals and target group in terms of a return to work/education for NEET-SADs.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1191 - TIME FOR CARE AND THE TIMING OF CARE PROCESSES OF NEGOTIATING NEEDS

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Recent research has shown that in Denmark an intensified focus on economic productivity and cost-effectiveness has emerged (Nissen et al., 2018). In social work, this is translated into efforts to mobilize and utilize undiscovered resources - not only in the life and social network of citizens but also in the everyday practices of social work. The notion is that it should be possible to create more and better welfare for the same or less resources. Thus, innovation becomes centered on how to gain and win time despite having less time to do social work and on the potentiality of fostering individual change more effectively (Jørgensen & Ringø, 2018; Nissen, 2019). The question is if and if so how time is at play in practices of care? This paper is based on a Danish research project currently underway: Does Social Work Care? Exploring the relational, emotional and embodied practices in social services for vulnerable children and their families (2018-2021). The project is conducted as an ethnographic field study closely following and observing how social workers practice and reflect on the forms of and possibilities for care across three types of social work: statutory social casework, home based counselling and family treatment. In this paper, we will present preliminary findings related to the time for and the timing of care with a focus on how this is connected to the negotiation of needs. Our assumption is that this knowledge can contribute to discussions on preconditions to care in policy contexts emphasizing efficiency and effectiveness. Care and the ethics of care is characterized by a commitment to a relational ontology and the idea that human relations and networks of care are fundamental to human existence and maintenance of the social across contextual variations in time (Robinson, 2011). Moreover, care is considered as a practice that involves forms of attentiveness, responsibilities, competency and responsiveness to needs - not only in micro- and everyday practices but also in society as expressions of collective responsibilities for enabling care (Tronto, 2009; 2013). Care is related to if not dependent on time. In our presentation, we will present findings related to this: What is the time for and the timing of care in social work with vulnerable children and their families, and how does this connect to negotiation of needs? Our findings will exemplify different time horizons; how social workers caring practices relate to the time for as well as the timing of care. Moreover, we will relate this to possibilities for and conflict related to attentiveness to and negotiation of needs and thus to basic questions regarding the power of social work as an agent of care. Finally, we will discuss how time for and the timing of care relate to governmental expectations about efficiency and effectiveness in services aimed at taking care of the needs of vulnerable people.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1205 - UNCONVENTIONAL PLACEMENTS IN SOCIAL WORK EDUCATION SOCIAL INNOVATION PARTICIPATION AND CREATIVITY. REFLECTIONS FROM A QUANTITATIVE RESEARCH.

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Background and purpose
The Catholic University of Milan (Italy) offers social work students, a particular learning experience known as "unconventional placement", on top of the traditional one.

The unconventional placement (UP) can be defined as a practice learning, in which the student collaborates with a network of people (professionals of public or private organizations, service users, caregivers and citizens) to create and implement interventions in social field. The process begins with the identification of a shared worry. The student, together with his/her collaborators guides a creative process aimed to cope with social problems and to improve fragile life conditions. UPs are similar to the experiences of "non-traditional placement" or "off the beaten track placement" (Doel, 2014) realized in the UK and the "service learning experience" (Schelbe, Petracchi, Weaver, 2014; Fiorin, 2016). This learning experience is based on the theoretical framework known as the Relational Social Work method (Folgheraiter, 2004; 2017).

Methods
As the UPs should be innovative experiences in the contexts where they are developed, the aim of the research was to explore the types of interventions carried out and to study the features of this important learning experience. In particular, the aims, the actions and the outcomes (expected and unexpected) of the projects, the participation of communities' members in the planning and realization of projects, sustainability of implemented actions, and possible employment opportunities post bachelor were researched.

An online survey of students who graduated between 2015 and 2017 was launched in order gather information about UP. The sample was made up of 205 Social Work graduates at both bachelor and master's degree level from the Catholic University. The questionnaire consisted of Likert scale questions and two open-ended questions about the project. Descriptive analysis of sample was carried out.

Findings
The main results highlighted the originality of the UPs, especially at group work and community work level. A lot of communities were involved, and many people participated in planning interventions (both service users, professionals, caregivers and citizens). The majority of analyzed projects had as an objective community development and carried on after the end of learning experience. The students sometimes continued to participate in the interventions as volunteers, or in some cases they were employed as social workers. In other cases, the interventions ran on with other professionals or citizens but without students. This was possible because some public and private organizations recognized the value of this of innovative way to plan social care interventions.
The survey highlighted how UP could be a learning experience creating beneficial links between university and communities, with mutual benefits.

Conclusions and implications
Thanks to UP, on the one hand, the student can learn necessary skills useful for a social worker, however, on the other hand, local communities benefit from the social care interventions planned in a collaborative way.

These considerations could inspire future research on this innovative learning experience and stimulate interesting reflections on social work education.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1213 - CHALLENGES AND OPPORTUNITIES FOR SOCIAL WORK RESEARCH WHEN WORKING WITH PEOPLE EXPERIENCING USHER SYNDROME USING 'MULTIPLE SENSORY COMMUNICATION AND INTERVIEW METHODS'

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Background:
The report 'I fear for my future' (Sense, 2014) highlighted deafblind people are becoming marginalised as a result of becoming increasingly isolated and excluded within society. In contemporary society, engaging people from marginalised groups such as the deafblind and Usher (a rare inherited condition that is a leading cause of deafblindness, Genetic Alliance UK 2012) communities to participate in research has historically proved challenging, mainly due to communication differences between participants and researcher. Therefore, an innovative approach called 'Multiple Sensory Communication and Interview Methods' (MSCIM) was developed and used when conducting research with people who are deafblind and have Usher syndrome.

Aim:
This paper aims to reflect on the benefits of using MSCIM when conducting research with people who have communication differences by critiquing the data-collection and interview methods used by the researcher.

Methodological discussion:
The research study conducted was a qualitative, descriptive phenomenological study with twenty participants, male and female, from a variety of demographic locations, aged eighteen to eighty-two who experience Usher syndrome. Data were thematically analysed. Three overarching messages from findings were revealed: the importance of ensuring communication is timely, supportive and appropriate; Usher support at the right time: providing physical and virtual support networks and essentiality of Usher awareness: raising the profile. Communication and interview methods were participant-led with communication methods including: clear speech, visual frame British Sign Language (BSL), hands-on BSL, deafblind manual and written communication. Participants were given the choice to be interviewed face to face, over the telephone, via Skype (video/no video) or e-mail. Whilst this approach was natural in the researcher's role as a sensory social worker, within the study, this led to a measure of unexpected equalising between the researched and the researcher and presented challenges for the researcher as her first language was on occasion different to the participants.

Conclusion:
Exploring challenges and opportunities relating to sensory research are important because due to the rarity of the condition, Usher syndrome has received limited attention in the United Kingdom and internationally thus impacting Usher awareness and provision of social work support.Furthermore, as an early researcher, disseminating research undertaken to raise awareness and improve social work practice is also crucial.

The learning from using MSCIM for researching experiences of people living with Usher (Evans 2017) could be applied to future social work research with people who have communication and/or language differences, and where populations are hard to reach. Few studies have focused on experiences of people with Usher and international collaborative social work research using MSCIM could further increase awareness and enhance support for people living with the condition globally; hence the inspiration for this abstract submission.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1217 - BUILDING COLLABORATIVE RESEARCH CAPACITY BETWEEN SOCIAL WORKERS AND SERVICE USERS IN PROMOTING SERVICE USER INFORMED PRACTICE.

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Research has shown that social workers in the field may not be employing basic professional communication skills (Ferguson 2018, Forrester et al 2008). These skills are designed to facilitate and support the relationship building required to support change (Loughran 2019). This presentation will describe an innovative research and education project that demonstrates the value of working collaboratively with service users to design and develop appropriate communication skills in the field of substance use. The presentation will track the steps involved in establishing the research/education collaboration, the data gathering process in accessing lived experiences of service users' engagement with social workers and describe the contribution of service users' to developing 'service user' informed practice. The research project will be completed in July 2020 and the collaborators would value the opportunity to present their work and engage in constructive discussion with fellow professionals prior to completing the project.

Building on the successful collaboration between Dr Loughran (UCD) and service users in Saol an Education Project Dublin for women with drug use issues (Loughran & Broderick 2017, Loughran H, Broderick, G, Saol Women's Group, Hegarty. R. (2019), the current project broadens the research and education partnership to include staff and service users at Coolmine Women's Residential Project (a drug treatment service). The aim of the research is to facilitate women service users who have experienced/experience drug use issues to identify what are the challenges and difficulties for them when engaging with social work services. Outcome: Service users share their experiences of social work and create a guide which will provide guidance about how best to build relationships with women dealing with drug use and related problems. Drawing for this collaboration a service user's guide to social work students and practitioners will be developed. It will address how best to work with women when drug use has become problematic and intervention is necessary to assist in managing health and social issues including child welfare and protection, children in care and reunification with children. The guide will be service user informed and designed and will provide advice and insights about what works and how problems can be addressed in a collaborative, respectful and sensitive manner.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1225 - CIVIL SOCIETY'S (NEW) ROLES IN COMBATING HOMELESSNESS A FOLLOW UP STUDY

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In the 2000s, homelessness in Sweden both increased and changed in character. New homeless groups such as young adults, older people and so-called "EU migrants", often Romani people have attracted attention. At the same time, there are still "traditional" groups of homeless people who are now barely noticed, for example, homeless people with substance abuse problems and/or mental illness. Civil society organisations (CSOs) have a long tradition of providing services to homeless people, especially to those in a situation of acute homelessness, that is, living roofless. CSOs have in this respect served the function of being a social security network beyond the public sector services.

However, the conditions for CSOs' activities have changed in recent decades due to processes of deregulation, privatization and lawful competition in the welfare services.

This project investigates and analyses the roles of CSOs in relation to the field of homelessness and to the situation of homeless people in Sweden and, how these roles have changed in recent decades. Has civil society taken on an expanded role, have new roles been developed or have civil society activities come to resemble those of the public welfare services? Has the change of roles affected roofless people in any way?

This project is a follow-up on a study conducted in the mid and late 1990s, presented in a doctoral thesis in 1999 (Nordfeldt 1999), and will thus contribute a long-term perspective (about 25 years) on the division of labour between the municipal administration and civil society organisations within the field of homelessness. This qualitative study will take place in Sweden's largest cities – Stockholm and Gothenburg – which also constituted the case study locations of the first study. The empirical data will consist of interviews with representatives of a selection of CSOs (both the "traditional" included in the first study, and more recently started organisations), and relevant documents.

The project contributes basic empirical knowledge about the development of the organisational field of homelessness and a how this might affect the most vulnerable homeless people. The study can, for example, clarify whether there is still an unclear division of responsibility between the state/local government and civil society, which may result in vulnerable people being neglected by both types of welfare services.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1226 - PUBLIC SOCIAL WORK REFORMS AND PROFESSIONAL SOCIAL WORK ROLES.

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Background
Reforms in public social work services often involve expectations of employees to work in new ways, establish new collaborations and develop new skills. Such changes in the professional roles are usually vital for the achievement of the goals of reforms. This was also the case concerning the Nav reform in Norway. The reform included merging of the two major governmental and national welfare organizations, and the development of a partnership between this new organization and each local authority. This partnership concerns running a local welfare service center with employees from the new governmental body and social workers from the local authorities in every municipality. The role expectations were from the start to be public managers. During the reform, this changed into being supervisors. Now managing governmental monetary performance was centralized. The change vitalized debates on tensions between the emphasis on professional judgment and individual solutions on the one hand, and control of efficiency and legal certainty on the other.

This research, based on institutional theories, among which Lipsky's theory of street level bureaucracy is central, sheds light on the complex process of developing expedient professional roles within in four welfare centers in four small municipalities.

Methods, study design
The study had a longitudinal design. Data was collected from 2008, when these four welfare centers were established, until 2014. The data came from fifty seven semi-structured qualitative interviewing of the employees, their leaders and political and administrative heads in the local authorities and the new national welfare organization. Most interviews were with individuals. Some interviews of the employees were performed groupwise. The process was analyzed in a constructivist perspective, and based on institutional theories. The method of analysis was inspired by thematic analysis, and supported by Nvivo.

Findings
The professional roles didn't necessarily change according to the demands of the reform alone. The employees formed their role in the intersections between expectations of the reform, local community expectations and the different professional knowledge bases among the employees. This process lasted for several years. One reason for this was that the reform changed several times. Besides, technical and organizational trouble took focus and energy from developing the professional role. It also took time to fit professional cultures from the former organizations into the new setting. Other problems related to unclear and contradictory goals of the reform. An important finding about the role is also that whatever trouble the reform gave, the employees struggled to reduce harm for their users. They broke the law and abandoned requirements from the central welfare organization to protect users from negative effects of the reform. This underlines their intersectional approach in shaping the professional role.

Conclusion and implications
Organizational reforms may give a frame for new professional roles. Still the complexity of national multipurpose welfare organizations make them unable to control these roles. The shaping of a role for social workers and other welfare professionals happens as social work does - contextually and locally.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1239 - SAFE SPACES FOR 'RADICAL IDEAS' FROM DERADICALISATION TO RE POLITISATION IN YOUTH WELFARE WORK

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Background

After the attacks in European cities by home-grown terrorists, the concept of 'radicalisation' became intertwined with issues of integration and radical Islam. The cultural-psychological narrative became dominant in policy and practice. New Flemish policies on the prevention of radicalisation were developed with an emphasis on the enhancement of positive identity development of young people at risk in youth care. These policies mainly target vulnerable youth in Muslim communities, and ask considerable involvement of local authorities and social work organizations. What is the impact of the concepts of (de)radicalisation on youth work in Flanders? Do the deradicalisation policies and practises work? And, if not, what would work better? In this paper, we examine the counterproductive effects of the new prevention policies on youth welfare work in Flanders (Belgium).

Methods.

These effects are examined through discourse analysis of Flemish key policy documents and case-studies in 3 Belgian youth welfare work organisations. By means of observations of activities, document studies, interviews with youth workers and team leaders, the effects of these new policies are charted. Through an action research with youth work organisations, alternative approaches are constructed within the Interreg 2SEAS Orpheus project.

Results and implications

Youth welfare organisations show an ambiguous reaction. Deradicalisation policies are rejected because of their stigmatising effects on the youngsters and the undermining of their trust bond with youth workers. However, their pedagogical approach, focused on individual identity development, involves a paradox: it protects the youngsters against the stigmatising effects of the radicalisation discourse, but trumps out more politicising work on discrimination and inequality. We therefore propose an alternative framework on re-politicisation as an alternative to the dominant deradicalisation framework. This should bring out renewed attention to politicising practices in youth work. In order to support vulnerable young people in expressing their grievances about stigmatisation and discrimination, youth work needs to provide these youngsters 'places and spaces' in which they can experiment freely, have discussions with each other on sensitive and controversial topics and are supported by youth workers to raise their voice in public as political subjects. In this 'agonistic citizenship model' (van den Brink 2005, Sieckelinck 2017; Mouffe 2005, 2013; Rancière) social and cultural conflicts are seen as normal phenomena in pluralistic societies. These conflicts must therefore be given the necessary space to be played out both in the internal dimension and the external dimension of safe spaces. The question remains: are these 'safe spaces' a real opportunity to politicize youngsters with a migrant background in a societal context of polarized safety debates and a negative political discourse on expressed grievances of Muslims?

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1240 - EXPERTS BY EXPERIENCE IN DUTCH SOCIAL WORK DO EXPECTATIONS OF THEIR ADDED VALUE COME TRUE

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Background and purpose

Experts-by-experience are thought to be of added value in Dutch social work and are seen as promis-ing in the innovation of the social domain. However, not much is known about how they are actually involved (what do they do?) and to what extent clients and professionals benefit from their work.

In 2015 a large social work organization of 'social neighborhood teams' started a pool of experts-by-experience. They are involved in the support of clients by professionals. In our research-project, we hope to answer the question: what is it that experts-by-experience do, what is the complementary value of their work and what can we learn from the experiences about how to include experts-by expe-rience in the work of social teams?

Methods / study design

We use a combination of qualitative research methods, using short and in-depth interviews and ob-servations. We start with individual interviews with experts-by-experience, professionals and clients. We observe the supporting meetings between individual clients and the expert-by-experience and/or professional who are involved in supporting the client. We interview the professionals that have in-cluded the experts-by-experience, the experts-by-experience as well as the clients. And we observe meetings of teams and experts-by-experience in which cases of clients are discussed.

Preliminary findings

When writing this abstract, we are in the middle of our research. We have done some observations and spoken mainly with professionals and experts-by-experience.

So far, we see that the experts-by-experience have different roles. They are mostly giving advice and support to clients in more complex situations; the professional has the final responsibility for what is done. Sometimes they are involved in peer support groups, but this is still in a preliminary phase. Characteristic for their approach is the active role in making and keeping contact with the client, which often takes quite some time. They try to create a bond and mutual trust and help clients to find their own solutions. Thereby, their experiential knowledge is beneficial. They recognize the struggle with all kinds of issues in the daily life of the clients, including things that professionals put aside as 'minor detail', whereas they are very important to the client.

The professionals do not always have a clear picture how they can collaborate with experts-by-experience. Including them in meetings of the team where cases are being discussed is helping. Also, so far, we have the impression that the fact the experts-by-experience have their own team, is sup-portive to them in developing their own role.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1262 - SOCIAL SPACE ANALYSIS 'YOUTH STUDY PIELACHTAL' - BUILDING NETWORK CAPACITY THROUGH COMMUNITY- BASED PARTICIPATORY RESEARCH IN A VALLEY THREATENED BY DEPOPULATION

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Background and purpose

Depopulation of rural areas is a 'global' trend. It depends on unchangeable, but also on changeable conditions how it effects in a specific region. This research shows how a community-based participatory research approach can help in order to strengthen local network-capacity in preventing depopulation. The presented research project was located in the Lower Austrian region Pielachtal, a valley, which is situated around 100 km away from Vienna, the capital of Austria. In prevention of young people leaving the valley and moving into the city, regional representatives collaborated in a research project with the University of Applied Sciences St. Pölten in order to know more about (future) needs of young citizens, and stay an attractive living environment to them, so that they don't leave the valley.

Methods

The research applied a social space analysis- methodology, that comprised an analysis of the living environment and (future) needs of young people in the valley and it was carried out as a shared process between the researchers and the local experts on site in order to inspire a positive change process. It represents a community-based participatory research (CBPR) approach, which is a partnership approach that can facilitate capacity building and positive change through equitable engagement of diverse partners. After a statistical analysis that comprised structural hard facts about the age group of youth fifteen to twentyfive years in comparison to other regions, a local research committee composed of 15 key figures in the valley was installed that decided together with the researchers each step, evaluated the results in an ongoing process, served as multipliers and collaborated in the actual field research activities like structured social space walks and needle method, workshops and qualitative interviews with young people and other 'key persons'. Finally, based on the initiative of the steering committee there was a shared set up of an online survey that reached a high percentage of all young people living in the valley, because the steering committee promoted it quite well. The last steering comittée meeting was open to the public and concrete ongoing (network)activities were planned.

Major findings

• The most urgent needs concern an improvement of public transport and the expansion of the wireless network in the region, as well as the participation in local politics and decision processes.

• The highest attraction the region offers to young people concern those (existing) public spaces where they are invited to 'create' or develop something upon their own initiative, and the regional food production, which is highly valued by young people.

• Participatory research activities were helpful in revealing 'changeable conditions' and in creating and intensifying a network between regional stakeholders that is now concerned with supporting young people and decreasing emigration in the long run.

Conclusions and implications: The presentation will discuss the value of University-Community collaborations and community-based participatory research (CBPR) activities (based on the process and 'lessons learned' in that very project) in a fight against depopulation of rural areas.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1273 - PROBLEMATISED PARENTING THE REGULATION OF PARENTING PRACTICES WITHIN RECEPTION CENTRES FOR SYRIAN REFUGEES IN IRELAND.

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Background and Purpose:
Globally, continuous conflicts and rising levels of inequality have led to increased forced migration and enhanced efforts to resettle refugees. This paper draws on a broader research study which sought to explore the needs of Syrian refugee children arriving in Ireland through resettlement and relocation schemes. The focus of the paper is on how reception centre staff - who generally do not have social work or related professional qualifications - intervene in the parenting practices of refugee parents. The aim of the paper is to provide insight into this important and challenging, but under-researched area of social provision, with a view to informing debate on the role of the social work profession in such settings.

Methods:
The study involved a qualitative research design, comprising interviews and focus groups with refugee parents, refugee young people, reception centre staff and other stakeholders from professions such as social work and youth work. The broader study involved 19 refugee young people, 14 refugee parents and 44 stakeholders. This article draws on a subset of the data, particularly data from interviews with 11 stakeholders who were working in or providing services to reception centres, as well as data from interviews with parents and young people. Participants were selected using a purposeful sampling strategy and data was analysed thematically.

Findings:
The findings draw attention to the problematisation and regulation of parenting practices by reception centres staff, individuals who generally do not have social work or related professional qualifications. Staff assumed a regulatory role over parents in different ways: by informing and warning, watching and regulating, taking on parental roles; and referring to child protection and welfare services. In discussing the causes of the parenting 'problems', reception centre staff identified factors which related to the parents, including their previous traumatic experiences. There was no recognition that "parenting is nested within the macro system in which families are displaced" (Sim et al., 2018: 25) with staff failing to recognise the difficulties associated with parenting in collective accommodation environments.

Conclusions and Implications:
Refugee parents are subjected to intrusive observations and interventions from reception centre staff in the Irish context and it is likely that this is the case in other jurisdictions too. Such interactions with staff add significantly to the multiple challenges that refugee parents and children already face and highlight the unsuitability of collective accommodation centres for family life. Given the undue burden placed on staff who lack relevant professional skills, this research highlights the potentially important though challenging role for professional social workers in such contexts. The social work profession can, and arguably is ethically obliged to, take a proactive and innovative role in engaging with refugee reception centres – both with staff and with residents, given that the profession has always attempted to "mediate between a number of potentially contradictory demands" (Parton, 2012:95) such as care and control, empowerment and regulation, promoting and safeguarding welfare, all of which are particularly challenges within refugee reception centre environments.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1278 - COLLABORATION BETWEEN SOCIAL WORKERS AND VOLUNTARY SUPPORT GIVERS IN CHILD AND FAMILY CARE

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A transformation is taking place in the Netherlands in the field of child and family care. Driven by financial urges and ideological beliefs, Dutch society is changing into a so-called "participation society" in which citizens have a high responsibility to look out for each other, and to take care of their own and their children's well-being. This change has several implications for social workers, creating challenges but also opportunities. Instead of solving problems for the families, they solve problems with the families, and try to enhance families' problem-solving abilities. Furthermore, family members have a much stronger say in which help and support will be offered and in what way.

One way of supporting families in taking better care of themselves, is by activating the family's network. The family and social worker investigate whether and how the family's network can support them or (temporarily) take over some tasks. Since not every family has such a network and not every network is capable of offering support, social workers often ask volunteers to support the family.

Several municipalities in the Dutch province of Utrecht asked the research group Youth of the HU University of Applied Sciences Utrecht to study the collaboration between social workers and voluntary support givers. They specifically wanted to know how the different support givers view their roles and responsibilities. We therefore interviewed several social workers and families, and also students who supported the families for 6 months as volunteers. Moreover, each one of the students carried out a small study on their own, as part of their graduation. We added the findings of the students to our final report.

In the current presentation we will share the results of our study, together with the recommendations that we presented to the municipalities and organizations that participated in this study. Further, we are interested in hearing the attendees' views on and experiences with the collaboration between social workers and voluntary support givers. There will be some room for discussion.

Literature
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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1291 - CHALLENGES AND OPPORTUNITIES FOR SOCIAL WORK EDUCATION ON THE ISLAND OF IRELAND IN CONTEMPORARY SOCIETY A CROSS SECTIONAL STUDY

Claire Mccartan [1], Julie Byrne [2], Jim Campbell [3], Declan Coogan [4], Gavin Davidson [5], David Hayes [5], Gloria Kirwan [6], Mandi Macdonald [5], Simone Mccaughren [7], Paula Mcfadden [8], Caroline Mcgregor [4], Lorna Montgomery [5], Maria Pentaraki [5], Shaun Roddy [9], Audrey Rolston [5], _Caroline Shore_ [7], Elaine Wilson [3]

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Background and purpose

Whilst there is an extensive literature base that explores some of the characteristics and motivations of students choosing to study social work, very little research has examined this issue in the Irish context. This paper will present the findings of a study, carried out across six institutions, two in Northern Ireland and four in the Republic of Ireland, that provide social work education programmes with a key aim to explore the demographic background and motivation of students training for a career in social work.

Methods

The research design comprised a mixed-methods approach using an anonymised online survey of social work students on both undergraduate and postgraduate routes, in the academic year 2018/19. The survey captured information about students' age, gender, sexual orientation, religious and political identity, disability, and dependents. In addition data were gathered about past and current unpaid and paid caregiving, financial coping, perceived social class and experiences of discrimination. Data about motivation to study social work, Adverse Childhood Experiences (ACEs) and issues of resilience, and empathy, were also collected.

Findings

A total of 240 students completed the survey (53.6%). An unsurprising finding was that the majority of students (83%) were female, given the gendered nature of the profession in Ireland and elsewhere in Europe. There were relatively small numbers of respondents who identified themselves in terms of ethnic minority status. Many students already had undergraduate or postgraduate qualifications. The data indicate that there were high levels of motivation to join the profession despite the relatively modest incomes, high stress and burnout associated with this career. Many students had some personal experience of social services, and there was some indication that these social work students may have higher rates of ACEs compared to the general student population.

The relatively high rates of ACEs, and levels of resilience were of interest, given the association between childhood adversity and long-term physical and mental health outcomes. Further exploration of such phenomena may help to inform a greater understanding of social work student needs. Fear of burnout and stress was identified by over half of the respondents, and the issue of self-care was viewed to be an essential component in the curriculum, as well as promoting, lobbying and advocating for the profession. Many students were motivated for reasons of social justice, for example in enabling people to overcome oppression.

Conclusions & implications

Knowing why students are motivated to study social work can inform the design and delivery of social work education but can also highlight challenges that may be encountered during the learning process. The study suggests that a greater understanding of the backgrounds of social work students can help educators to identify training gaps, inform course policy and provision, and create opportunities to promote student wellbeing. As the populations in Ireland, north and south, become more diverse it is important that lessons from the study can help educators prepare social work students well for progressive and anti-oppressive practice.

Category: Challenges and opportunities for social work research practice policy or education in contemporary contexts

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1295 - AT THE INTERSECTION CHILDREN LIVING WITH PARENTAL SUBSTANCE MISUSE AND DOMESTIC VIOLENCE AND ABUSE

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Growing up in a household where there is domestic violence and abuse or parental substance misuse can have a significant negative impact on children's wellbeing. Furthermore, the co-occurrence of parental substance misuse and domestic violence and abuse is common, particularly for children who are referred to social work services due to concerns about their welfare. However, there is relatively little known about children who experience both factors, particularly in relation to child protection outcomes and what factors may increase or decrease the risk of harm. This paper reports on an ESRC PhD study which explored child protection outcomes and risk and protective factors for children living with both domestic violence and abuse and parental substance misuse.

The study was a retrospective longitudinal case note study of 299 children (aged 0-18) living with parental substance misuse referred to social worker services in one local authority in England. The paper focuses on a sub-sample of 154 children who were also living in households where there was identified domestic violence and abuse. Data was collected longitudinally for 2 years from social work case files in relation to: risk and protective factors, statutory child protection outcomes, and children's wellbeing outcomes. Multivariate and exploratory statistical techniques, including cluster analysis, were used to analyse the data.

The paper will present two key findings. Firstly, children who were living with both domestic violence and abuse and parental substance misuse were significantly more likely to be re-referred to social work services and to become the subject of a child protection plan than their peers who were not living with domestic violence and abuse. Secondly, children's child protection outcomes were significantly worse in cases where there were two or more reported incidents of domestic violence and abuse. The findings indicate that the intersection of living with parental substance misuse and patterned domestic violence and abuse presents a particular risk of harm to children. Implications for policy and practice will be discussed, with a focus on how the study's findings may inform multi-agency and integrative support for children and their families.

Category: Challenges and opportunities for social work research practice policy or education in contemporary contexts

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1304 - CHALLENGES OF ACCESSING ENGLISH LOCAL AUTHORITIES TO EXPLORE SOCIAL WORK PRACTICE WITH WOMEN WHO HAVE EXPERIENCED DOMESTIC ABUSE

Kim Detjen [1]
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Background and purpose:
The aim of the presentation is to highlight the difficulties in gaining access to the lived experiences of children and family social workers and the mothers they interact with. What takes place between social workers and mothers is often a mystery, as much of the research involving social work is conducted outside of the home visit, even though the majority of the work that social workers do with families, takes place in the home. As Pithouse (1987, 1998) pointed out, social work is often "an invisible trade"; this is in part due to the fact that social work practice is rarely observed by anyone, and their interactions with service users are rarely researched.

Summary of the main points:
My PhD is examining the relationships between child protection social workers and women who have experienced domestic abuse. Domestic abuse is the most common reason for social work involvement in families, yet there is no research that examines the relationships between the two, while they are actively working with one another. In order to have an in-depth look at how social workers and women work together, a qualitative methodology has been used. It is innovative, and draws on the work of Ferguson (2008, 2010) and Roy et al (2015) by using mobile methods when interviewing the social worker, observing interactions between the social worker and the women, and conducting a semi-structured interview with the women after the observations have been completed.

Gaining access to the social workers and the women has generated some interesting reflections and questions, as I naively thought this would be a relatively easy process due to the links I have with various local authorities in the area. I was surprised with the problems I encountered in negotiating access; meeting with gatekeepers, time spent meeting with various managers and teams, senior managers agreeing but then participating is not encouraged in the teams. The presentation will discuss the reflections, and how this can impact on the issues of improving social work practice, as well as outcomes for those they are working with. I will discuss the interactions with local authorities and what happened, and I have considered some factors involved in gaining access such as: apprehension about time constraints, managers' fears of being 'inspected', 'frustration' triangle, social workers anxieties about being 'seen'.

How the presentation will address conference aims and themes:
The presentation will address the important links between social work research and practice, and the difficulties in improving practice if access to participants is difficult. It provides detailed reflections on the challenges of social work research, specifically with ethnographic methods.

Conclusions and implications:
There are important implications for social work practice if researchers experience such difficulties in gaining access, as it will be challenging for practice to improve. This is specifically significant in areas that consistently cause high concern of risk to service users.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1310 - FALLING THROUGH THE CRACKS AN EXPLORATION OF SOCIAL WORKERS' PERCEPTIONS OF THE NEED FOR ADULT SAFEGUARDING LEGISLATION

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Background

The investigation of, and interventions on, the alleged abuse of vulnerable adults has become an important feature of social work. Policy and practice in adult safeguarding is characterised by competing debates about how regulators define core concepts and reporting systems. It has been argued that the introduction of specialist legislation could enhance responses to adult safeguarding in social work practice(Montgomery et al. 2016. This study sets out to shed light on how social work practitioners are navigating cases in the absence of primary legislation and to explore what benefits or challenges there might be should adult safeguarding legislation be fully enacted in the Irish context.

Methods

Focus Groups (N=2) and face to face interviews(N=14) were held with social work practitioners using a critical incident technique. An online survey questionnaire was also administered with N=120 responses.

Findings

Social workers reported that adults at risk were 'falling through the cracks' due to the absence of adult safeguarding legislation. Legislative powers such as a duty to cooperate, duty to share information and a duty to involve the adult at risk in the safeguarding process were deemed critically important but absent. In addition, social workers reported that the lack of access to support services for the adult at risk was significantly impacting on their ability to safeguard.

Conclusions

Whilst the current policy measures in place offer some protection, it is evident that social work practitioners believe that safeguarding procedures should be placed on a statutory basis to ensure the safeguarding process is applied in a consistent and effective way.

Montgomery, L., Anand, J., McKay, K., Taylor, B., Pearson, K. C., & Harper, C. M. (2016). Implications of divergences in Adult Protection legislation. Journal of Adult Protection, 18(3).

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1313 - THE RELATIONAL EMOTIONAL AND EMBODIED PRACTICES OF CARE IN SOCIAL WORK TECHNOLOGY AND THE POLITICS OF CARE

Mie Engen [1], Andreas Møller Jørgensen [1], Maria Appel Nissen [1]
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It is well know that social work is a modern way of 'policing' children and their families closely related to shifting forms of governance, technologies and concerns regarding social order (Donzelot, 1997). Currently, this includes an intensified governmental focus on how new forms of digital technologies can support or be equivalent to relations of care in social work.

This presentation offers a theoretical and empirical analysis of the relational, emotional and embodied practices of care in social work. The empirical material stems from a Danish research project currently un-derway: Does Social Work Care? Exploring the relational, emotional and embodied practices in social services for vulnerable children and their families (2018-2021). The project is conducted as an ethnographic field study closely following and observing how social workers practice and reflect on the forms and possibilities for care across three types of social work: statutory social casework, home based counselling and family treatment. Our assumption is that by exploring such aspects of social work, we can contribute substantially to the politics of care (Tronto, 2013), and how care is valued in governance, technologies and new ways of ordering the social. It has been noted that often care is associated with 'warmth and love' while technology, by contrast, is considered 'cold and rational'. (Mol et al., 2010: 14). With inspiration from science and technology studies (STS) and the work of e.g. Bruno Latour, Annemarie Mol and Jeannette Pols, our point of departure is that if we are to emphasize and unfold the specificities of caring practices in social work in the face of new digital technologies, this polarisation is insufficient. We might instead think of care in social work as a unique technology emerging through micro practices of seeing, understanding and re-sponding to human needs (Tronto, 2009). Caring is a way of working. It is a modality of handling specific problems and needs involving perceptions and expressions of what care is - that is a 'logic of care' drawing upon the material, bodily and sensual 'know how' of the social worker (Mol, 2008). From this point of view, care 'is a matter of tinkering', of different elements and actors in a situation working together, 'until they somehow fit – and work'. Thus, care in social services with vulnerable children and families is a way of working, not only in, but also at the family seeking to change the material, bodily and sensuous quality of what a family is.

From this perspective, we will present preliminary findings regarding the relational, emotional and embodied practices of care in social work. Moreover, we will discuss the potentials of approaching care in social work as a relational, emotional and embodied technology in a governmental context where digital technologies are promoted more intensively than the politics and ethics of care.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1319 - FACES OF WORKPLACE AGRESSION FROM THE PERSPECTIVE OF DIFFERENT CHILD WELFARE ACTORS

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Background and purpose of the presentation

Social work as a profession is accredited with a rare right to enter a private space. This trespass is related to institutions to which the state delegates functions of control (e.g. in the case of child abuse). However, the home visits, as potential triggers of aggression, have been largely ignored in the research (Ferguson, 2018), despite that entering private space often implies the role of "harmful 'invaders'" (Cheshire et al. 2018), stressful decisions, and affects quality of the workplace in general. There is sufficient research on aggressive behaviour towards social workers, but little conceptualization of the opposite situation has been found: among indicators of workplace aggression approved by ILO, there is no indicator of employees' aggression against clients. Presuming that taking a child from a family (which in itself implies an aggressive function and negative emotions) can affect a social worker's well-being, we aim to reconstruct the concept of child welfare professionals' workplace aggression in the perspective of workplace quality and to provide a model for its improvement.

Methods

Qualitative research (semi-structured interviews, focus groups) reveals perspectives of different child welfare actors: child welfare workers, representatives of police, parents whose children have been taken from the family, and adults who experienced removal from their families in childhood. Sampling methods: convenience-snowball (parents, children); purposive-quota (professionals). Data was gathered following principles of informed consent, anonymity and confidentiality. Data was analysed using qualitative content analysis approach (Mayring, 2014).

Findings. The two years' research is in progress, but preliminary results reveal different experiences of agression in the situation of a child's removal from a family.

For persons who were removed from their families in childhood the intervention of social workers remains as experience of nonhuman behaviour, marked by 'cold' formal care and compared to 'a nightmare'. Parents' experience is marked by shock, helplessness, injustice, followed by reactions of anger and aggression towards government and its representatives - childcare specialists. On the basis of preliminary analysis, we relate these reactions with 'illiteracy' of childcare specialists in information sharing with families. For social workers the situation of a child's removal is often charged with parents' verbal and physical aggression towards them. They feel lost in struggles between: institutional rules and personal feelings, helplessness and control, workplace reality and stereotypisation of a situation of a child's removal. Initial findings will be interpreted applying the approach of personal and organizational resilience (Luthans, 2002).

Conclusions and implications

We will reflect on individual, interpersonal and organizational factors which may be related to workplace aggression, and will contribute to understanding of challenges and opportunities for social work research, practice and policy in the field of childcare. The presentation will highlight ethical concerns encountered in the research process and inherent in the methodology.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1320 – ON THE MARGINS. A QUALITATIVE STUDY OF PROFESSIONAL EXPERIENCES OF IDENTIFYING DOMESTIC VIOLENCE IN IRISH MENTAL HEALTH SERVICES. CHALLENGES AND OPPORTUNITIES FOR SOCIAL WORK IN A MULTIDISCIPLINARY CONTEXT.

Elaine Donnelly [1], Stephanie Holt [1]
Trinity College Dublin, School Of Social Work And Social Policy, Dublin-Ireland [1]

Background
The mental health sequelae of the experience of domestic violence are severe and well established. The prevalence of domestic violence experience is higher in mental health service user populations yet consistently undetected, and the responses of mental health services often absent or inadequate. The aim of this study was to explore how professionals in an Irish mental health setting understand issues of domestic violence, and to consider their experience of its identification and response in a multidisciplinary practice context.

Methods
An exploratory qualitative approach using semi structured focus group interviews was employed. The data consisted of six focus group interviews with occupational therapists, nurses, consultant psychiatrists, junior doctors, social workers and psychologists working in acute mental health care (n-27) in Ireland in 2018. Data was analysed using principles of thematic analysis.

Findings
Study findings suggest that the understanding of domestic violence issues in this setting was poor and variable. Domestic violence was not routinely identified by participants and responses were described to be limited, uninformed and inconsistent. The construction of issues of domestic violence in this setting was found to present a serious challenge to the appropriate recognition of domestic violence and to effective service provision. A prevailing medical model along with an exclusive focus on physical forms of violence shaped the visibility of the issue in practice. Upon detection, domestic violence issues were marginalised from mental health care due to its construction as a social problem and thus located in the domain of social work practice. Social workers were considered best placed to respond in the context of reported knowledge gaps among many professionals.

The presentation of this study will focus on the implications of this study for social workers responding to domestic violence issues in a multidisciplinary team context. The challenges for social work practitioners in developing comprehensive and empowering responses to this service user group will be discussed along with the research opportunities for ensuring a person centered collaborative approach.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1326 - PERCEPTIONS AND OUTCOMES OF INFORMAL SOCIAL SUPPORT FOR PARENTS WITH LEARNING DIFFICULTIES A REVIEW OF THE LITERATURE

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Background and Purpose

International research indicates the overrepresentation of parents with learning difficulties (PWLD) in child protection systems (Llewellyn and Hindmarsh, 2015). Social workers and other professionals are challenged to find innovative ways of practicing with PWLD that enable them to remain part of their children's lives. One promising method is to develop the informal social networks (ISN) of parents (i.e., relationships with family, friends and community members) that may support them to meet the challenges of raising their children. The current systematic literature review seeks to better understand the relational assets that PWLD bring to their parenting by addressing the following questions: 1) What do PWLD perceive to be the characteristics and benefits of supportive ISNs? 2) What outcomes are associated with ISN support for PWLD and for their children?

Methods

Terms related to "parents," "learning difficulties," and "social networks" were used to search six datadases (ASSIA, MEDLINE, PsychINFO, Scopus, Social Policy and Practice, and Social Services Abstracts), resulting in 549 articles being retained. Inclusion criteria were: PWLD participants, exploration of relationship between ISN and parenting, English language, and peer reviewed. Restrictions were not placed on methodology or publication date. Further articles were located through hand searching reference lists and relevant journals. Data were extracted from the articles about study design, participants, location, analytical strategy and outcomes of ISN support. Qualitative data were coded and thematically analysed. The Mixed Methods Appraisal Tool (MMAT) was used to assess the methodological quality of the included articles.

Findings

Twenty articles (eight qualitative, ten quantitative, and two mixed methods) published between 1989 and 2019 were included in the review. Studies were conducted in Australia, Canada, Iceland, Sweden, the Netherlands, the UK, and the US. Qualitative studies indicated that parents perceived ISN to be supportive of their parenting if members were easily available, trustworthy, and if they had shared experiences in common. Perceived benefits of networks included learning parenting skills, help with navigating services, practical and financial support, and improved mental and social well-being. ISN were also credited with parents being able to retain care of their children. Quantitative studies investigated outcomes of parental ISN, including parenting behaviours (n=7), parental mental health (n=4), child emotional/behavioural functioning (n=3), and child protection status (n=3). However, methodological limitations including small sample sizes and measurement inconsistencies prevented conclusions from being drawn about these relationships.

Conclusions and Implications

The perceived practical and psychosocial benefits of supportive ISN to PWLD suggests the importance of taking account of relationships with family, friends and within the community when assessing the parenting capacity of PWLD. It is possible that early interventions designed to increase the size and strength of ISN may be beneficial for PWLD; however, further research about their impact on parent and child outcomes is needed.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1334 - SELF PERCEIVED EMPLOYABILITY OF SOCIAL WORK STUDENTS

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Background: The role of higher education institutions is to train competent specialists to work in the professional field of Social Work. The professional competences, as well as the transversal ones specific to the assistance work are acquired during 3 years of study at the bachelor level. As a result, students acquire theoretical knowledge and are guided in translating this into practical activity. Also, studies in the field argue that the employability of graduates is a performance indicator in determining the quality of higher education. The higher education system should focus on delivering specific knowledge of the professional area, building professional skills in the field of practice, supporting self-efficacy beliefs, metacognition about the learning process and reflective abilities. Starting from this idea, the research topic concerns the concept of self-perceived employability related to the field of social work. This study also explores how students from Social Work programs, evaluate the competencies gained during their studies. Purpose: This study aims to identify and explore the attitudes and perceptions of 3rd grade Social Work students from several cities in Romania, by looking at gained competences and the future transition to the labor market. Methodology: The study starts from the following research questions: What skills should be better enhanced among students in Social Work training programs? How do students perceive their own employability after completing their Social Work bachelor's degree? Data was collected using the attitudes questionnaire who focuses on seven thematic units: socio-demographic data, aspects regarding the university infrastructure, commitment to specialization in Social Work, professional and transversal competences and skill, the implications of social networks for entering the labor market, personal attributes and their importance for entering the labor market and future prospects and perceptions regarding employability. The questionnaire was spread in online environment to 9 Social Work programs from Romania, with frequency learning, Romanian line of study. A total of 43 questionnaires were completed. Findings: From the data collected, it turns out the students consider that they have acquired, during the years of study, a greater extent of transversal skills (soft skills) compared to professional ones. Also, in the case of internships and volunteering activities, most students agreed to a greater extent with the fact that these are real opportunities to develop the skills needed for employment and to gain professional experience in the studied field. Conclusions and implications: The research will make important contributions for multiple stakeholders (universities, teachers, employers, filed practice instructors etc.) interested in improving the educational process and increasing the employability of students from Social Work program.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1343 - CHILDREN'S AND PROFESSIONALS INTERPRETATIONS OF THE CHILD'S RIGHT TO PARTICIPATE IN CHILD WELFARE DECISION MAKING EXPERIENCE FROM ESTONIAN CHILD WELFARE REMOVALS

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Background and purpose

Article 12 of the CRC declares the right of the child to participate in decision-making that affects the life of the child. Removing a child from the biological family and placing her into substitute care affects seriously the future life of the child. However, it is not easy to clearly define what child participation means in such a complex decision as a child welfare removal. The objective of this paper is to analyse and compare views of children who have undergone the removal process with views of professionals who represent children in these proceedings. We discuss the question: what it means for a child to participate in removal and how the professionals can support the child's positive participation?

Methods

For analysis we use data collected in two earlier research projects. The first part of data forms a selection of interview transcripts (n=20) of children with lived experience of removal from FRA project (Child Participation in Civil and Criminal Justice, 2013-14). These children were between 10 and 14 years during the removal process, at least one year had elapsed between the removal and the interview. The second part of data is the Estonian part of inquiry with specialists (n=107) from project "Improving Decisions through Empowerment and Advocacy (IDEA)" (2017-19) with special focus on qualitative answers and comments of respondents. Theoretical frame for comparison is based on Lundy's (2007) model of child participation.

Findings

Most children prefer not to participate in the removal because of the negative experiences they had during the process. First, children had insufficient information about the whole process; second, contacts with professionals where unexpected to the children; third, children had no opportunity to express their views freely, and the communication was a question-and-answer process; fourth, children reported about broken promises; fifth, they assess their participation as a formality; sixth, children's security was not always guaranteed. Professionals assess different rights of the child rather highly – right to be protected and to be heard had the highest importance. The right of the child to participate in judicial proceeding was seen as less important, because of its harmful effect for the child. At same time, the right to be heard was evaluated highly, however, listening means for professional skillful collection of evidence from a child that is needed for making the court decision in the child's best interest.

Conclusions and implications

Lundy's model of child participation gives a good frame to compare different views on the same process. Our analysis shows that children and professionals describe and interpret the same process differently. Exclusion from difficult and sometimes traumatic proceeding is interpreted by professionals as protecting children from harm. All this still shows the dominant concept of the child as an object of adults' care and not as a subject of rights.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1357 - 'SHALL I GO OR SHALL I STAY' A LONGITUDINAL STUDY OF CHILDREN AND FAMILY SOCIAL WORKERS IN ENGLAND

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Background and purpose
Description of the problem, study objectives, research question(s) and/or hypotheses;
Baginsky (2013) stated that poor retention in social work results in a workforce with insufficient numbers of experienced staff capable of dealing with the complexity of the work, and of providing appropriate leadership. The DfE (2018) reported that 29% of children and family social workers were aged over 50 suggesting high levels of upcoming replacement demand, a national vacancy rate of 16% and a turnover rate of 16%. In 2019 the DfE reported that 68% of those leaving had been in service for less than 5 years.
It is thus critical that we develop robust evidence on recruitment, retention and progression in child and family work. This landmark study's year 1 (and year 2 where this has been completed) provides a much clearer understanding of the 'pull and push' factors that influence social workers remaining in post, moving within children's services or leaving the profession.

Methods
Study design, including a description of participants and selection strategies, data collection procedures, measures, and approaches to analysis;
The research design consisted of 3 main elements:
1) Preliminary face-to-face qualitative interviews with 25 children and family social workers to inform the questionnaire development.
2) A mixed-methods online and telephone survey
3) 40 follow-up telephone qualitative interviews with a matched structured sample of 'stayers' and 'leavers'

With the help of the DfE 95 of 152 local authorities in England where approached agreed to participate. Participants were recruited by either employers providing a census of their staff including email addresses or sending an open link to their staff on our behalf. From this 5,621 questionnaires were completed (27% response rate) representing 1/6 of all children and family social workers in England.

The 5,621 surveys were analysed using SPSS and the qualitative interviews using framework and thematic analysis.

Findings
Specific results in summary form;
Overall the majority of social workers found their job satisfying, felt loyal to their employer and planned to stay in child and family social work for the next 12 months. There also appeared to be a 'pinch point' after 2 years when social workers From the 'stayer' and 'leaver' interviews there was a high similarity in responses. Since the questionnaire some 'leavers' were now staying and some 'stayers' were now leaving. All those interviewed expected to work beyond their contracted hours, caseloads were viewed as too high and social workers wanted to spend more time building relationships with service users rather than form filling, overly bureaucratic procedures and computer driven practice. Flexible working arrangements were welcomed but not always accessible. There was a major issue as how long interviewees felt you could work on the 'front line', these workers were often less experienced, less satisfied and had a poorer work/life balance

Conclusions
The 2-3 years into practice is a critical point which needs addressing organisationally and nationally.
The need to reduce unnecessary bureaucracy.
Rethinking when social workers should practice in the 'front-line'.
Addressing the precariousness of 'staying' or 'leaving'

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1403 - PEOPLE WITH PSYCHIATRIC DISABILITIES THE CONTRIBUTION OF PERSONAL AND SOCIAL COMMUNAL RESOURCES TO HEALTH BEHAVIORS AND HEALTH CARE SERVICES UTILIZATION

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Background and purpose

Social work encompasses various methods of intervention and research methodologies, from micro to macro focus; however, in certain areas of practice these methods are rarely examined together. This study, which was based on Social Capital theory (Putnam, 2000), in a first innovative attempt, examined communal, interpersonal and intrapersonal explanatory factors of health behaviors, namely engaging in physical activity and keeping a healthy diet, among people with serious mental illness (SMI) who reside in the community. This attempt is especially important as poor health behaviors, which are modifiable, serve as a significant cause for shortened life expectancy among people with SMI (Parks, Svendsen, Singer & Foti, 2006). In addition, the majority of people with SMI reside in the community, however, communal factors were not examined previously in relation to health behaviors.

Methods

In this cross-sectional study carried out in Israel, 325 participants aged 20 and above with SMI, residing in the community and receiving rehabilitation services, filled out a self-report survey assessing levels of engagement in physical activity, keeping a healthy diet, self-efficacy, sense of comtrol, sense of belonging to the community, social support, and physician's attentiveness to health behaviors. Potential participants were recruited from rehabilitation services across Israel by research assistants who administered the surveys.

Findings

Level of keeping a healthy diet was average and level of physical activity was below average (M= 1.53,0.70, respectively [range 0-3]). A regression analysis revealed that higher self-efficacy and sense of control and higher level of support from rehabilitation professionals, family and friends were positively associated with physical activity (B=.56,p<.01; B=.16,p<.01; B=.21,p<.01, respectively); and being older, higher physician's attentiveness to health behaviors, and higher self-efficacy were positively associated with keeping a healthy diet (B=.23,p<.001; B=.19,p<.05; B=0.28,p<.01, respectively). Interestingly, sense of community was associated with physical activity in the second stage of the regression (B=.30, p<.01) but not in the third-final stage.

Conclusions and implications

Intrapersonal factors and communal-interpersonal factors seem to be important factors in promoting both physical activity and healthy diet among people with SMI. In addition, feeling belonging to the community is important in promoting health behaviors; however, intrapersonal and interpersonal factors seem to have a stronger impact. As this was the first study to examine communal, interpersonal and intrapersonal factors in an integrative way in the field of mental and physical health, it presents an important and promising opportunity for innovative research and practice opportunities. Future research should elaborate on this study in order to better understand the impact of the complex relationship between micro and macro factors on health behaviors among people with SMI. Furthermore, as social workers play a key role in working with communities they should bear in mind that supporting integration of people with SMI into the community serves both as a mental health promoting goal but as a health promoting goal as well. Social workers should therefore work with physicians and the wider community to find ways to promote health behaviors among people with SMI.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1405 - KEYRING; ENABLING PEOPLE WITH A DISABILITY TO CONNECT AND BELONG WITHIN THE COMMUNITY

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Background

Community participation is a goal of the UN-Convention for the rights of people with a disability. Although this UN-Convention was ratified only in 2016 in the Netherlands, people with a disability still have less opportunities to participate in the community (Brummel, 2017). Rights themselves might not be sufficient to stimulate equal opportunities for participation for all citizens. In this research we use the capability approach (Sen, 2009; Nussbaum, 2011) to analyze both structural and social constraints for community participation of people with a disability. The practice of KeyRings, originally developed in England, was introduced in 2012 in the city of Nijmegen. KeyRing is an innovative approach to support people with a disability to live, contribute and belong within the community. The research question we focus on is: how does KeyRing address real opportunities for people with a disability to be able to connect and belong within the community?

Methods

Data were gathered in two studies. The first study (2016-2017) was a qualitative evaluation of four KeyRings (Ketelaars et al., 2018). We conducted 13 in-depth interviews with participants with Intellectual and Developmental Disability (IDD). Per KeyRing a group interview was held with in total 25 participants, and seven social workers participated in a focus group. We worked together with three co-researchers with IDD. The second study (first half of 2019) focused on experiences of self-stigma in two KeyRings. In-depth interviews were conducted with ten participants with IDD and four social workers participated in a focus group. Data from both studies were transcribed, coded and analyzed from a capability framework.

Findings

KeyRing stimulates participation on neighborhood level. Participants visit together different activities, like a fair and some have an active role, like being a dj. Social networks did change, but participants hardly reported new connections beside KeyRing. In the first research people reported still feeling lonely. The second research showed that most participants have experiences with public stigma. Half of the participants experienced adaptive preferences (Terlazzo, 2015), resulting in participation in so-called 'special needs' activities. Community participation was not always a valuable choice, based on earlier experiences with public stigma, like being bullied.

Conclusions/implications

Social workers have difficulties recognizing adaptive preferences and focus mostly on individual participation and less on contextual and social aspects like public stigma. The contextual perspective is important to improve social inclusion and decrease adaptive preference and stigmatization (Bolsenbroek & Houten, 2010; Tirions, Braber & Blok, 2018). More critical reflection from both social workers and participants is needed to stimulate equal opportunities for community participation. A capability framework could be helpful to develop this critical reflection, enabling people with a disability to connect and belong within the community.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1410 - 'ACCESSIBILITY OF WELFARE SERVICES IN THE CONTEXT OF DIVERSITY THE IMPORTANCE OF LINK WORK'

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The impact of residualisation on social work is so far hardly explored. Residualisation refers to the process whereby urban social housing is strictly allocated to the lowest income groups, and where social problems accumulate and concentrate in particular urban areas. What does this concentration of disadvantaged households mean for social work?

In a context of a decentralizing and retreating welfare state, residualisation does not necessarily imply extra formation for social work, but rather a stronger emphasis on the effortful coproduction of welfare between formal and informal actors. Within this playing field, we distinguish link work as vital for both formal and informal social work. Link work is about establishing vertical and horizontal connections between different worlds, across sectoral, professional or trust gaps. We expect that in areas of residualisation successful urban social work is dependent on strong linking skills by so called 'link workers'.

Drawing from a recent case study conducted in the Amsterdam neighborhood of Geuzenveld (New West), we examine the characteristics, roles and methods of such link workers in a context of residualisation. In this study, the focus was on the role of link workers in establishing connections between 'hard to reach' communities and formal welfare services. The specific communities we investigated where elderly migrants, recently arrived refugees with a resident permit, and persons with mental constraints or a psychiatric background whom, as a result of the policy of socialization, live independently with home based care. As social housing is increasingly restricted to the lowest income groups, these are the types of residents that make up an increasing part of the population of neighborhoods with a large social housing stock.

Members from each of these communities experience obstacles accessing low threshold welfare accommodations in neighborhoods, and link workers play a vital role in bridging this gap. In the context of these communities, 'link workers' refer to a variety of actors ranging from formally appointed community health workers to active residents that work as volunteers in migrant self organizations.

In this paper we analyze the commonalities and differences between these different link workers, as well as the different needs and challenges of each of the three communities central to this study. We examine the dilemmas the link workers encounter, their different perspectives on the needs of their communities and the ways in which their work could be strengthened and supported by local governments. Finally, in relation to professionally appointed link workers, we address the question whether link work is a skill that can be acquired as part of the social work curriculum or whether the qualities of link workers are innate and specific to particular persons.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1415 - CO CREATION IN SOCIAL SERVICE INNOVATION. USER VOICE AND SYSTEM LISTENING

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Co-creation is a term that is used often in contemporary social work. Social workers are supposed to strive for co-creation, based on voicing of and listening to service users and citizens. It involves adoption of new working processes, accepting new roles and change of attitude of all stakeholders involved.

In this paper, we will discuss co-creation as a highly complex learning- and reframing process both on individual, group and systemic levels. We will present results of Horizon 2020 study on co-creation in social service innovation in Europe (CoSIE, website:https://cosie.turkuamk.fi). We will focus on specific cases in Nieuwegein (on quality of life in a deprived neighbourhood) and Houten (on matching of job-seekers and available jobs).

We will describe a roadmap for co-creation and innovation; including conditions, tools, learnings on co-creation processes and innovation on individual, group and systemic levels. Finally, we will draw some conclusions on the actual innovation of social services based on the experiences, capacities and needs of service users themselves.

O1421 - ACKNOWLEDGING "BEING MUSLIM" AS A COLLECTIVE IDENTITY – IMPLICATIONS FOR SOCIAL WORK PRACTICE AND RESEARCH

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Research concerning identity construction amongst second generation western born/raised youth typically centers around the preconception of ethnicity as the primary source of identity, thus failing to recognize the importance of religion in processes of identity-construction.

My research focuses on the group of western born/raised Muslim youth in Sweden and how they construct and negotiate their identity as a minority group. By conducting, transcribing and thematically analyzing four focus group interviews comprised of 20 young Muslims actively engaged in a social movement for young Muslims the importance of religion as a source of identity becomes evident.

Research on social movements suggest that social movements embodies the social conditions of marginalized groups and their struggle for social change. By having researched social movements of young Muslim in Sweden, my research highlights the transnational identity-construction amongst young Muslims as they embrace a religiously based primary identity as "Muslims" and as they take collective action in opposing discriminatory and exclusive societal mechanisms preventing them to be both Muslims and Swedish.

These findings challenge preconceived ideas of identity-construction amongst second-generation western born/raised youth as solely a negotiation between ethnicities. It suggests for social work researchers and practitioners to acknowledge "being Muslim" as a collective identity, and to acknowledge the collective actions of Muslims as the embodiment of the struggle western born/raised Muslims are facing in living in accordance to their religious belief while being able to fully participate in society.

With the acknowledgement of "being Muslim" as a collective identity social work researcher enables themselves to more accurately frame the identity-construction process of the growing number of youths embracing a religious-based identity. By doing so research on marginalization can extend its reach and more accurately describe social conditions of Muslims in Europe. For social work practitioners engaging in community work this research calls for the inclusion of Muslim communities as partners for social change.

When reviewing literature on social movements it becomes evident that social movement studies is a research field dominated by sociologists and political scientists while vastly being underrepresented of social work scholars. However, being an important field in bringing understanding to marginalized groups and their collective action for social change, I argue for the importance of social work scholars to make contribution to this field of research.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1422 - HUMAN RIGHTS APPROACHES IN SOCIAL WORK PRACTICE IN KOSOVO

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Background and purpose

Underpinning professional practice in the rights-based principles of human dignity, nondiscrimination, participation, transparency, and accountability has been proposed as a strategy to lead social work professionals towards ethical innovations in practice and policy (Mapp, McPherson, Androff, & Gatenio Gabel, 2019). In order to promote innovative and ethical practice in a newly emerging country, this presentation explores the rights-based attitudes and approaches of social work practitioners in Kosovo. The presentation will report on the results of a survey that explored Kosovar social workers' approaches to the social, economic, and political rights in their everyday work.

Methods

The study sampled 100 social workers, employed in 10 municipal social work centers in diverse Kosovar regions. To understand the ways in which social workers envision and promote human rights in everyday practice, a quantitative research study was conducted to measure the applicability of human rights in professional practice among the social workers in Kosovo. Eight scales measuring Human Rights Methods in Social Work (HRMSW; McPherson, 2015) were translated into Kosovar Albanian and included in the survey along with demographic and other relevant variables.

Findings

Of the 100 professional social workers responding, 52% were women, and the average age of respondents was 41 years (range = 23-65 years). Respondents had an average of 16.5 years of work experience and were employed in multiple social fields, including family and child welfare, domestic violence, and social assistance for the poor. Respondents affirmed multiple human rights principles in their responses: 69% agreed that they promote human dignity in their work; 60% understand their role as advocates for social justice; and 47% help persons develop the knowledge they need to access their rights. Moreover, the data indicate that 67% of respondents pay attention and address the ways that gender, economic status, sexual orientation, ethnicity, citizenship status and/or other aspects of identity are obstacles for persons whose needs they address. In addition, 94% of those responding, actively sought ways to ensure that a person's gender or ethnicity did not prevent her or him from receiving the highest quality of services.

Conclusions and implications

The results indicate that social workers in Kosovo are positioned between old and new paradigms in their professional practice: the former stemming from the legacy of socialist state approaches to welfare regimes, and the new paradigm being shaped by the liberal rationale of post-war reconstruction and institution-building. While social workers seek to define their profession in relation to universal values of human rights, the research indicates that there is need for dialogue to forge a closer relationship between social work and human rights in professional practice in Kosovo. In conclusion this study suggests that Kosovar social workers continue to advance their profession in their post-socialist, post-war world, with recognition and activation of universal human rights.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1467 - « THEN LET'S DO IT THAT WAY! » SEARCH MOVEMENTS IN CHILD PROTECTION BETWEEN PROFESSIONAL SELF DEFINITION AND THE EXPECTATIONS OF THE ORGANIZATIONAL ENVIRONMENT

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Professionals typically intervene in problem constellations for which ready-made solutions are not available, and they do so on a knowledge base at some distance from everyday knowledge, guided by their professional expertise, hence the importance of their scope of discretion (Freidson 1999). This is particularly true in child protection, as the rule of proportionality of all state action requires that child protection workers balance adequately between intervention in favour of a child's well-being and intrusion into the family's private sphere and parents' rights. At the same time, equal treatment of children in equal circumstances has to be guaranteed. However, in Switzerland (as in other countries), assessment procedures diverge between and within services and so do interventions. An assessment tool, suggested by university-based experts (Lätsch et al. 2015), aims at improving the present situation through standardization. The instrument in question is currently introduced in several child protection services situated in the German-speaking language region.

Relevant research findings highlight the extent to which professions are nowadays exposed to an increasing loss of trust (Pfadenhauer 2006). The attempt to steer and thus to control in a managerial manner the professionals's context of agency and thereby their actions by means of standardized procedures (Nothdurfter/Hermans 2018, Heite & Kessl 2009, Freidson 1999) is often seen as one expression of this loss of trust: Standardization would be seeking to reduce the scope of discretion on the street level, based on the assumption that professional expertise is less trustworthy than a formalized proceeding structure. Whether this particular approach actually leads to the envisaged effect, by professionals complying with the new type of proceeding structure, is a question to be pursued in depth, as a multitude of reactions on the street level can be observed (Nothdurfter/Hermans 2018).

On the basis of an ethnographic research project, we observe how assessing street-level professionals and their supervisors use the instrument and deal with the practical opportunities as well as the challenges it creates: How do the specific realities and rationalities of the organizational environment shape the use of the assessment tool, promote or limit the degree of its standardizing effect? Which discretional leeways are defended against or discovered within the use of the instrument? Finally, we also analyze whether and to which extent the process of decision-making and the decision itself undergo change.

First results indicate (1) that the instrument does not lead by itself to a comprehensive reflection on the current routines and proceedings, but seems to be mainly adapted to the existing mode of organizational functioning, (2) that the use of the assessment tool is accompanied by a questioning of professional certainties, hence of the actual professional self-definition of the front-line social workers. The observed micro-processes on the street level, strategies being tested and subsequently modified, together with conclusions regarding the organizational level of implementation will then embed the discussion in the wider context of (de-)professionalization.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1474 - CAUGHT IN BETWEEN THE ROLE OF SOCIAL WORKERS IN 'CARING NEIGHBORHOODS'

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This paper asks how the logics of top-down policy around 'caring neighborhoods' in Flanders, Belgium (Vanmechelen, 2018) get intertwined with bottom-up citizen initiatives, identifying the role of social workers in the collaboration process. In Belgium Flanders we notice an emergent dynamics around 'caring neighborhoods', partly due to austerity measures and other recent 'participation' turns in politics in the field of care and welfare. There is a wide variety of projects and experiments with a common aim to bring care back into the community and on citizens to take up responsibility within the community.

From a governmental perspective, the concept of caring neighborhoods fits into the evolution towards 'the socialization of care' (Vandeurzen, 2017), which aims at independent living and societal participation of people with long-term impairments. One of the pitfalls of this evolution, however, is the instrumentalization of informal care givers who carry a bigger weight and risk being overburdened (Bredewold et al, 2018; Roets et al, 2018).

The collaboration between social workers and citizens is essential for the effective, efficient and sustainable functioning of caring neighborhoods. On the one hand, social workers stand at the crossroads of top-down policy and bottom-up initiatives. They need to reorient their professional expertise, attitudes and behaviors to negotiate between governmental and citizen interests, connect all the 'stakeholders' in a neighborhood, and activate citizens as well as protect them against the potential overburdening. On the other hand, citizens are inventing new neighborhood roles for themselves, which they need to get accustomed to, and also need to handle government expectations.

We draw on the framework of building bonding, bridging and linking social capital (Putnam, 2000; Szreter & Woolcock, 2004) and identify different discourses of citizenship (Shaw & Martin, 2000) implicit within practices of caring neighborhoods to understand the diverse models of collaboration and the role of social workers.

In this paper, we present the results of an explorative case study of fifteen existing caring neighborhoods in Flanders (Belgium). Data was gathered through document analysis, in-depth topic interviews and focus groups with social workers as well as citizens. Thematic analysis, using Nvivo, allowed us to better understand the collaboration processes between professionals and citizens and to look critical at the role of social workers in this process. These results advance our understanding of caring neighborhoods and provide useful insights for the creation of future caring neighborhoods, offering good and bad practices to policymakers, researchers, social workers, and citizens alike.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1484 - PEOPLE WITH MENTAL VULNERABILITIES BUILDING A VOICE IN LOCAL DEMOCRACY

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This presentation covers what makes people with mental vulnerabilities feel at home in their apartment and in their neighbourhood, as well as how arts-based research is a way to achieve a voice in urban planning.

In the Netherlands, during the last 20 years, the care for people with mental distress has been moved from residential institutions to care in the community. This change is usually associated with the resilience of the neighbourhood as the most important social structure to provide this care. Obviously, these people need homes, but in Amsterdam with the rising rents and house prices, this has become a large challenge. The housing stock that is suitable for this group of people - low rent and small homes - is largely concentrated in neighbourhoods that are known for a lack of social cohesion and sometimes classified as 'development areas'.

At the same time, the Netherlands is in the middle of a transformation from traditional welfare state arrangements into a 'participation society'. There is an emerging activism of local people engaging with social issues. We see a shift from citizens contributing to policy and public services, into citizens obtaining voice in, and even control over, public services provision and urban developments. One of the main challenges in these processes is the inclusion of local people and groups that are not used to raise their voice or to be heard. This strongly applies to the growing group of people with mental vulnerabilities.

The two proceeding developments results in an urgency to explore two questions: 1) What complaints and wishes do people with mental distress have with regard to their apartments and the neighbourhoods they live in? and 2) How can they be involved in participatory processes that concern their living environment? We teamed up with members of 'De Waterheuvel', an organisation based on the Clubhouse model (http://www.clubhouse-intl.org) for and with Amsterdam people with mental vulnerabilities. Five group sessions followed, involving various photo elicitation techniques.

In terms of the members' complaints and wishes, five dimensions played a role: safety, network, nuisance and change. Indoors, safety is important in terms of properly working installations, but also of the quality of the building. Outdoors, safety in the neighbourhood is crucial for the participants. Social networks are dispersed all over town and not restricted to the neighbourhood. The participants experience a lot of nuisance from neighbours and ask for more emphasis on that, instead on them causing nuisance. Unavoidable changes in the apartment or in the neighbourhood have an immense impact on the wellbeing of the participants.

Reflection on the methods resulted, firstly, in the presentation of the findings in a publication as a journey by metro along various themes as stations. Secondly, personal contact before the group sessions made sure people wanted to participate when they saw us for a group session. Thirdly, a flexible design across sessions is important to ensure connection with the group. Fourthly, the creative methods within each session enabled participants to stay engaged and interested.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1488 - SOMEWHERE UNDER THE RAINBOW MAPPING SOCIAL WORK RESEARCH ON LGBT+ PARENTING

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The assumption of parental roles is increasingly visible in families involving LGBT+ people. Although parenthood of LGBT+ people is not a new phenomenon, social acceptance and new possibilities to become parents have enabled different forms of LGBT+ parenting to become visible. LGBT+ people often need to find less conventional solutions to become parents and, in this sense, they may have the advantage of redefining and reinventing their family and parenting models. At the same time, in many contexts they face different legal, ethical, social and economic challenges and obstacles in becoming and acting as parents. In addition, LGBT+ parents have to face normativity issues of social environments and institutions.

Currently, only few European countries fully protect LGBT+ families on the same level as heterosexual couples and their families (ILGA 2019). Legal frameworks, regulations or practices can discriminate against LGBT+ individuals in the recognition and exercise of their parenting rights, including LGBT+ people's access to foster care and adoption services. In these contexts, professionals in health, social and educational services can occupy a key position both in shaping the encounters between LGBT+ parents and institutions and in advocating for LGBT+ parenting rights.

The proposed paper will present the findings of a scoping review of the social work literature on LGBT+ parenting. The paper will take into account articles in selected social work journals published since 2010 and map social work research carried out on LGBT+ parenting issues during the last decade. The paper will give an overview on 1) research themes and questions, 2) studies carried out (including research approaches, methodologies, and main findings), 3) places of publication and citations, and, last but not least, 4) research contexts (including some background information on the recognition of LGBT+ parenting rights in the different country contexts).

The overall aim of the scoping review is to map social work research carried out on LGBT+ parenting during the last decade. The paper will also analyze how much this kind of research has entered prestigious mainstream places of publication and how much research on LGBT+ parenting reflects or is influenced by different context conditions. In line with the overall theme of the conference, the proposed paper will also critically address the question in which ways social work research on LGBT+ parenting can contribute to innovation in practice, policy and the wider conditions for LGBT+ parents and families in society.

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O1491 - INNOVATING SOCIAL WORK PRACTICE WITH HOMELESS PEOPLE WITHIN EMERGENCY DRIVEN CARE CONTEXTS A CASE STUDY

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Johnson and Cnaan (1995) argued that it is only through practice informed by research that social work will be able to lead the way in fighting extreme forms of poverty and alleviating the misery of homelessness. Social work involvement in caring for, providing services for, or advocating for homeless people is varied, extensive, and increasingly deemed as critical, depending on different factors such as: social work and social policy approaches to homelessness; sociopolitical contexts and government policy responses to social problems such as homelessness; organisational settings of care providers (Zufferey, 2008). In Italy, the growth of extreme poverty documented by official national surveys and the release of the National Guidelines for Tackling Homelessness impact on social work practice, either in public and in non-government services. At local level, responses to homelessness involving social workers are also influenced by factors such as public regulatory capacity, funding arrangements, professional social work cultures.

After a short look at the national key statistics on homelessness (FEANTSA, 2018) and at the most recent shifts in the Italian social policies to combat extreme poverty , this article presents the findings of some empirical qualitative research projects focussed on social work with homeless people in a Southern city, located in a region with an extremely weak regulatory capacity and public services of emergency nature. Social work practice was analysed adopting a social constructionist perspective which explored views of practitioners, employed by two different nonprofit organisations. Some semi-structured interviews with social works and service managers were gathered, and ethnographic observation was conducted, investigating the following issues: 1. perceptions of the homelessness phenomenon; 2. professional skills required in social work with homeless people; 3. description of services and analysis of their relationship with other actors of the local community; 4. evaluation of interventions. In order to highlight constraints and challenges that practitioners faced in their work, local social care settings, history and features of the two organisations and their relations with public authorities were also investigated through desk analysis.

Findings showed that in the sociopolitical context of the research, homelessness was still perceived as a fatality, that public authorities tended to manage using an emergency approach, e.g. responses were mainly aimed at controlling the phenomenon by delivering basic assistance and not at developing social inclusion measures. Even is such kind of contexts, some innovations in services for homeless people emerged, following the staircase or the holistic model for tackling extreme poverty. Chances that grassroots innovations such those analysed in the study will disseminate and foster sustainable inclusive care for homeless people will depend on the overall functioning of public authorities in charge of designing and building local systems of care against poverty. Unless this will happen, innovative services are likely to fade out as it happened in one of the cases analysed or to step back to a charity-kind provision. On another side, when not sustained by reflective attitudes and practice, failure will increase the risk of disempowerment, demotivation and loss of abilities in innovative social workers.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1496 - THE PRACTISING OF EMOTIONS IN CHILDREN AND FAMILIES SOCIAL WORK FINDINGS FROM AN ETHNOGRAPHIC STUDY.

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This paper will present some of the findings from a year-long ethnographically informed study. This research aimed to develop understanding of how social workers constructed and used their emotions in practice and the individual and organisational factors that impacted on this. Emotions are central to the relational, human encounters which underpin social work. Social workers use emotions intuitively and dynamically in everyday practice. Yet despite increasing attention to emotions in organisational practice (Ferguson, 2017; 2018; Gibson, 2019; Moesby-Jensen & Nielsen, 2015) the role of practitioners' emotions remains ambiguous in contemporary social work. The literature suggests that ambivalence about the experience and use of emotions in professional practice is a common feature across diverse regions and countries (O'Connor, 2019). This, it is suggested, raises challenges for the profession's commitment to relational and engaged practice.

Informed by a sociological and psychosocial theoretical framework fieldwork was completed over a 12-month period in an English Local Authority. The research site was a Referral and Assessment Service located in the local authority's Children's Service. This service receives child welfare and protection referrals from the community and professionals. The main activity of the service is practitioners' assessment of child welfare and child protection concerns, using a systemic model of practice.

Methods of data collection included observations, informal and extended field interviews and participant diaries through which understanding of practitioners' emotions were co-constructed. The resulting data included over 300 hours of observations and 30 extended field interviews. An ethnographically informed approach facilitated practice-near research with three teams, accessing the sensory, contextual and embodied emotions experienced by practitioners in different aspects of their practice.

This paper will present some of the findings which showed a range of practices in which practitioners drew on their intersubjective emotions. These practices included the use of intersubjective emotions in the performances and processes of practice and in systemic group supervision. By evidencing some of these practices and developing a language to describe them, this study provides new insights into how emotions can inform relationship-based practice, sense-making and analysis. It highlights the need for developing research-based understanding of emotions and their role in contemporary social work practice and the identity of social work. The outcomes of the study raise opportunities for the profession to review how emotions are constructed. A number of areas for future research will be outlined.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1508 - "MORE THAN A HOUSE FOR PEOPLE WITH INTELLECTUAL DISABILITY " RESEARCHING MEANINGS OF HOME IN CHANGING TIMES TO (RE)DISCOVER POSSIBILITIES AND CHALLENGES TO SOCIAL WORK

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The deinstitutionalization of people with intellectual disability is one of the most relevant changes in social policies but is marked by multiple social, economic, political and cultural influences, so that stages of development of this process are locally diversified (Mansell & Beadle-Brown, 2010). The article 19 of the Convention on the Rights of persons with disabilities - living independently and being included in community (UN, 2006) - leads to a questioning of the policies and practices of residential services and puts deinstitutionalisation on supranational agenda in this area (Mansell & Beadle-Brown, 2010), understating the rethinking of the meanings associated with home and community (Kanter, 2014). The promotion of community-based policies had as one of premises that institutional responses distance themselves from a home and associated rights, but research that includes perspectives of people with disabilities on this topic is scarce (Annison, 2000) and point to possibility of persistable aspects of institutional type even in "homes" in community (Stefánsdóttir, Björnsdóttir & Stefánsdóttir, 2018). Despite the lack of literature on experiences and understandings about home in social work, theoretical deepening of this topic is associated with commitment to human rights and social justice, being central to defining policies promoting belonging (Zufferey, Yu & Hand, 2019), and contributing to deinstitutionalization as an relevant issue in social work (Zaviršek, 2017). With this framework, the communication - framed in an ongoing doctoral research on human rights and quality of life of people with intellectual disability in various residential contexts - aims to analyse: conceptions about home, community and institutionalization of people with intellectual disability, based on systematization of multidisciplinary theoretical contributions on these concepts; existing residential services in Portugal, identifying their configurations, underlying discourses, similarities and differences in face of international trajectories and place of home, community and institution in these political measures; conceptualizations of home, community and (de)institutionalization in discourses of social workers, understanding how they deepen these terms with human rights of people with disabilities, both in normative framework and in knowledge-based on practice; meanings and experiences of home of people with intellectual disability living in different living arrangements (typically dichotomized as community-based and institutional type); perspectives and preferences regarding housing of people with intellectual disability from their own discourses and professionals, understanding convergences and differences. Regarding its nature, this is a qualitative and exploratory study, guided by inductive logic. Data collection is based on interviews with 15 social workers who develop their professional practice in services for people with intellectual disabilities, 15 interviews with people with intellectual disabilities and documentary analysis. The analysis of data is based on the technique of content analysis with the use of MaxQda software. The results will be presented at the conference according to defined objectives and allow to systematize opportunities and challenges for research, education, and practice in social work in Portugal, whose relevance can be extendable internationally.

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O1514 - "BUT WHERE TO PARTICIPATE " EXPERIENCES OF SOCIAL PARTICIPATION AMONG MEN WHO ARE OLDER THAN 60"

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The purpose of this research was to describe social participation experiences according to Levasseur, Richard, Gauvin and Raymond (2010) taxonomy of social activity and Mars, Kempen, Mesters, Proot and van Eijk (2013)concept of social participation of men who are over 60 years old and find answers to the following research questions:
1) How do men over the age of 60 talk about participation in social life?

2) How do they describe the motives and obstacles that affect social participation? 3) What types of social participation are desirable for men who are older than 60?

In order to find answers to the research questions a qualitative research strategy and 12 semi-structured interviews with men older than 60 living in the same town were used. Interviews were conducted within the framework of Erasmus + project "Old Guys Say Yes to Community" (2016).

As a result of the content analysis, it became clear that older men who are active in the clubs as well as those with domestic lifestyle, perceiving the benefits of social participation, actively participate in all levels of social participation, although often informally, hence, society does not notice their participation. Despite the fact that individual and situational factors are also playing a role, the main obstacle to social participation of older men is ageism, which results in their exclusion from the labor market, but at the same time men can not find interesting public associations and events, as the choice is practically non-existent. Moreover, men under the age of 75 feel themselves too old in the eyes of society but too young to be involved with the associations for elderly, and expect from the community more engagement and formal participation opportunities. Older men would like to work, to acquire new knowledge and skills, to communicate with peers in hobby groups, trips and male clubs. They expect the events to be meaningful and have active content as well as arrangements appropriate for older people.

Keywords: older man, elderly man, social participation, ageism, qualitative study.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1522 - INTERNATIONAL PERSPECTIVES ON SOCIAL WORK AND POLITICAL CONFLICT

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Background
This presentation builds upon the content of a co-edited book: Duffy, J., Campbell, J. and Tosone, C. (eds) (2019). International Perspectives on Social Work and Political Conflict. London: Routledge. The book uses a case study approach to explore the relationship between social work policy, practice and education, and professional experiences of political conflict. The case studies included accounts from Northern Ireland, Cyprus, Israel, Palestine, Bosnia- Herzogovina, South Africa, Hong Kong, and Tajikistan.

Findings
The presentation begins with a summary of the key themes that emerged in an analysis of the case studies: the interface between complex personal and professional identities; the traumatic nature of professional practices; types of interventions and educational approaches; dealing with the legacies of political conflicts; and exploring national and international drivers. Two of the case studies from Northern Ireland and Cyprus are used to highlight comparisons and contrasts.

Implications for future policy, practice and research
It is argued that these ideas about the interface between social work and political conflict are in need of further development, given the range of conflicts around the world, and their impact upon European societies. An appeal is made for further exploration of these relationships, informed by a study of social work experiences during the most intense period of the Northern Irish conflict from 1969-1998. This mixed methods study involved a survey and in depth interviews with practitioners, educators and managers. The findings suggest that social workers can play key roles in peace building in such contexts, but only where adequate training and supervision exists, and if social work agencies become more committed to dealing with the impact of conflict in organisations and wider society.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1523 - IS A MIXED PROBLEMS SELF HELP GROUP POSSIBLE AN ITALIAN PILOT PROJECT ABOUT A MIDLE (MIXED DIFFICULT LIFE EXPERIENCES) SELF HELP GROUP
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Background and purpose
Self-help groups are small groups composed of people who share a difficulty that deeply affects their lives, and who develop mutual aid to get better. The development of these groups is one of the best ways through social workers can help communities in caring for themselves (Munn-Giddings & Borkman, 2017; Folgheraiter & Pasini, 2009; Raineri, 2017). Self-help groups would enrich with small informal welfare units also the underpopulated and disadvantaged communities, but their promotion in such a context finds a conceptual obstacle in the statement that commonality (i.e. the presence of a shared problem) would be an essential ingredient of them (Steinberg, 2013). In fact, in a small local community, there were not enough people for creating a group about each specific life problem.

This contribution presents a small pilot project aimed to explore a different possibility. A self-help group commonality could be based on sharing the suffering connected with a deep life problem, and the hope of coping with it, instead of sharing the specific life problem itself. On this basis, a non-specific self-help group could be promoted, for problems connected with mixed difficult life experiences (a "MiDLE" group).

Methods
Three pilot MiDLE self-help groups were launched, to document their processes in view of possible wider experimentation. Between October 2013 and July 2014, quantitative and qualitative data were collected. Groups participants completed a questionnaire, which detected their types of problems and their perceived well-being, through the Personal Wellbeing Index (International Wellbeing Group, 2013).

Group process data were gathered during and after each meeting, via:
- an "observation form" to capture attitudes and behaviours by participants;
- an evaluation questionnaire, to detect the presence (or not) of self/mutual aid dynamics (Shulman, 2011)
- a short satisfaction questionnaire filled out by participants after each meeting.
Some qualitative data from field notes and two focus groups were also collected.

Findings
Two groups resulted quite homogeneous as for the type of problems, such as traditional self-help groups.
Instead, the third group was a "mixed" one since the beginning, and over time. In this group, all the typical dynamics of the self/mutual aid have been found, despite the differences in participants' life problems, age, gender, socio-economic conditions. The group was considered really useful by the participants. It is continuing for five years until now. Interestedly, participants reported their easy accesses to the group. It was because, at the beginning, to admit a generic experience of suffering was easier for them, than to make explicit a serious, shameful or stigmatizing problem.

Conclusions
Findings of this small study cannot be generalized, but they may be a useful hypothesis to further research.
The development of an authentic mutual aid group seems possible even with strong diversity in participants' life problems and circumstances.

Given their low threshold (conceivably lower than traditional self-help groups), MiDLE groups could be useful for two difficult to reach targets: People of underpopulated local communities, and people who find it difficult to admit or declare their problems.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1526 - UNDER THE DELUSIVE WINGS OF THE WELFARE STATE ENGAGEMENT IN THE POLICY PROCESS AMONG SOCIAL WORK FACULTY MEMBERS IN SWEDEN

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Sweden is known for its well-developed welfare state with many professional social workers and social work academics. In such environment, the engagement in social policy and policy practice activities could be expected to be high among social work professionals and academics. Nevertheless, the role of social work academics in formulating and reforming social policy is still fairly unknown in Sweden. Previous research indicates that their engagement in policy practices seems to be fairly low and this raises the question of the extent to which social work academics involved in teaching are engaged in formulating and reforming social policy as part of their academica profession and as a means to adress social justice and human rights. Considering that they are in a unique position to influence the next generation of social workers in developing knowledge of and an engagement in social policy issues at an early stage, it is of interest to explore how social work faculty members perceive their own professional role in the policy process and how they regard their responsibilities to increase future social workers' interest and motivation for engaging in these issues. This study aim to investigate Swedish social work faculty members' engagement in social policy processes. To what extent and in what activities of social policy engagement had they been involved? How did they perceive their impact on policy makers and their role in the social policy process? Are there differences based on rank and gender in regards to policy practice engagement? An online survey was administered to all social work faculty members in the 17 social work schools in Sweden (n=283, response rate 44%). The results show that the overall engagement in policy-related issues was low. In a previous comparison between 12 countries, faculty members in Sweden and China reported the lowest engagement. For 18 out of 20 activities listed, only between 1 and 8 percent had frequently been involved. Between 44 and 92 percent answered that they never had participated in these activities. The background to this low engagement and the implications for students' knowledge, interest and future engagement in policy processes as means to address social justice and human rights as part of their professional social work practice are discussed. Furthermore, social justice and human rights are key issues for social work. Both professional organisations and social work researchers in Sweden hold that these issues should be addressed in all social work practice, research and education. Social workers are expected to engage in social reforms and policy practices in order to generate societal changes that improve the situation for vulnerable individuals, groups and communities, but how can we explain Swedish social work academics and their relation to policy practice engagement as means to further social justice at different levels in social work education.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1531 - EARLY CHILDHOOD INTERVENTIONS WITH POOR FAMILIES A COMPREHENSIVE STUDY ON POLICY AND SOCIAL WORK PRACTICE IN SWITZERLAND

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Children from poor families are exposed to a significantly increased risk of being affected, in the further course of their lives, by poverty, low educational resources and social exclusion. Apart from measures of social welfare that are supposed to alleviate the effects of poverty through financial benefits, social policies in most European nations have implemented childhood interventions that target specific developmental disadvantages of children from socio-economically disadvantaged families. However, as studies from many countries have shown, such interventions often fail to reach children and their families particularly in the first years of children's life, because parents with fewer socio-economic resources are less likely to have their young children enrolled in such support services. Another complicating factor is the traditional segmentation of services, which are widely dispersed across health, social, and educational sectors. What seems needed is a much more straightforward integration of programmes and interventions.

In a comprehensive study in Switzerland, we sought to identify good-practice models at the intersection of family poverty and early childhood interventions, the latter being defined as interventions that aim to compensate for children's disadvantages, in the first four years of life, in the domains of social, emotional, or cognitive development. We brought together three approaches: (i.) a systematic literature review on international developments and trends in the coordination and integration of services between social welfare and early childhood intervention; (ii.) twenty-one interviews with national and international experts on policy and social work; (iii.) an online survey with several hundred social workers employed in the Swiss social welfare system, which sought to identify both their current practices and particular challenges in connecting poor families with interventions in the early childhood of their children.

Results from the first two parts of the research show that by far the most extensive coverage of early childhood interventions with socio-economically disadvantaged families is found in the Anglo-Saxon and, most extensively, in the American literature. In an in-depth cross-national comparison, we analysed policies and the role social workers perform within these policies in the US alongside Switzerland, finding that while one country has traditionally combined parsimonious financial benefits for the poor with ambitious goals in early childhood intervention (the US), the other has traditionally lagged behind in terms of interventions but invested considerably in the financial security of families with young children (Switzerland). Our analysis shows that neither strategy has met with full success, and suggests novel ways to combine these approaches in policy and social work practice, drawing from all three sources of our research outlined above.
Our work was inspired by Fusarelli (2015), Philipps and Lowenstein (2011), and Duncan and Brooks-Gunn (2000), among many others.

Duncan, G. J., & Brooks-Gunn, J. (2000). Family poverty, welfare reform, and child development. Child development, 71(1), 188-196.
Fusarelli, L. D. (2015). Child Welfare, Education, Inequality, and Social Policy in Comparative Perspective. Peabody Journal of Education, 90(5), 677-690.
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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1564 - "SHAME IT'S MY MIDDLE NAME!" RECLAIMING SOCIAL JUSTICE IN SOCIAL WORK RESEARCH THE EXPERIENCE OF RESEARCHING WITH PARENTS OF JUSTICE INVOLVED CHILDREN AND YOUNG PEOPLE IN NORTHERN IRELAND.

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Social justice supposedly applies to all citizens' having access to resources and means to participate in society. Parents of justice-involved children represent some of the most stigmatised, excluded and vilified of 'hidden populations', yet the narrative about them references inclusion, collaboration and partnership in helping their child avoid reoffending. The Northern Ireland youth justice system claims restorative principles at its core yet the region remains deeply divided, struggling with both the legacy of political conflict and transitioning to peace. International literature suggests parents of children in contact with youth justice systems experience multiple traumas, losses, shaming rituals and exclusions with their child as they journey through disparate justice systems (Broeking and Peterson-Badali 2010). However little is understood of parents in this region where the additional threat of paramilitary violence is real for many, and further isolates. The exploratory study was unique in seeking to ascertain the experiences and needs of parents from their child's first involvement with the justice system through to custody in some circumstances, and the impact of processes and event on them personally and their relationships with significant others.

The sample included parents whose children were involved with the justice system. The research used purposive sampling; themes from two focus groups guided the schedule for sixteen semi-structured interviews. Such participants are typically considered 'hard to reach' or a 'hidden' population and potential vulnerabilities as a consequence meant complex and protracted institutional ethics processes in creating choice and control for parents to realise their authentic participation. Thematic analysis was applied to analyse focus groups and individual interviews.

Findings suggest that 'complex trauma' (Knowles 2016) as an over-arching theme best encapsulates the devastating and compounding experiences parents go through with their children before and during contact with the youth justice system. Violence, threat of violence, and harm including self-harm are typical experiences. Multiple losses are endured, and parents become stigmatised and objectified in their spoiled identity (Goffman 1963) as a failed parent. Their natural responses to the traumas they must cope with are typically denied to them. Peer support and collectivism are critical to transforming isolation, self-blame and challenging institutional shaming and exclusionary practices.

The experiences described by parents are far from the rhetoric of social justice, reintegration and restoring espoused in government narratives about the justice system. This study shows that when parents who are peripheral in dominant narratives about their children are genuinely engaged to represent the reality of their lived experience, this can provide a powerful challenge to faulty representations and provoke review of established practices.

Furthermore, if social justice is truly a research activity then institutional ethics processes may require a social work research 'activism' in questioning research ethics orthodoxy or 'creep' (Haggerty 2004) if 'hard to reach/hidden populations' and often maligned groups, are to be provided full voice and social justice research avoid being complicit in their othering. (498 words)

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1588 - DISRUPTIVE SOCIAL WORK FORMS POSSIBILITIES AND TENSIONS

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Background and purpose

In recent years, a growing literature has rediscovered radical social work and the various forms it takes. A major reason for this rediscovery is the growing unrest among scholars and practitioners, generated by neoliberal and anti-democratic reforms implemented in different countries. In these debates, a key concept that has been developed is "resistance." Studies have provided growing evidence for the myriad ways in which social workers engage in resistance activities as part of their everyday practice. However, most of these studies portray resistance as an individualized activity and overlook the role of clients in such activities. Drawing on the concept of "disruptive power", this presentation outlines a definition and the key features of the practice of disruptive social work. In the process, two concrete case studies are discussed. The presentation (1) contributes to our understanding of the challenges and opportunities for social work practice in today's complex environment, and (2) extends theorizations of social work practice (two of the conference's sub-themes).

A summary of the main points

The concept of "disruptive power" suggests that social change is achieved when people and groups refuse to fulfill their appointed role in society and collectively engage in disruptive actions. Extending the analytical lens to social work settings, this presentation defines disruptive social work as a radical practice that aims to create social change by withdrawing cooperation in institutions and relations. Social workers who engage in disruptive social work defy existing rules and authorities that govern them and/or help marginalized communities do so. Emphasizing collective action, disruptive social work encompasses a range of activities, such as strikes, marches, sit-ins, boycotts, and overloading the system.

Practitioners can engage in disruptive social work in at least two distinct ways. First, social workers can use their own disruptive power as professionals to bring about change. Social workers occupy an important structural position in society and the services they provide are necessary. Thus, social workers have some power and they can achieve change through involvement in disruptive activities that "throw sand in the gears" of the system.

Second, through their relationship to their clients, social workers can carry out activities that could have a cumulatively disruptive effect. In other words, social workers can help their clients activate the disruptive power that they hold. Given that it often remains latent, social workers help their clients develop a sense of their own power and encourage them to exercise it by acting in concert. Social workers then help clients endure the consequences of interrupting the relations on which they depend so much.

Conclusions and implications

This presentation suggests several implications for social work research and practice. It highlights the need to study, from historical and contemporary perspectives, the defiant actions that social workers have carried out and their efforts to mobilize clients' disruptive power. At the practice level, this presentation stresses the importance of deploying unconventional activities that make noise and cause trouble in today's changing environment, while acknowledging the challenges these activities pose to social workers.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1600 - THE CHALLENGE OF ACCOMPANYING PEOPLE IN LEGAL PROCEEDINGS FORENSIC SOCIAL WORK (FSW) IN CONTACT WITH INSECURITY. HOW TO PREPARE FUTURE SOCIAL WORKER

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Background and purpose
In the current need to increase research and evaluation on forensic social work education, there is a research (2016 Steen, J. A., Mann, M., & Gryglewicz, K. (2016) that highlights "the need for social work education to incorporate a rights and justice lens that entails examining attitudes and beliefs about controversial issues is paramount"(Maschi, Rees, Leibowitz, Bryan, 2019): with this point of view, we believe it is important to share a laboratory experience gained in Northern Italy by helping social work students to learn FSW practices.

In this historical moment in which there is a common feeling for an increasingly, fragmented, risky, uncertain and fluctuating society(Donati, 2006), fueling a contemporary feeling of insecurity that leads to a demand for legalism(Castel, 2004), we believe in learning how to prepare for Forensic Social Work, to better help people in legal contexts.
During the degree course in Social Work at the University of Eastern Piedmont (Northern Italy), an "Innovation and social work" laboratory was experimented for the past three years (2017-2019), with the aim of promoting skills of accompanying people in the complexity of the legal arena, where anxiety and insecurity are perceived by all actors (professional and otherwise).

Method
Textual analysis of 70 reports (process) prepared by the students at the end of the workshop (n.22 in 2017 / n.16 in 2018 / n. 32 in 2019). The key issues were codified: power, promotion of user participation, serious errors in FSW, with a classification of educational tools felt more productive by students.

Findings
The results of this research show that the theming of the FSW in social work education cannot be reduced to the study of the structure of the judiciary and to the knowledge of juridical notions, remaining on the level of learning descriptive contents; but it is essential to promote core forensic social work skills with educational tools that challenge attitudes and beliefs.
Two essential directions:
- the need to deconstruct the idea of Justice as a high and other affair from what runs in the folds of the power of services and takes care of the transition from the imaginary of "what kind of operator I want to become" towards what I actually do "in a simulation of forensic social work;
- the need to avoid the risk of treating people's stories in order to "crystallize" them through experts' evaluations, in dichotomized identity dimensions (skilled / not skilled; healthy / unhealthy; guilty / not guilty).

Conclusions/implications
Social work education programs rarely prepare students for the reality of social work in the courts or with populations in forensic environments (Maschi, Rees, Leibowitz, Bryan, 2019), based on the idea that they will receive training in the workplace. This experience highlights that FSW can be the object of training and at the same time the object of study and research also through the experimentation of diversified and interwoven educational tools (in the intervention we care will be taken to present examples of the instruments used).

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1607 - CONTINUING PROFESSIONAL DEVELOPMENT OF CHILD PROTECTION SOCIAL WORKERS INDIVIDUAL NEEDS VERSUS WORKPLACE GOALS

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In Romania, the social work profession faced a non-linear development trajectory in the twentieth century under the communist governance, such that the discontinuities influenced specialized education as well. Continuing professional development (CPD) started to be promoted by professional bodies as a measure to adjust competences and professional standards in order to efficiently respond to current social problems. Moreover, the society is evolving and service-users' needs are changing, the social worker's CPD could be a way of achieving the necessary competences in order to properly meet the needs of service-users. Research on CPD in social work in the Romanian context is in its infancy.

Our paper aims to contribute to increasing the specialized knowledge regarding CPD in social work in Romania, with the aim at examining how child protection Romanian social workers experience CPD throughout their professional lives. This research is a part of our larger exploratory mixed-methods study that examined the Romanian social work workforce (holding either a bachelor or masters in Social Work degree), aimed to identify the roles, responsibilities and working conditions. Twenty-seven in-depth qualitative interviews were conducted with child protection social workers with varying years of practical experience employed in both public service agencies and NGOs.

Our findings reflect three core themes: (1) access to CPD, including types of CPD social workers were engaging with and barriers to participation, (2) social workers needs of CPD, and (3) perceived CPD benefits. They indicate that interviewed social workers are generally motivated to engage in CPD despite obstacles such as financial, logistical, or management-related constraints, as unidirectional top-down decision-making regarding participation and discrepancies between the CPD offer and the professional needs of the employee. Implications for the enhancement of dialogue between the various key stakeholders (social workers, policy-makers, professional bodies, employers etc.) as a measure for optimizing the CPD framework for the child welfare social work profession are addressed.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1618 - THE IMPACT OF AN ELECTIVE COURSE OF SELF REFLECTION PERSONAL AND PROFESSIONAL GROWTH ON THE PERSONAL EVOLUTION AND CAREER DEVELOPMENT OF THE SOCIAL WORK STUDENTS

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The self-reflection, personal and professional growth experiential programs for social workers have an important role in promoting a healthier approach assisting their future clients and preventing the countertransference, compassion fatigue, burn-out, secondary and vicarious traumatization.

Through this paper, we aimed to emphasize the impact of a Self-reflection, personal and professional growth seminar on the personal and professional development of Social Work students.

150 students from the 3rd year of study, who attended the Self-reflection, personal and professional growth seminar, participated in the research (55 students in 2017 and 55 in 2018, 40 in 2019). Students were invited to keep a diary during the semester with their personal reflections and also requested a feedback on the impact of the seminar at the end of this elective course.

Based on a thematic analysis of their feedback notes and diaries five main categories emerged: Self-reflection and personal development acquisitions, Relevance for the social work domain, Seminar content, Interest for the Professor/ trainer and Recommend the seminar to others.

At the end of the seminar, the participants showed more awareness regarding their own strengths and capabilities and also about the impact that their own personal life scenario can have on their work. Our findings highlight the role of experiential self-reflection, personal and professional optimization programs in improving future social workers' readiness to cope with the stress associated with their future work.
If social workers enroll in programs in which they learn about their own vulnerabilities and develop their resources, with focus on their emotional responses, if prevention strategies and self-care skills are created, the negative effects of working with people who experience trauma may occur less frequently.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1621 - MATERIAL AND SYMBOLIC REPRESENTATIONS OF JOB SATISFACTION ROMANIAN SOCIAL WORKERS' PERCEPTIONS OF THE SHORTCOMINGS AND BENEFITS OF SOCIAL WORK PRACTICE

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Background and purpose
Job satisfaction in social work is often analysed in connection to material, negative aspects, such as meagre workplace conditions, lack of resources, and systematic constraints, with emphasis on their effects on workers (stress, work-life balance, morale, etc.), as well as on organizations (personnel turnover, unstable organizational cultures, etc.). In this study we focus on both the positive and negative aspects, as well as the material and symbolic dimensions of job satisfaction by analysing and connecting the shortcomings and benefits of social work, from the perspective of Romanian social workers.

Methods
We drew data from a large mixed methods study (semi-structured interviews, N=110; online survey, N=1,273) where we examined the Romanian social work workforce, in the period 2016-2017. Here we analyse answers to two open-ended questions of the survey (n=745), one related to the shortcomings and the other to the benefits of the social work profession. Respondents were asked to give three answers to each question. Thematic analysis was performed by two teams consisting of two coders each, based on two initial categorisation schemes (11 categories for shortcomings and 10 categories for benefits, with 160 subcategories). Then, another project member analysed the coded data and performed an analysis of subcategories resulting in the final main categories: 6 for shortcomings (resources, social work system, management, professional stress, professional misrecognition, training) and 5 for benefits (work relationships, personal development, job benefits, professional recognition, and training).

Findings
The reported shortcomings focus on systematic and organizational constraints, lack of resources (income, other financial and material resources), tangled legislation, low availability and access to social services for clients, and inefficient managerial practices, resulting in professional stress. By contract, accounts of benefits focus on the lived experience of social workers in their practice and the personal satisfaction derived from it, with answers pointing toward the psychological and professional added-value of: relationships with clients and co-workers, being recognized for their work professionally and in the communities served and experiencing a feeling of personal growth through their daily work. Interestingly, some aspects, e.g. work relationships and professional recognition, were mentioned as both shortcoming and benefits by different respondents, suggesting not only contextual workplace differences, but also differing interpretations of these contexts. Further analysis of these cases suggests that the way social workers see themselves in relation to others (clients, co-workers, managers) influences to a great extent their perception of the public recognition they receive, better relationships leading to more positive outlooks on recognition.

Conclusions and implications
Our study confirms the findings of others performed on different populations on the job satisfaction of social workers. By highlights the tension between the material (extrinsic) and symbolic (intrinsic) dimensions of job satisfaction, it also gives insight into potential coping strategies for both Romanian social workers and their employers for navigating through professional hardship, such as leveraging the relational capital for improved work experiences. However, using symbolic representations of professional satisfaction to cover the material shortcomings of social work practice is not an efficient nor a desirable long-term strategy.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1643 - REALITIES OF PENAL MEDIATION IN ROMANIA HOW RESTORATIVE IS THIS PRACTICE IN THE CONTEXT OF THE LATEST EUROPEAN DEVELOPMENTS

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Restorative justice (RJ) became of interest for Romania in 2001, when NGOs and academic institutions expressed their wish to partner with criminal justice agencies in order to develop this new approach to addressing crime. In 2002, the first RJ project was put in place and two experimental centres were established aiming to pilot penal mediation. This pilot further led to the enactment in 2006 of a national law on mediation that covers both criminal and civil matters. An earlier analysis (Szabo, 2010) showed that RJ was in its early development 10 years ago, and the criminal justice system was not fully embracing RJ principles other than through the practice of penal mediation. We believe that this is still true, as mediation remains the main form through which RJ principles are incorporated into criminal judicial practice. More so, this practice currently needs to be considered in a wider international context since the CoE issued the new Recommendation CM/Rec(2018)8 concerning RJ in criminal matters. This presentation focuses on the results of a qualitative study that started in September 2019 and aims to highlight some of the realities of penal mediation practice in Romania in the context of the latest European legislative developments in the field of RJ. This endeavour is likely to provide the public and private stakeholders, including social workers that offer support to victims of crime, with insights into the challenges and obstacles faced by mediators and mediation participants when engaging in such a process. Recommendations are made to improve penal mediation practice, the legal framework and the institutional relationships between core stakeholders so that the practice is more aligned with current international RJ principles, and the needs of victims of crime become more focal.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1649 - ASPECTS OF RECOGNITION IN SOCIAL WORK WITH PEOPLE LIVING IN POVERTY SHARPENING THE RESISTANCE FRAMEWORK OF RADICAL INCREMENTALISM

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Background and purpose

Critical resistance to neoliberal policies in social services poses a major challenge to the profession, which is currently stuck between minor resistance practices, which seem to be too sporadic and small-scale, and major resistance practices, which are considered irrelevant in the face of solid hegemony. Sanford F. Schram's radical incrementalism is a theoretical framework of critical practice that operates between the minor and major levels of resistance, making it more feasible to challenge neoliberal policies. To date, it has not been subjected to sufficient empirical examination of its micro-level operations and implications for street-level social workers.

This study examines a unique case in which a critically informed model—the Poverty-Aware Social Work Paradigm (PAP)—came to be implemented within Israel's public welfare services. The study aims to portray the nuanced ways in which radical incrementalism may allow for critical change in the direct relationships between social caseworkers and service users who live in poverty and exclusion. I focus on the neoliberal formulation of paternalistic power relations and examine the ways in which caseworkers develop alternative relationships that are based on the notion of recognition. The research questions are: (1) How do social caseworkers who assimilate the PAP describe their relationship with service users living in poverty? (2) What can we learn about processes of radical incrementalism from caseworkers' experiences with the promotion of recognition at the level of direct practice?

Methods

This qualitative study combined grounded theory and institutional ethnography. It included 41 interviews with social workers and managers at all levels of the Israeli welfare system. The lecture will focus on 25 interviews with street-level caseworkers and field managers who took part in the PAP programs. The interviews were analyzed using content analysis and critical discourse analysis to reveal the interviewees' modes of operation in the tense encounter between the critical rationality of the PAP and the neoliberal standpoint of the welfare system.

Findings

The findings point to three parallel dimensions of recognition: discursive, interpersonal, and institutional. In each dimension, the findings reveal cases of both recognition and denial of recognition that exist on a continuum of paternalistic and critical relationships between caseworkers and service users.

Conclusions and implications

This study conceptualizes concrete processes of resistance, building on the discursive, interpersonal, and institutional layers of recognition. It reveals the critical operation of recognition on both symbolic–relational dimensions such as discursive and interpersonal recognition, and concrete dimension such as institutional recognition. The study contributes to the conceptualization of radical incrementalism by demonstrating the nuanced operation of recognition as permitting or preventing a shift in the power relations between social workers, social services, and service users.

Thus, this study contributes to innovation in practice and policy regarding people living in poverty, providing social workers and policymakers with an enhanced understanding of practices that may facilitate greater recognition and respect for marginalized populations.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1652 - FINDINGS FROM A MIXED METHODS RESEARCH ON THE ROLE OF BRUSSELS BASED CIVIL SOCIETY ORGANISATIONS IN THE SUPPORT OF (HIDDEN) HOMELESS PEOPLE

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This paper discusses findings of an ongoing research on hidden homelessness in Brussels (Belgium). Hidden homelessness refers to people who become homeless but find a temporary solution by staying with family members or friends, living in squats or other insecure accommodation. The biennial Brussels homeless count suggests that about a third of the homeless population lives in such a situation.

In our research, we investigate the role of Civil Society Organisations (CSO's) in the support of homeless people. Brussels is a superdiverse city and counts a substantial number of CSO's, such as voluntary welfare associations, religious communities, migrant associations, squats or negotiated occupancies.

To gain a first insight into the role of CSO's for people in hidden homelessness, we compiled a survey that was answered by 160 CSO's in the Brussels Capital Region. The results demonstrate that whereas these CSO's reach out to many different people, the majority of the respondents indicate housing exclusion among their participants. While some CSO's are well-established structures with state support, others are new, entirely voluntary-based citizen initiatives.

In a second phase we studied some CSO practices more closely by document analysis, participative observation and interviews. We focused on more informal CSO's (i.e. not part of the professional and recognized support structures for the homeless). These case-studies show the gaps left by the formal circuit, and how voluntary-based CSO's are (not) dealing with homelessness issues.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1674 - "ASSIMILATE OR INTEGRATE " EXPLORING HONG KONG BASED TEACHERS' VIEWS ON DIVERSE ETHNIC GROUPS' ACCULTURATION STRATEGIES IN HONG KONG

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Background and purpose

Existing literature in West about the views on the articulation of social inclusion of diverse ethnic/racial minority groups are well-studied, however, of those is yet to be examined in East Asia. To fill this empirical lacuna in East Asian region, we conducted a qualitative study to explore teachers' views on how diverse ethnic minority groups are categorized using Berry's Acculturation Theory on acculturation strategies (assimilation, marginalization separation, integration) in Hong Kong. By this way, we aim to ground further research, practice, and policy implications to facilitate a successful promotion of socially inclusive Hong Kong.

Methods

We ran in-depth interviews with 22 ethnically Chinese and non-Chinese teachers serving ethnic minority youth in Hong Kong using a vignette methodology covering examples on specific ethnic minority groups (e.g., Pakistani ethnic minority youth, Black African refugees, and Filipina foreign domestic workers as well as co-ethnic group as Mainland Chinese) to identify the participants' preferred acculturation strategies of ethnic minorities. Our inclusion criteria consisted of eligible participants: a) either Chinese (local Hong Kong Chinese and co-ethnic Mainland) or non-Chinese backgrounds; b) Hong Kong residence or eligible for Hong Kong residency; c) aged 18-60 years; d) either born in Hong Kong, Mainland China, or overseas; e) competent in Cantonese, Mandarin or English, f) from education field (e.g., tutors, teachers) and actively working in the field regardless of their experience years, and g) has an experience about teaching ethnic minorities. Data was collected from mid-June 2020 to August 2020.

Findings

There were 20 teachers from Hong Kong Chinese, Mainland Chinese, and non-Chinese backgrounds. Based on the findings, three main themes emerged as: 1) perceptions of marginalisation and separation surrounding ethnic identity; 2) perceptions of integration surrounding ethnic identity; and 3) perceptions of assimilation surrounding ethnic identity.

Conclusions and implications

This study concluded that there is an interplay between perceived ethnic identity, previous experiences, stereotypes, and right of abode. Based on the findings of this study, recommendations for further research, practice, and policy implications were provided to successfully achieve a socially inclusive Hong Kong society.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1680 – RECOGNIZING AND SUPPORTING YOUNG CARERS. REFLECTIONS FROM PARTICIPATORY RESEARCH ON ITALIAN YOUNG CARERS

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Young carers are still hidden in Italy because there is lack of knowledge and legal recognition. Children and teenagers provide care because there are no other alternatives in families: they are not supported by any social or health services and they do not own enough financial resources to receive private health care. Due to fragile family conditions, young carers develop a feeling of stigmatization with fear of searching for help outside the family. Since they are identified as a hidden group, this makes them hard to reach. The incidence of the phenomenon is around 2-8% yet in Italy social policies on young carers and their family are undeveloped. Consequently, there is a lack of reflections on social work practices and interventions on this theme. This situation punishes the young carers in relation to improper high level of responsibility of care above all.

In order to overcome the obstacle related to reaching young carers, a participatory approach was used in this research. This means that three former young carers were involved in the research process. Thus, the results of research were experienced by those who carried out informal unpaid care work during their childhood. The design of research is based on mixed methods. It is composed by secondary analysis on Istat data (2015), a survey research in middle school of Milan, and a focus group with young carers.

The research highlights that children and teenagers are an important source in their family. They are not only the recipients of care. Secondary analysis of Istat data of 2015 shows that 7,7% of 2,363,915 adolescents is engaged in from 8 to 20 hours a week and 0.7% from 21 to 72 hours. In survey, 40,1% of 424 students carry out unpaid care work from one to several times a week. Focus group describes a need of support without feeling guilty about their family.

The research underlines that invisibility of young carers exacerbates the negative consequences and produces some problems with the transition on adulthood. In sum, informal unpaid care work provided by children and teenagers generates significant social costs. The results of research produce some reflection on social work practices. Sometimes social workers underestimate the complexity of their situation, and hence might implement interventions based on a partial or even erroneous judgment. It generates social inequities and oppressive social work for young carers. Starting from an Italian young carers profile, it might design social intervention based on recognizing and supporting them and their families.

The phenomenon of young carers poses a challenge and opportunity for both social work and social research, especially in Italy. It is necessary to reflect on adequate social work practices and social research with the aim to favor the voice and well-being of young carers.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1683 - WORKING COLLABORATIVELY TO OVERCOME THE BARRIERS FOR LGBTI+ CHILDREN AND TEENAGERS IN TWO EU COUNTRIES LESSONS FOR SOCIAL WORK

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Background

Sex and gender have historically been used as tools for social control. Not only sexuality and gender are represented as ahistorical, but also they are presented as an adult-only phenomenon. Children are subjects of futurity, subjects to be protected from the dangers socially attributed to sexual and gender, and are themselves rarely considered political subjects of gender and sexual diversity. Children live in a highly sexualized and gendered society, so that the prevailing protectionist and naturalizing discourses of sex and gender, far from introducing a safety net, often reassure the continuation of the well-established cis-heterocentric patterns.

The objective of this presentation is to share the main findings of the 2-year EU project "Diversity and Childhood" (DG JUST, REC 2014-2020), launched in October 2019, involving 10 partners from 9 European countries (https://www.diversityandchildhood.eu). The project aims to address the attitudes and bridge the gaps of knowledge of experts from five key areas: education, health, public space, media, and working with families.

In particular, a comparative analysis between the Slovenian and Spanish contexts will be discussed, with a special focus on the challenges of gender diversity in children and teenagers poses for social workers and respective services.

Methods

The present study is based on a mixed-methods approach. A total of 21 stakeholders (10 in Slovenia and 11 in Spain) from five project areas were interviewed; two workshops with children were implemented in order to map the representations, discourses and practices about gender and sexual diversity and the perceptions about violence against LGBTI+ children and teenagers. Likewise, good examples of practices in the participating countries were collected. In terms of quantitative approach, a total of 176 surveys were conducted (72 in Slovenia and 104 in Spain).

Findings

For the purpose of this presentation, we extracted and analysed data related to the experiences and beliefs of social workers or other social care professional profiles working in social care settings with LGBTI+ children. Their experiences suggest that the area of gender diversity presents a challenge for them and it is a particularly difficult terrain to translate anti-oppression and social justice principles into practice (e.g. combating structural inequalities, questioning normativity, respecting human rights). The gap between the rhetoric and the reality seems more than obvious here.

Findings show that in both countries violence and discrimination against LGBTI+ children and youth persist across different areas of their lives. At the same time, mainstream social services still largely base their perceptions of gender on the assumption of a binary gender system and a biological understanding, as well as adult perspectives, and continue to neglect the specific needs of this group of children.

Conclusions

Professionals in social care in both countries acknowledge a lack of knowledge and recognize the inevitability of adopting the tools to cope with and change the oppressive contexts in which LGBTI+ children live. To bridge this knowledge gap in professionals and to empower the children, the project participatively created different materials (interactive app for children, a handbook for professionals, MOOC) and plans several trainings for professionals.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1694 - SOCIAL FARMING AND SUSTAINABLE COMMUNITIES THE CHALLENGES OF SOCIAL WORK

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The experiences that combine agricultural activity and social intervention are spreading faster, and the attention of policy makers towards innovative practices has increased. Social farming provides a new model of agricultural development, with a strong ethical and social connotation. The European Social and Economic Committee (2012) states that social farming can ensure the development and individual fulfillment of people with specific needs. Experiences in different countries show a heterogeneous situation of Social farming in Europe (Di Iacovo, 2020; Hassink, 2009). The organization of farms and welfare systems influences the development of specific approaches.

In Italy the law n. 141/2015 is an important national regulatory reference; social farming offers the community different services: social-health, job placement of vulnerable people and social inclusion, even in the most disadvantaged areas. The Italian situation is characterized by an approach that sees more engaged the private sector of farms and social cooperation.

In this paper, the author presents the elements that emerged in a research, carried out in 2019 in the Marche Region - Italy, by Polytecnich University of Marche, aimed at analyzing the experiences of social farming in local welfare, the possible planning and the orientations of regional policies.

The study, which used a quantitative and qualitative methodology, in a first phase, a questionnaire was submitted to all coordinators of the regional social areas. The questionnaire analyzes the following areas: the type of initiatives of social farming implemented, the subjects involved in the community and the beneficiaries, the strengths and critical points of social farming, the interventions of social workers, the training, the national and regional regulatory framework, and the priorities of regional policies.

The research also included the carrying out of interviews addressed to the Directors of the Social Policy Service and the Agriculture Service of the Region, in order to analyze the orientations of regional policies in the field of social farming. The results show that social farming represents an opportunity to offer innovative services for the territory, aimed at promoting resilience processes, the growth of relational good, the values of reciprocity, the development of sustainable contexts.

The research highlights the importance of spreading awareness of the territories, in order to increase the interest of farms, social cooperatives and other actors of the local community compared to the realization of experiences of social farmer. It's also important to promote interdisciplinary training, as operators who perform functions in the field of social farming come from very different training and professional paths.

With regard to social workers, it is noted that they are mainly involved in personalized projects of subjects with fragility inserted in agricultural contexts. What is highlighted, however, is the need for social workers, within the subject of social agriculture, perform functions of community planning and construction of social cohesion networks.

Social farming represents a concrete possibility for the economic and social development of local communities, the initiatives and services activated contribute to promoting innovative welfare, attentive to the needs of the territory.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1696 - THE VISIBILITY OF THE CHILD IN MULTIPROFESSIONAL MEETINGS ITALIAN WELFARE UNITS COLLEGIAL DISCUSSION UNDER SCRUTINY

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Backgrounds

The child wellbeing is a central issue for social workers and professionals in family welfare services.
Child protection decision are often made after consultation in multi-professional teams. With differences according to child protection systems existing in each country, teams have diverse functions and purposes. Nevertheless some topics are commonly debated, one of which is the visibility of the child and the child view when decisions and transitions in the protection project are at stake. Referring to the Italian context, this study aims to highlight how social workers in Italian local welfare units represent children and their view, especially when child protection decisions are discussed.

Method

In order to answer to the research questions ten multi-professional meetings in social services (statutory, health and no-governmental) in different Italian regions are investigated through participant observation. The meetings have been recorded and transcribed to capture child protection practices and the nature of child representation with specific regard to child view.

A qualitative thematic data analysis has been implemented through NVIVO software. The study is part of a wider research project promoted by CNOAS (National Professional Social Work Order) and FNAS (National Foundation of Social Work) to Investigate qualities and problems of the work of social workers in the field of child protection.

Findings

Results show that social workers and professional discuss child protection cases for different and concomitant reasons i. e. share professional knowledge and experience to promote understanding and decision making, request for professional contribution and support. The study highlights various levels of representation of child conditions and family life, also adverse experiences are described. It emerges however a limited representation of the child view in collegial discussions.

Conclusions and implications

The research highlights the need to improve the capacity to bring the child's view and to promote competent engaging and listening with children and youth.

In some cases, social workers experience challenges in interviewing children due to resistance and stereotypes related to their authoritative functions such as enacting children's out-of-home placement.

Moreover, the study indicates how the organisational nature of professional groups and their aim in the service system influence the professionals discussion, stressing the necessity of the collaboration among social and health service professionals together with teachers and third sector practitioners.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Connecting social work research and practice including co creation of knowledge

O1008 - THE CONTRIBUTION OF MENTORING TO THE LIFE SKILLS OF YOUTH LEAVING CARE IN ISRAEL

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Background

Earlier studies indicated that mentoring relationships operate through improving the youth's social and emotional development and by enhancing both cognitive development and positive identity development (Ahrens et al., 2016; Rhodes, 2005). These processes are very important during the transitional period from care to independence because they play a dominant role in the developmental tasks during emerging adulthood. During this period, all young people must use their acquired life skills in order to make significant decisions about housing, employment, career, and marriage (Arnett, 2000). However, due to the often-turbulent move from state care to independent living and the limited support resources available during the transition (Greeson, Garcia, Kim & Courtney, 2015), these skills are frequently required immediately upon leaving care. This study's goal was to examine the contribution of natural mentoring relationships to the life skills of youth on the verge of leaving care in the core areas of: education, employment, and avoidance of risk behaviors, while controlling for the youth's personal characteristics (age, gender, ethnicity, parents education, and parents' family status) and placement history (the type of their current placement (foster care, welfare residential setting or educational residential setting) and the length of stay in their current placement).

Methods

The sample included 174 adolescents in residential care in Israel from three main types of out-of-home placements that agreed to participate in the study voluntary: therapeutic residential care facilities, youth villages, and foster care families. The instruments tapped the young adult's personal background (e.g. gender, ethnicity, mothers' education and total placements), life skills and mentoring (e.g., longevity, duration and function in relationship).

Results: Results showed the amongst the three life skill areas, adolescents' education skills were the lowest. Significant gender differences in avoidance of risk behaviors skills. Length of stay in the current facility was positively related to skills for avoidance of risk behaviors. Also, mentoring duration and mentoring functions including: mentor as 'role model', 'parental figure', and 'independence promoter' significantly contributed to the prediction of the three life skills above and beyond control variables.

Conclusions and implications: The present study emphasizes the importance of mentoring for the cultivation of concrete life skills of youth in care and highlights the array of meaningful roles mentors play in youth's development of life skills. Also, the study identifies important practice implications regarding the mechanism by which mentoring relationships contribute to the resilience of adolescents.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1053 - VALUES OF SOCIAL WORKERS BETWEEN UNIVERSALISM BENEVOLENCE AND CONFORMITY

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Social Work is an social and human sciences and a profession of intervention committed to human rights and social justice: it focuses on human dignity, human rights and social justice. Your object is the various expressions of the social question and the objective is promoting social change and social development.

Values, were a very important domain in social work. We could identify general,emancipatory and emotional values. The generals values refer to self-determination, respect, individualization, responsibility and confidentiality; and emancipation values involves de-individualization, equality, social justice, partnership, empowerment and citizenship. Emotional values refer to the expression of feelings, emotional control, unconditional acceptance, non-judgment, positive consideration, empathy, congruence and authenticity (Thompson, 2009).

In this research we intend to highlight the values of social workers in Portugal. In methodological terms we adopte a deductive, quantitative, extensive methodology. We use the Schwarts (2003) scale for data collection instrument as a reference.

The universe of these study are social workers who perform functions in the network of social facilites and services (15000 Organizations in Portugal). We sent via email the scale, in the form of a questionnaire survey, for self-completion. From this universe, 1911 professionals are responded (n.1911, mean age 41.3 and 93.72 female). We compared the results with the values of the portuguese population whith the european social survey, 2016 (n. 1270, mean age 53.24 male and 58.27 female).

The multivariate and covariance analysis shows that the values of social workers (4.16) differ from those of the portuguese population (4.08). The values of Social Workers are primarily oriented towards self-transcendence (universalism and benevolence, 5,21), followed by openness to change (hedionism, stimulation and self-centering, 4,21), conservation (conformity, tradition and security) and finally self-promotion (power and fulfillment, 3,14). These preferences have specificities (clusters) taking into account the social-demographic profile of social workers.

The most evident cluster is the self-transcendent (universalism, social change), (4,65; followed by the cluster oriented by values of personal achievement (4.04), self-promotion (power and achievement) and lastly the cluster, we call conformism (3.44) where the (conformity, tradition and safety) is evidenced.

The values that social workers prefer are clearly universal, modern, and also emotional, but less emancipatory values. These preferences influence the worldview as well the professional decisions. Professionals who prefer self-transcending values are more involved in their professional practice with human rights values and principles than those who prefer conformist values.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1057 - TRANSFERRING DIVERSE KNOWLEDGE SOURCES INTO FEASIBLE AND ATTRACTIVE INTERVENTIONS IN THE FOSTER CARE SETTING

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Purpose
The present study aims at integrating information on interventions targeting the well-being of children placed in foster care from three sources: academia, practitioners, and service users. The focus is on selecting trialed interventions for children placed in foster care, birth and foster care parents for the purpose of implementing selected interventions in Danish municipalities.

Method
To integrate the different perspectives, we use a five-step process. (1) We identify interventions specifically targeting foster care through a systematic review of the international literature and grey national literature. (2) We perform a literature analysis of common challenges for children in foster care. (3) We carry out a stakeholder analysis with 20 representatives. (4) We are matching the identified common challenges with the identified intervention. In addition, we reduced the number of interventions by imposing stricter exclusion criteria. (5) We present and discuss findings with practitioners and service users.

Results
In the systematic national and international literature review, we identified 51 interventions. Three themes were identified in the literature analysis of common challenges for children in foster care - collaboration with the birth family, behavioral issues, and social skills and social problem solving. These three themes reappeared in a qualitative analysis of stakeholder interviews. The 51 interventions were matched with the three significant challenges faced by foster-care children, and then reduced to 13, which were discussed during workshops and interviews with former foster-care children, birth and foster care parents as well as practitioners. Information was collected during the discussions on which interventions seemed most feasible and attractive in the everyday lives of children placed in foster-care. We integrated the feedback leading to choosing two interventions deemed the most promising for use in everyday work with foster families.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1074 - RECONCEPTUALISING DISCRETION MAKING POLICY WORK IN ADULT SOCIAL WORK PRACTICE.

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Background and purpose

Policy-making in liberal democracies is diffuse, operating centrally and at local level and involving a range of stakeholders. In this context social workers have a key role in policy making in social services, but they are often limited in this role by the ideological success of managerialism in characterising professional discretion as narrow, technical decision-making operating in a mechanical system of policy implementation. The presentation will offer a critical re-examination of the relationship[s] between social work and policy and the key role of discretion in providing innovative and responsive services and making policy work.

Summary of the main points of the presentation

In this presentation we offer a three-part conceptualisation of discretion as policy practice, identifying different ways in which practitioners can make policy on the ground and can do this in partnership with service-users and communities. One approach focuses on policy practice as implementation, interpreting the rules and procedures that constitute a service, locating policy-making in discretion in the practical application of rules. Another approach focuses on managing the conflicting demands of policy and identifies policy-making in choosing between competing policy imperatives. The third approach foregrounds innovation as practical policy-making; this approach highlights policy-making as professional individually and collectively, developing new approaches and services in response to new community needs. We will illustrate these three dimensions of policy discretion with the examination the relationship between social work and policy in three aspects of contemporary adult social care practices in England: referring for independent advocacy; conducting an assessment of need in formulating an eligibility decision; and assessing using a strengths-based approach.

How the presentation addresses the conference's aims and themes

The presentation addresses the potential for innovation in policy practice through the reimaging of professional discretion. The challenges and opportunities for social work practice and policy in contemporary contexts are examined a critical theorisation of professional discretion that makes links research on discretion and policy practice to identify opportunities for the co creation of services on the ground.

Conclusion and implications

Policy discretion is central to social work practice. In exploring how written policy has different levels of specification, control and authority we will highlight the range of ways in which social work practitioners' discretion can frame and extend policy and work creatively with service-users and communities in accountable and collaborative ways.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1079 - ETHICAL TRESPASS AND SOCIAL WORK LEARNING FROM PEOPLE LIVING WITH IN ADOPTION

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This paper discusses the findings of a British Association of Social Workers (BASW) funded research project on the role of the social worker in adoption in the UK with a focus on ethics and human rights (Featherstone, Gupta and Mills, 2018). The study gathered evidence from social workers, managers, adopted people, adoptive parents, birth parents, siblings, lawyers, and academics using questionnaires, interviews and focus groups, as well as seminars bringing the different stakeholders together in dialogue. In total, 300 individuals and 13 organizations contributed. The focus of this presentation will be on the perspectives of people who have experience of social work services, namely, adopted people, birth families, and adoptive parents. The responses are explored in relation to two interrelated areas: living with/in adoption and the role of the social worker in adoption. The findings challenge policy attempts that are framed around "new beginnings" for children. The focus on hope in such policy projects fails to understand that hope inevitably coexists with anger and loss. We identify the concept of ethical trespass (Weinberg, 2016), with its recognition of the inevitability of harm, as opening up possibilities for recognizing the lived realities for multiple stakeholders. The responses of those impacted by adoption in this study not only highlight the inevitability of harm being experienced in different ways, but also direct us to ways of mitigating (at least some of) the harm. With its emphasis on the recognition of the inevitability of harm, ethical trespass signposts the importance of listening to all voices in particular those most often marginalized and of practices that are characterized by humility, honesty, and reflexivity (Gupta and Featherstone, 2019).

This presentation is in line with the theme and sub-themes of the conference in a number of ways. The study uses different methodologies, including an innovative approach that brought together a wide range of key stakeholders and crossed traditional boundaries to have dialogue in a careful and supportive way (for example boundaries between professionals and those who have experienced social work services, and between adopters and birth parents). The presentation connects social work research and practice, as the findings are utilised to further develop the concept of ethical trespass and the possibilities it offers for developing more humane and ethically-sound practices.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1101 - SCOTTISH MOTHERS AND CHILD PROTECTION INTERVENTIONS PAIN AND ANGER

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This presentation reports on and discusses the activities of PAR (Parents, Advocacy and Rights), a Scottish organisation of mothers whose children have been subject to child protection interventions. We will present the results of a survey conducted in 2019 focussing on parents' and other adult family members' experiences of the child protection processes involved. The presentation is collaboration between a social worker and an academic.

Nearly thirty years ago it was observed that 'social work with families has come to be almost exclusively child protection work...any sign of a family not coping is almost routinely treated as a case of possible child abuse' (Mellon and Clapton, 1991, p. 22). It is now widely acknowledged that Western models of child protection have serious limitations. In the last ten years, the UK child protection system has been subject to a list of efforts beginning with 're':
reviewing
reforming
re-visiting
re-inventing
and yet nothing seems to change.

This presentation argues that 'child protection' poses the unsaid question, 'protection from what?' and, drawing on the emergent survey results, it will argue that, as configured in the Western model, child protection does not mean protection from malnutrition, homelessness, poor educational achievement, and bad health, nor is it protection from bullying, from racism, or from risk of road accidents. Invariably it is protection from parents.

However, the common nostrum that most child abuse happens in the family is an empty point because most children live in families. Were it possible to do the maths, it might be found that children removed from families to state care are disproportionately at risk of maltreatment than children in families (Ritchie, 2005, p. 763). After all, it was John Bowlby, one of the guiding lights of social work, who said 'children thrive better in bad homes than in good institutions' (1951, p. 68). Yet, we live in a time of rising of child protection activity influenced by an Anglophone form of child protection that focuses on children to the exclusion of the people with whom they live:

'It is a clear and open organizational ethic that helping parents for its own sake is not part of the job, and, in child protection cases, children's interests are quite often thought to clash with those of parents' (Scourfield and Welsh, 2003, p.415)

In circumstances such as these, it is vital that we have access to the experiences and voices of parents affected by child protection. This presentation does this, and outlines the work of PAR in helping parents to be heard on an individual case basis and on policy, training and political levels.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1129 - ENHANCING CONTEXT INFORMED PRACTICE THROUGH PARTICIPATORY ACTION RESEARCH WITH SERVICE PROVIDERS OF YOUNG ARAB WOMEN ABUSED IN CHILDHOOD

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Background and purpose

Young Arab women (YAW) in Israel who have been abused in childhood are at the intersection of positions at the margins of society, as a result of their gender, ethnicity, age, social status, and their abuse. They experience multidimensional barriers to receiving formal support[1]. While several studies have shown that barriers in providing social services to ethnic minorities reflect a failure of the system in intervening among these populations, there is a shortage of studies examining the perceptions of professionals and their barriers to service provision to YAW. Thus, the aim of the current presentation is to describe a participatory action research we conducted with social service providers in order to enhance context-informed practice with YAW in Israel.

Method

The professionals' perceptions of YAW and their barriers to receiving support were examined by using qualitative, participatory action research, based on a focus group of 10 professionals. All participants were women, social workers with a professional seniority of 4 to 40 years, specializing in treating YAW for 2 to 25 years. Six participants were Arab and four were Jewish. The study focused on 1) Professional perceptions of YAW abused in childhood and their barriers to service use; 2) Presenting the barriers as perceived by the young women[1]; 3) Insights among professionals about the forces that perpetuate barriers to service consumption and formulation of recommendations for practice.

Findings

Half of the professionals perceived the young women as abused, surviving, lacking self-confidence, and disadvantaged. All professionals ascibed the barriers of YAW to consuming services to their rejection of external authority alongside the inability of the system to deal with young women from a traditional society that is a minority. After the professionals were presented with the barriers as experienced by YAW[1], more than half of the professionals expressed a critical view of themselves as professionals, and of the social policy towards YAW. In addition, they recommended that YAW should be helped to increase their sense of gender and cultural belonging.

Conclusions and implications

The findings show both a process of challenging the existing perceptions among the professionals of YAW and their characteristics, as well as a process of self-reflection that has led them to develop a context-informed perspective[2]. These processes allowed the professionals to pose personal, organizational, and policy questions regarding the adaptation of psychosocial intervention with YAW to the social and political cultural context in which they exist. These questions pave the way for critical observation and further developing context-informed practice and training.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1169 - ENHANCING ETHICAL CAPABILITIES OF FRONTLINE CHILD PROTECTION WORKERS – CONNECTING SOCIAL WORK RESEARCH AND PRACTICE BY CONDUCTING PARTICIPATORY ACTION RESEARCH

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Child protection workers function in a highly demanding context. Chronic haste, excessive case overload and lack of qualified personnel are part of everyday practice in the frontline, presenting an extra challenge to intrinsically demanding work. Fulfilling one's professional aspirations has become ever more challenging in the current era, leaving many workers to experience high levels of occupational and moral stress and burnout (Mänttäri-van der Kuip 2019). This situation calls for a novel ways to connect social work research and practice. In order to improve the well-being of child protection workers, it is necessary to focus on the obstacles to the free actualization of their ethical capabilities (see Sen 1993), and search together with the practitioners ways to overcome them.

This presentation aims to address this challenge and further our understanding of social workers ethical capabilities, i.e., their opportunities to practice according to their moral code. The presentation draws from a participatory action research project (PAR, see Somerville 2014), which is carried out in a statutory child protection service unit in Finland in 2019-2020. The participating unit consist of social workers (n=8) working with children who are taken into care.

The main objective of the PAR project is to develop, implement and evaluate innovative daily practices aiming at enhancing the capabilities of the workers to practice in an ethically sustainable way under conditions of increased austerity and transforming welfare services. The aim is to identify obstacles to the actualization of ethical capabilities and find ways to overcome or bypass them in co-work with the practitioners. Thus, the study brings together the social work research and practice, and co-creates empirical knowledge together with the practitioners.

The presentation will shed light on this co-creation process and its challenges in the field of social work. In addition, some preliminary results concerning the ethical capabilities and the attempts to enhance them will be presented. These results are based on the reflective group discussions and interviews conducted during the process with the participants. The PAR project yields empirical knowledge that is relevant for the practice, and might promote more sustainable practice while also contributing to the revitalization of theory. In other words, conducting research with social work practitioners can be an important way to contribute to innovation in practice and policy. However, co-creation of knowledge with the practitioners working in a highly demanding context is by no means free of challenges.

Literature:
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O1197 - «HOW WE SEE THIS» PERSPECTIVES OF YOUNG PEOPLE ON PARTICIPATION IN RESIDENTIAL CARE AS A STARTING POINT FOR QUALITY DEVELOPMENT

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Background and purpose

Evidences from current research and practice as well as the discussion of the results from the historical analysis of European residential care history indicate clearly: even today, young people are only marginally involved in the decision-making processes that affect them – whether during placement or during the care phase (Gabriel & Keller 2017). However, the legal and professional claim to participation is undisputed and thus nearly always an explicit part of formal mission statements and concepts. Research findings also show that successful participation has a major influence on protection of young people in care from abuses, on the development of self-efficacy among those affected and on the outcome of care in general (McCarthy 2016).

Thus, one core question for residential care systems is as follows: How can its organisations succeed in giving the young people's views and self-wills more space and an appropriate form (ten Brummelaar et al. 2017)? How could they improve concrete opportunities for participation?

Therefore, in the running Swiss study "How we see this" we ask
a) what dimensions of significance participation has for young people in residential care and
b) how participation can be implemented bindingly together with young people and relevant actors.

Methods

We are answering these questions by using the following methods: The starting point is provided by demands formulated jointly by 18 young people from three different residential care institutions in Switzerland. They have brought together their views of participation at a unique Youth Conference in September 2019.
A selection of these demands – chosen by the young people – is then negotiated and implemented together with social workers in internal development projects (method: participatory development project). After completion of the development projects, young people as well as social workers and care managers are asked about their project's impact (method: standardised follow-up survey). In order to be able to develop overarching findings on participation in residential care, beside the development project young people's perspective is also collected and analysed qualitatively by four group discussions (method: group discussions with young people (Bohnsack 2010)). An accompanying group of interested young people critically supervise the study (method: participatory research evaluation).

Conclusions and implications

In this oral presentation, we will present and discuss initial findings from the development work with young people in care as well as from the empirical approach in the group discussions. We want to consider which views and assessments young people have on their participation in residential care; and how social work can use these views for concrete quality improvement. The aim is to conduct the debate far beyond the development processes in the three Swiss institutions involved - including the identification of concrete challenges and barriers. To this end, we will also report on the first impressions of a sensitisation campaign launched together with a Swiss Association for Residential Care based on findings from the study "how we see this".

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1214 - WHAT TOOLS FACILITATE LEARNING ON PLACEMENT FINDINGS OF A SOCIAL WORK STUDENT TO STUDENT RESEARCH STUD

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Background and Purpose
Social work fieldwork placements are recognised as a core element of professional training and it is there that students' learn to apply the theoretical knowledge that they learn in the academic setting. Integration and application of these dimensions through skilful and intentional practices is essential. This research analysed the experiences of students having completed a social work placement, examining tools that facilitated learning on placement. The research explored student-driven tools such as self-reflection and writing case notes as well as interaction with the practice teacher, supervision and feedback.

Methods
The research utilised an innovative methodology enabling first-year students to design an on-line survey which they administered to second-year students. Students gained research experience, and an insight into what assisted learning on placement. The research adopted an experiential-learning approach thus casting students as both research-learners and curriculum-learners. The philosophy of engaging social work students in staff-initiated research to support and foster research knowledge, competency and confidence was adopted.

Findings
The well documented centrality of observation, direct work, supervision and feedback was confirmed in this research as the three levels of working with cases, observing, co-working and increased responsibility/independent work, were among the most highly valued and most frequently used tools. An interesting finding was that whilst students recognised the importance of self-directed learning, many did not engage in it routinely. Self-directed learning was, at best, weakly correlated with perceived learning and satisfaction with the placement. Learning and satisfaction were primarily vested in the practice teachers and other external contributors, even over and above casework and supervision, overshadowing the importance of autonomous learning in students' eyes.

Conclusions and implications
Our findings underline the need for social work educators to instil in students a confidence and trust in the value of their own role in learning, imbuing them with a sense of responsibility for their own learning. Students' perspectives on the practice learning experience is crucial, however the student voice tends not to be given as much weight as the other key stakeholders. This research, which combined experiential learning with support, facilitation and collaborative knowledge production, holds much potential for development of research about social work education and learning.

O1218 - 'BRINGING SOCIAL WORK PRACTICE INTO THE CLASSROOM LESSONS FROM A LONDON SOCIAL WORK TEACHING PARTNERSHIP PERCEPTIONS OF THE 'IVORY TOWER'

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Middlesex University, Mental Health & Social Work, London-United Kingdom [1]

Social Work Teaching Partnerships are a time-limited UK government initiative focused on employer- led models of social work education. English local authorities delivering social work services worked in partnership with universities and other partners, aiming to 'transform the quality of education and experience received by social work students and practitioners and share learning and practice across local authorities and higher education institutes' (Department for Education, 2019).

In England, there has been a diversification of routes into social work, resulting in the introduction of competing models of social work education, some of which marginalize the role of universities and, we argue, question where the 'soul' of social work lies (Higgins 2015). Co-teaching between social workers and experienced academics using a shared learning approach was an important aspect of our North London Social Work Teaching Partnership (NLSWTP). In this presentation we discuss findings from our qualitative evaluation of student, social work practitioner and academic experiences of this co-teaching.

Methods
a) Survey of key stakeholders in the NLSWTP (quantitative).
b) Qualitative evaluation of participation in the TP by practitioners, academics and students:
• Twenty five semi-structured interviews were carried out by an independent researcher with practitioners, managers and academics, including those with experience of co-teaching.
• Four focus groups were held with students from different BA and MA student cohorts in our university (involving 39 students in total).
• Thematic analysis of data to identify key themes.

Key Findings
1. Students positively evaluated practitioner/ co-teachers bringing their knowledge, insight, experience and skills when they come to teach. Students gained perspectives of social work in particular contexts.
2. New pedagogic approaches emerged in relation to integrating theory and current practice.
3. Both students and a range of practitioner co-teachers (in individual interviews) alike spoke of variability in the level and preparation for teaching both for themselves and from academic staff.
4. Academics told us that the ability of the co-teachers to develop realistic case study examples and to convey the complexity of social work practice to students was a key factor for success in this work. However co-teachers' occasional lack of confidence and the frequent workload pressure on social work academics were barriers.

Conclusions and implications
Teaching partnerships can offer a 'third way' in relation to competing models of social work education and training, particularly for successfully involving employers and universities. In our Partnership one of the key aims was to bring partners from academia and practice together, creating reciprocity in learning and skills across different organisations leading to a co-created curriculum.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1229 - USER PARTICIPATION FROM POLICY TO PRACTICE HOW DO THE PRACTITIONERS AS STREET LEVEL BUREAUCRATS IMPLEMENT THE POLITICAL GOALS

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User participation is a goal of increasing importance in welfare policy. The implementation of the policy is mainly realised in the daily interaction between the practitioners and the users in the different services. The practitioners are what Lipsky (1980, 2010) calls "street-level bureaucrats". They interact directly with the users and are supposed to take care of their interests, but are at the same time part of an organisation and a bureaucratic structure, which raises certain claims and expectations on them and regulates their activity. These often-discordant expectations fill the street-level bureaucrat's work situation with tensions and dilemmas.

Earlier research points out that analyses of the relation between organisational circumstances and broader policy and how the street-level bureaucrats operate within contexts of different claims, expectations, norms and relations are lacking and have only to a small degree been developed (Brodkin 2010, Musheno & Maynard-Moody 2016, Hupe, Hill & Buffat 2016). This presentation will discuss how the practitioners as street-level bureaucrats implement the political goals of user participation. The empirical background comprises weekly observations and focus-group interviews with employees at nursing homes, home-based care services and residences for persons with learning disabilities and mental health problems in two Norwegian municipalities.

The data indicate that even if there are considerable differences between the users in the different services and between the institutional frames within which the practitioners operate, they still experience certain common issues and challenges across the services.

The data show that the term 'user participation' is only to a very limited degree a part of the practitioners' vocabulary, and they do not experience any close relationship to the overarching political discourses about user participation. For the practitioners, user participation relates mainly to activities in their daily practice (meals, hygiene, clothing, times for getting up and to bed etc.). User participation is about realising values like respect, empathy and building good relations with the users. At the same time, the practitioners find it difficult to realise these values owing both to the users' health and to scarce resources, organisational aspects and political signals about increased efficiency, standardisation and task orientation. A main issue is ethical dilemmas between realising the users' wishes and what the practitioners find justifiable from a professional point of view. Further, how they experience a stricter resource situation and political and administrative signals makes it difficult to meet the goals of participation and involvement from the users. What suffers is the "emotional work" (Vabø 2014), the relational work in the face-to-face interactions between the practitioners and the users.

The distinctive features of street-level bureaucratic work make it impossible for the practitioners to escape from the tensions. They are required to manoeuvre and to strike a workable balance between different claims and expectations. Increasing the awareness of social work as a struggle between values consequently appears to be more important than ever.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1238 - 'YOU HAVE GOT TO GET OFF YOUR BACKSIDE OTHERWISE YOU'LL NEVER GET OUT' OLDER MALE CARERS' PERSPECTIVES ON AND EXPERIENCES OF CAREGIVING LONELINESS AND SOCIAL ISOLATION.

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Background

In England, the Care Act 2014 requires adult social care services, inclusive of social workers, to promote the wellbeing of both service users and carers with equal importance and to provide parity in provision of assessments and services. 'Wellbeing' is broadly defined as encompassing social and economic wellbeing and the individual's contribution to society (CA 2014, S. 1(2)). In this presentation I focus on the social wellbeing of older male caregivers and their experiences of loneliness in caregiving relationships. Loneliness and isolation are framed as enduring problems for carers of all ages, including older carers and the UK Government's Carers Action Plan 2018-2020 identifies carers as 'susceptible to loneliness' (s. 4.14) and seeks to better understand their social world. However within this public and policy discourse, there is little examination of older men's experiences of caregiving. While not always a solitary activity, older men providing informal care are reportedly less likely to seek help or speak about concerns attached to their caring responsibilities in comparison to older women, which can further increase the invisibility of their caregiving role.

Research design

For this presentation, I outline thematic findings from a 2.5-year qualitative study of older men's experiences of loneliness in England (n=111 participants). I focus on findings from semi-structured interviews with 25 men (68-92) who identified as carers for significant others, such as spouses/ partners with dementia and adult children with mental illness. Male caregivers 65+ years were purposively selected to participate in the study through support services for carers and older adults. Findings were generated using Framework Analysis in NVivo.

Key findings

For over a third of the men interviewed, loneliness was not framed as a major problem, which stood in contrast to the experiences of other older men in the study who were single or widowed (n=67). However male caregivers were cognisant of diminished social contact with others outside the caring relationship and the ways in which the everyday challenges of caring were accompanied by fleeting moments of loneliness.

Conclusion and implications

Findings indicate how men draw on masculine attributes of self-reliance, autonomy and coping to make sense of caregiving experiences alongside moments where they deviate from these gendered expectations. I contend that caregiving, specifically the caregiving relationship, provides a time-limited buffer to loneliness while concurrently increasing social isolation. The implications for informing social practice and enhancing social workers' understanding of male caregivers' social connections in later life will be discussed. This paper contributes to the knowledge base and practice of gerontological social work.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1259 - VALUE CREATION IN A LEARNING COMMUNITY THE EXAMPLE OF VONK A DUTCH LEARNING COMMUNITY ON CHILD ABUSE

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Value creation in a learning community: the example of VONK, a Dutch learning community on Child Abuse

The learning community VONK is formed by social professionals, researchers, policy makers and teachers in the Northern region of the Netherlands. Together, and inspired by the participation of youngsters and parents, they share and learn about the prevention and the combating of child abuse. In this presentation, we will share our experiences on this process of co-creation.

The presentation will address the following themes. We will tell about the learning community VONK (aims, goals, setting, partners) and give some examples of our activities. Secondly we will discuss value creation, according to the model of Wenger, Trayner & de Laat (2011). The model shows immediate value (activities and interactions); potential value (knowledge capital); applied value (changes in practise); realized value (performance improvement); and reframing value (redefining success). Consequently, we will show the output of our learning community in terms of value and knowledge creation. We address what have we learned about (prevention of) child abuse and what have we learned in the process of co-creation. Finally, we will discuss our next steps: putting results into practice and the perpetuation of the learning community.

This presentation is about co-creation. In the learning community (VONK), we collectively created value and knowledge, in cooperation with youth professionals; researchers; parents; and youth. This presentation will discuss the ups and downs in this process. This links directly to the conference theme: connecting social work research and practice, including co-creation of knowledge.

The learning community created knowledge and value on multiple levels. The next stage will be to implement this knowledge more profoundly in the practice of all youth professionals in the northern region of the Netherlands, including those who were not part of the community. Also, we are building blended learning modules, in order to implement the research in professional education. Further research will focus on perpetuation of the community and we will also investigate the themes which were relevant to the network, but which have not been explored yet.

Wenger, Trayner, Laat, de., (2011) Promoting and assessing value creation in communities and networks: a conceptual framework. Heerlen: Open Universiteit, Ruud de Moor Centrum.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1292 - INTEGRATING A WHOLE FAMILY THERAPEUTIC RESPONSE TO DOMESTIC VIOLENCE WITHIN SOCIAL WORK PRACTICE AN INNOVATIVE REFERRAL PATHWAY APPROACH IN THE REPUBLIC OF IRELAND

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The presentation will outline the rationale for the establishment of a unique innovation 3 year pilot service that works systemically with the family experiencing domestic, sexual and gender based violence, Dublin Safer Families Service, in Dublin in Dublin in the Republic of Ireland. The service operates a unique multi disciplinary approach and was established in partnership with the statutory social work department, based on a differential response model, providing a direct referral pathway for cases being assessed in which domestic violence was an active harm, under the 'signs of safety' model.

The rationale for the establishment of the service, outlining the policy context for domestic, sexual and gender based violence in Ireland, current statistics and trends, and the gap in service provision for children experiencing domestic violence will be presented.

The theoretical framework used within the service, drawn from systemic family therapy will be discussed, highlighting how this model supports social work practice as a direct referral pathway and an embedded model of therapeutic support for the child experiencing domestic violence.

The partnership with Trinity Research in Childhood Centre, Trinity College Dublin, in the development of outcome measure and the tools used in the survey including the Adverse Childhood Experience Scale, the Conflict Tactics Scale, CORE 10 and Psychological Maltreatment Scale selected will be explored, highlighting their value in the case work with victims, perpetrators and children in a family system. The impact of the service on social work practice by supporting the social worker in their application of 'signs of safety' and in establishing a safety network to support the child in a domestic violence context will be explored.

The impact of the integrated model on social work will be explored through a presentation of the findings of an evaluation by Trinity Research in Childhood Centre, Dublin. The evaluation demonstrated statistically significant changes in a decrease in conflict and violence, increase in closeness and warmth and increase in mental health with families engaged in the service.

The service has supported the co creation of knowledge within social work by providing evidence from the evaluation that a whole family approach to domestic violence, which includes the perpetrator in exploring the impact of violence and conflict on their spouse and child, leads to more effective safety planning and an understanding of the factors that influence their attitudes and decision making as practitioners in carrying out assessments of children experiencing domestic violence

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1302 - SOCIAL WORKERS PRACTICING IN CHILD PROTECTION IN ITALY HOW THEIR CONTRIBUTION IS PERCEIVED BY THE MAIN SUBJECTS INVOLVED

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It is widely recognized that social workers have quite a relevant and critical role to play in all the interventions directed to promote children's quality of life, to support families and to protect children from harm. This is particularly relevant in Italy where social workers are often asked to find solutions while there are cuts in family support, face to growing severe social problems. At the same time, there is no national act that coherently regulates the field of child protection and there are no recognized and empirically-based guidelines for practice. Child protection is undoubtedly a very controversial field of intervention, and it is unsurprisingly one of the social work areas where more complaints are filed.

The research we are presenting here is part of a wider project promoted by the National Professional Social Work Order and by the National Foundation of Social Work, in order to explore the practices of social work and put in motion a process which leads to the production of shared and evidence knowledgeable guidelines. The wider project included: a systematic review of all guidelines and documents at a local level; a national exploration of good practices; an exploration of the views of the main stake holders, which is the part we are presenting here.

Method: considering that we aimed at exploring the value of social work as perceived by the main subjects involved, the approach chosen was qualitative to give the subjects room for expressing ideas and feelings without the constraints. The approach of the research was participatory, and we involved a parent and three care leavers in designing the tools for data gathering; care leavers were also involved in gathering the data. We used semi-structured interviews and focus groups. The subjects involved were children, care leavers, parents, and professionals, and were recruited in different location across Italy. They were asked to describe their contacts with social workers in child protection and they were asked positive and negative examples. The 45 Interviews were analyzed with NVivo11 using a thematic analysis.
The research design, as well as the informed consent procedures put in place, have been approved by the ethical committee of the University of Trento.

Outcomes: From the interviews it emerges that the different stakeholders have different expectations from practitioners. While there is some homogeneity among the service users group where the expectations are mostly for honesty, commitment, presence, dependability, for the others we have been able to identify contradictory and ambivalent ideas. Anyway, it emerges that the social work professional mission in child protection is not clear to most subjects, nor apparently social workers have been able up to now to be clear and assertive about it.

Impact: The outcomes of this research are currently being used to inspire the construction of national guidelines which take into account stakeholders' views.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1303 - DECIPHERING TOGETHER THE "DISABILITIES" OF THE STUDY A COLLABORATIVE VENTURE IN PARTICIPATORY ACTION RESEARCH BETWEEN RESEARCHERS AND YOUNG ADULTS WITH DISABILITIES

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Background

Social work sees itself as a humane, democratic and inclusive profession. However, there is criticism that there is sometimes a discrepancy between the ideological image of the profession and the way the profession is experienced by service users. A parallel process can also be seen in the field of social work research. Despite these values, the research paradigms on which many social work studies are based preserve patronage and remoteness. These studies are based on power relations between researchers and the people they are researching, whereby the researcher determines the research questions and the research field, and the others remains a passive object that responds to questions and does not take part in the interpretation of the data, their presentation and the ensuing discourse . In recent years, emerged more forms of studies that offer other relationships. One of them is the Participatory action research (PAR) that relies on a different concept of knowledge and drastically alters the power relations in the research (Arieli, Friedman, & Agbaria, 2009; Walmsley & Johnson, 2003).

In the lecture I will present a collaborative research experience between academic's researchers and co-researchers – young-adults with disabilities, who take part in programs that prepare them for independent living. The collaborative experience in this research allowed us to decipher the "disabilities" inherent in the way we used to conduct research.

Research Description

This research was co-evolved from the very beginning. The purpose of the study, as defined in a joint discourse, was to understand young-adult's experiences and perceptions about issues of independence, participatory actions and community-ness. To collect the data, a group of twenty participants was formed and met ten times. The group members talked through collaborative group practices on the topics above and other topics that raised by participants as the research progressed, such as: relationship between professionals and young-adults with disabilities and combating social stigma. Subsequently, from that group a smaller research group, which met for about a year, was formed into the data analysis phase. The method of analysis combined thematic categorical analysis and reflective work by means accessible to the young-adults. During this time, we also carried out a number of activities ("actions") such as joint participation in conferences, writing an article and facilitating dialogical workshops.

Results

The research process spiraled between actions and creating new, critical and deep knowledge. This process constituted an empowering practice that produced a change for the young-adults who took part in it, which revealed their ability to research and influence . It also provided a space for us, the academic-researchers, which allowed us to rethink about research paradigms in the social work field.
In this lecture, which I will prepare with the young-adults, I will share the challenges of this research venture, its strengths and outcomes.

- Arieli, D., Friedman, V.J. & Agbaria, K. (2009). The paradox of participation in action research. Action Research, 7 (3). 263–290.
- Walmsley, J., & Johnson, K. (2003). Inclusive research with people with learning disabilities: Past, present, and futures. London:

Category: Connecting social work research and practice including co creation of knowledge

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1307 - WE VERY MUCH AGREE! SERVICE USERS AND STAFF CO CREATING KNOWLEDGE IN ORDER TO ENHANCE SOCIAL WORK PRACTICE

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Background and Purpose
Co-production aim at creating new spaces that promotes the experiences and knowledge of the service users (Young 2000). However, also staff should be engaged and asked how they experience their working conditions and the services they provide. Both groups' experiences should be brought together to facilitate a better understanding of the services. The purpose of this paper is to present a project carried out within the Norwegian social services with a two-fold aim: Bringing service users and staff together to gather their particular contributions that may be useful for developing services, and to explore innovative methods to produce such knowledge. The project was marked by its active involvement of service users as co-researchers.

Methods
Data was collected through the participative method 'search conferences'. Participants act as a planning community, aiming at creating a plan for future practices, based on shared ideals. Three search conferences were conducted; two with service users only, one with users and staff. The conferences produced data from 70 service users and 15 social workers, aged 20-65, 2/3 male and 1/3 female, predominantly ethnic Norwegians. The project was approved by the local management. The conferences with users produced data on their experiences with the social services and how these could be used to enhance practice (Natland, Bjerke & Torstensen 2019). This formed the basis for the third conference where staff participated, discussing possible new practices and facilitators and barriers for meeting the users' wishes.

Findings
Users and staff shared many of the same concerns; they agreed on many of the topics that the service users found important (recognition, time resources, professional knowledge, and so on). Scarce resources and institutional boundaries were highlighted as barriers of receiving and giving effective services, as well as personal aspects such as beliefs or biases regarding the users. The findings represent barriers and facilitators on the macro, meso and micro levels of social work practice (Herz & Johansson 2011): Economic resources/funding, bureaucratic regulations and national policy; local management and organization; individual factors as profession, individual behavior and beliefs. The seminars produced knowledge that indicate how different levels of social work practice must be understood coherently – barriers at the macro level can negatively impact the meso level (the local organization), and consequently the micro level; staff's possibilities to help and support the local service users. Services that fulfill both service users and professionals desires to receive and deliver effective services in ethical and empowering ways must have a clear understanding of these levels and pathways.

Conclusions and Implications
This project demonstrates why co-creation of knowledge is important for the innovation of social work practice:
1. The findings indicates the importance of giving voice to both users' and staff when aiming at enhancing social work practice, as both groups experienced the methodological approach innovative and empowering.
2. Search conferences is a promising methodology for innovation of social work research and practice as it facilitates the desired space for the co-production of knowledge.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1314 - THE PROMOTION OF SOCIAL DEVELOPMENT IN COMMUNITIES OF HIGH CULTURAL DIVERSITY FROM THE PERSPECTIVE OF PARTICIPATORY ACTION RESEARCH

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Background and purpose

The arrival of immigrant population to the Valencian Community (Spain) in the last decades has increased the preexisting diversity generating multicultural communities that pose important challenges for social development.

This work aims to analyze and encourage participation in communities of high diversity, alleviating the problems of forced coexistence between immigrants and natives, and doing so from a methodology in which both are active subjects with the ability to analyze their reality to transform it collectively.

To achieve this objective, between 2010 and 2018 an investigation was carried out in three high diversity neighborhoods: Carrús (Elche), La Coma and Santa Rita (Paterna).

Methods

The methodology used was based on participatory action research (PAR) that poses a spiral of phases, where each one is related to the following:

- Establishment of collaborative relationships.
- Participatory analysis of reality.
- Design and implementation of the community program.
- Participatory evaluation.

The participants were organized in two levels: 1) who formed the research group (selected for their special knowledge of reality); 2) the rest of the members of the community who were consulted and informed periodically. The levels were open, there was an exchange of people between them.

In the collection of information: 1) different participatory techniques were used such as colloquiums, mapping or participatory surveys, among others; 2) there was a professional team in each neighborhood that, in addition to supporting the motor group in data collection, facilitated participation, reflection and cooperation among all actors.

Regarding the analysis of the information, software was created to organize a multiplicity of reports on participation based on variables such as cultural diversity, age or sex.

Findings

This PAR experience managed to articulate around a shared objective of social development to the main actors of the communities. Thus, 68.3% of the social actors identified were involved in the improvement of their reality, which in absolute terms implies the active participation of 423 entities and / or groups.

It is important to highlight the level of adherence of the educational and health centers. Specifically, 64.7% of schools, 87.5% of institutes and 100% of health centers actively participated in the different initiatives.

1.775 meetings and 599 activities were held, with an approximate total of 30.000 participants, stimulating positive interaction between culturally differentiated people whose first consequence was conflict prevention, together with increasing the feeling of belonging to the community.

Conclusions and implications

The PAR applied to pluricultural communities helps to undo the dichotomy between immigrant and native, promoting a new framework to address social development from a global approach, in which each community investigates how to improve their situation and what are the priority issues.

The practice of Social Work in this type of communities requires slow rhythms and long looks, the development of intercultural skills, stable structures of intersectoral coordination, as well as the participation of diverse citizens in social policies and services.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1322 - DEVELOPING A SOCIAL WORK FRAMEWORK FROM PRACTICE IN CHILDREN'S END OF LIFE CARE

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Background and purpose

Working with families at children's end of life care is professionally and personally challenging for social workers. Because of our role in providing psychosocial support, together with our strong ethical framework, the profession is well placed to support families at this time of their lives. This presentation draws on narrative research with social workers which forms part of a wider practitioner research study examining the experiences of parents, siblings and staff at children's end of life care in an acute children's hospital in Ireland. The presentation reports on the experience of social workers providing care to families whose child is dying, aiming to contribute to the development of understanding of this under researched area of social work practice.

Methods

Being a practitioner researcher in the field benefitted in the development of the research and recruitment of participants. Using a two part narrative process, data was generated among 12 social workers in three focus groups through exploration of stories of professional practice. A hermeneutic phenomenological approach informed by the work of Paul Ricoeur was applied in the analysis of the focus group transcripts. The use of Ricoeur's "Narrative Arc" (1984) and "distanciation" (1973) facilitated the creating an in-depth understanding of social work's involvement in this context. In addition, the concept of "member checking" was used to provide feedback on the findings and to further facilitate the co-creation process within the research.

Findings

Following analysis, one overarching theme was identified, with four supporting themes emerging. The overarching theme is: "Enabling families to find their own pathway", with sub-themes of: a) navigating across boundaries: b) mediating the death process: c) negotiating competing discourses: and d) minimizing regrets. Together these themes provide an oversight of the complex work of social work in this field. Using the work of White (2011), a "Narrative Map" of Social Work End of Life Practice was created.based on these emerging findings. White's concept of employing narrative conversations to facilitate the co-creation of new possibilities moving from the "known and familiar" to the "possible to know" was used to develop an approach to this work, integrating the theme and sub-themes from the findings. The member checking process allowed the research participants to view their work within a clearer theoretical framework providing recognition of the use our strong professional values to support and empower families to negotiate and understand the challenges of their child's end of life care.

Conclusion and implications

This presentation highlights the work of social workers in the difficult area of children's End of Life care. From the findings, a Narrative Map was created as a proposed framework for practice, which it is argued can empower both practitioners and families to navigate the very challenging world that they find themselves in. The research identifies the key contribution of social workers both as practitioners and as researchers in this complex area of work.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1340 - A TRIAD MODEL OF ENGAGED SOCIAL WORK PEDAGOGY CONNECTING RESEARCH ACTION AND EDUCATION

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Background
Academic institutions educate future social workers and researchers to address contemporary challenges. However, research, education and action are often conducted separately and consecutively, often making the creation and dissemination of knowledge a top-down process, detached from practice and struggling to keep up with evolving of social problems.

Current social challenges have sparked a growing interest in participatory research models that are connected to social action. These models have the potential to stimulate innovative research because they pose a broad variety of questions and explore multiple perspectives to enhance critical analysis. They may also raise awareness to ethical concerns as study subjects become active participants throughout the different phases of research. Finally, Participatory research has the potential to create better egalitarian relationships between universities and excluded populations through academy-community partnerships.

Purpose
This presentation introduces a triad model that connects community participatory action research, social work education, and action. We describe an ongoing research study conducted in collaboration with local community activists in Baltimore that explores how community organizations advocate for social change across racial and ethnic divisions. The project also includes an advanced research course for graduate students.

This presentation addresses the main conference agenda by exploring the model's contribution to the creation and dissemination of knowledge and to innovation in education and practice. The presentation will focus on challenges and opportunities in working with communities that grapple with contemporary social problems.

Main Points
Opportunities and Challenges in connecting research, education and action
Collaboration between faculty, students and communities provides opportunities for research that is relevant to pressing social problems, student education, community empowerment and the promotion of social change. However, it poses complex challenges, especially when working with communities that have long been marginalized.

Partnerships between researchers, students, community leaders, activists and professionals require strong components of relationship building and open communication over the course of the project.

Several ethical dilemmas arise, including the varying degrees of involvement of different stakeholders, adherence to IRB regulation while promoting active and egalitarian community participation, student exposure and safety.
Logistical, technical and funding challenges include the need to coordinate timing and execution of different tasks, resources and schedules in underfunded research.

Educating students with this model is an opportunity for much-needed hands-on research and practice experience. However, it requires personalized, sensitive and flexible course instruction.

Conclusions and Implications
While a triad model that combines research, education and action demands careful and complex planning and implementation, we demonstrate that its potential benefits outweigh the challenges. The model may be effective, especially when the study addresses complex social issues that require creative solutions and critical thinking and diverse points of view. In order to advance this model, universities must support researchers and students and promote institutional community engagement. Students should be encouraged to join such courses as they use innovative pedagogy to provide hands-on research experience and exposure to social work practice. Communities can also gain much from this model and should be introduced to the potential of such partnerships to advance social change.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1360 - MY SOCIAL WORK PARTNER (MRP) – WHAT IS IMPORTANT IN SOCIAL WORKER MEETINGS WITH YOUNG PEOPLE

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Background and Purpose
An important aspect of social work with young people is meetings. Social workers in public department have to asses, make judgments and decisions based on meetings with young people.

There is a serious lack of research about social work communication in statutory settings, including meetings between child protection social workers and young clients. Furthermore, there is a complete lack of research-based models of what these statutory meetings entail. Existing models of meetings in the helping professions is based on research from psychotherapy and counseling.

This directed our research to questions as: How are statutory meetings between social workers and young people carried out? How can we develop a research-based model for analyzing and assessing these meetings? How can such a model contribute to social work practice and education?

Methods
My Social work Partner (MRP) is a video-based tool to analyze and evaluate statutory meetings in connection with staff supervision. We developed dimensions of good practice in cooperation with social workers and young people. We collected 335 videos of meetings in six Danish municipalities (2015-2018). The videos include 69 social workers and 185 young people. Twelve of these films were shown to four groups, respectively researchers, supervisors, social workers and young people to compare their views of good meeting practice. Their comments were recorded and condensed into 1578 statements. These statements were analyzed and used to define dimensions in a quality model. We conducted a literature review on "Quality in meetings between young people and their caseworkers" in 2018.

Findings
We have generated a model of statutory meeting quality, including eleven core dimensions. Building on this, we have provided answers to some vital questions. For example, what distinguishes a good meeting from a poor one? How can social workers balance mandatory and emphatic aspects in the meeting? How can we measure the quality of statutory meetings?

The model will be a base for future evaluations of statutory meetings.

Conclusions and implications
The model is based on a close and innovative connection (co-creation of knowledge) with young people and social workers. We have addressed challenges and opportunities for social work practice and education in contemporary contexts. The results of the research project can be used to increase the quality of meetings with young people and enhance the training and education of social workers.

Inspiration:
Forrester, D. (2017) Outcomes in Children's Social Care. Journal of Childrens Services, vol. 12, issue 2-3
Lefevre, M. (2015) Becoming Effective Communicators with Children: Developing Practitioner Capability through Social Work Education. British Journal of Social Work, volume 45, issue 1
Ruch, G. (2014) Helping Children is a Human Process: Researching the Challenges Social Workers Face in Communicating with Children. British Journal of Social Work, 44
Whittaker, C. E.; Forrester, D.; Killian, M.; Jones, R. K. (2016) Can we reliably measure social work communication skills? International Journal of Child and Family Welfare. 17 (1/2).

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1384 - MIND THE GAP INVESTIGATING THE FRICTION BETWEEN ORGANIZATIONAL EXPECTATIONS AND THE CONCERNS OF FRONTLINE SOCIAL WORKERS IN DEALING WITH POVERTY AND SOCIAL INEQUALITY IN CHILD WELFARE AND PROTECTION

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Background and purpose
Social work is currently increasingly rooted in changing socio-economic and political developments, which is reflected in the persistent prevalence of poverty and an intensification of existing social inequalities. Poverty and social inequality have, however, far-reaching consequences for the lives of children and families, and these developments provide major challenges for child welfare and protection. We report on a research project that aims to investigate how the Youth Welfare Agency in Flanders (the Dutch speaking part of Belgium) deals with the complexity of poverty and social inequality that manifests itself in so many cases on the level of organizational structure and culture.

Methods
In Flanders, child welfare and child protection is currently working according to Signs of Safety, which is perceived as an innovative, strengths-based, safety-oriented and evidence-based model of child protection casework. The study is based on an exploration of the perspectives of the managers of the Youth Welfare Agency to investigate whether they are aware of the link between poverty as a social problem, the challenges and daily struggle of frontline practitioners in the Agency in dealing with poverty and social inequality, and the influence of implementing Signs of Safety on poverty-aware frontline practice.

Findings
Our research shows that the managers of the governmental organisation do not overtly consider poverty as a negotiable issue on the organisational level. In the absence of an organisational policy and culture in which this complexity can be a vital subject of debate, a friction appears for the practitioners between organisational expectations and the concerns of the families.

Conclusions and implications
Since this lack of openness undermines the search for social justice which is central to social work practice, we discuss insights on the particular organizational culture and dynamics of discretion in the Youth Welfare Agency and address how managers might mind the gap between their expectations and the experiences and concerns of frontline social work practice.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1420 - FOSTERING COLLABORATIVE CONVERSATIONS IN SOCIAL WORK IN A MANDATED CONTEXT USING A STANDARDIZED TOOL

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The professional relationship between social workers and clients is considered to be a key element in practice. However, up until now, the acknowledgment of this paramount importance did not put a thorough and profound examination of this professional relationship high on the social work research agenda. In this paper, we conceptualize the professional relationship between social workers and clients as a 'working alliance' and explore it's use in a specific branch of social work, namely community supervision or – as it is described in Flanders – 'social work under a judicial mandate'. Drawing on research in the fields of social work and psychotherapy, we argue that collecting client feedback and organizing joint reflection can have a positive effect on intervention outcomes in general and the working alliance in particular, especially when a standardized feedback instrument is used. In this paper we explore how a recently developed measuring instrument, the Working Alliance for Mandated Clients Inventory (WAMC-I), is used as a professional tool for joint reflection on the working alliance between justice assistants and their clients in Flanders. The results of interviews with practitioners and clients who have explored the use of the WAMC-I as a tool for reflection in a one-on-one meeting are presented and discussed.

The findings of the present study confirm the importance of the working alliance in community supervision practice. Although using the WAMC-I as a tool for joint reflection initially encountered resistance amongst justice assistants, the data show a growing consensus regarding the perceived usability and relevance of the instrument in practice. A majority of justice assistants and clients report that the use of the WAMC-I as a tool for joint reflection in community supervision practice has an added value. Implementing the use of the WAMC-I in practice gives practitioners and clients a standardized tool to engage in a collaborative conversation on their working alliance and provide each other with valuable information on how they perceive this alliance.

In summary, the scientific value of this study is twofold: firstly, the practice of community supervision in Flanders, although firmly rooted in social work, has attracted very little attention from social work researchers. Moreover, the paramount importance of the professional relationship between practitioners and mandated clients is recognized in policy and practice, but academic research on this specific topic remains scarce. This study aims to contribute to closing this gap in research. Secondly, our study introduces the recently developed standardized measure of the WAMC-I as a tool that can be used to facilitate joint reflection between practitioners and clients in a mandated context.

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O1459 - YOUNG PEOPLE EXPLORE MENTAL HEALTH ISSUES WITH PUBLIC HEALTH PROFESSIONALS AND SOCIAL WORK RESEARCHERS – A COLLABORATIVE PARTICIPATORY RESEARCH AND DEVELOPMENTAL PROJECT

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Background and purpose

In April 2018, the Department of Child and Youth Health of the Canton of Zug (Switzerland) launched a project aimed at making the existing adult campaign "10 Steps for Mental Health" available for work with young people. The 10 steps are thought-provoking initiatives designed to empower people to improve their mental health. In a collaborative and participatory process, public health professionals of the Department of Child and Youth Health and teenagers of the Canton of Zug researched mental health issues. This, in order to adapt the "10 Steps for Mental Health" for young people in Zug and to implement a tailor-fitted health promotion workshop for young persons. The professionals and youth researchers were accompannied from social work researchers that designed a first draft of a participatory research design.

Firstly, the participating young persons acted as "youth researchers" and investigated aspects of mental health in young people. The following questions were defined in a collaborative process and were at the centre of the research:
- What are the moments/situations in which young persons feel good/bad?
- What are possible reasons/circumstances why young persons feel good/bad?
- Which strategies do young persons use to make them feel good, or when they feel bad?
Secondly, the results were used to analyse the 10-step campaign, adapt it together with the youth researchers and convert it into image and text messages for young people. Thirdly, a workshop was developped whose exercises originate from positive psychology and were selected by the youth researchers.

Methods

Using the participatory quality development approach (Wright, 2010) and participatory research (von Unger, 2014), ten young people from Zug, aged between 14 and 18 (six women and four men), researched mental health issues in their environment from November 2018 to March 2019. The photovoice method, short surveys, discursive and thematic survey and evaluation methods were used. Five of ten youth researchers took part in the subsequent analysis, the refining of the 10-step campaign and the designing of a tailor-fitted health promotion workshop.

Findings

Six key areas of mental health issues were identified: school stress, social media, relationships, leisure and activities, body and mind, and role in society. These areas incorporated the coping strategies and health-promoting strategies that young people used to (re-)establish mental health. Based on these findings, the 10-step campaign was adapted to four steps, tailor-fitted messages and a mental health workshop for young persons.

Conclusions and implications

The pursued collaborative participatory approach and the co-creation of knowledge involving young people ("youth resesearchers"), public health professionals and social work researchers enabled to adjust the "10 Steps for Mental Health" for young people. Furthermore, the participating young people themselves benefited during the process (awareness raising, peer-to-peer communication of coping strategies, etc.). Due to the overall positive experience, the Department of Child and Youth Health of the Canton of Zug intends to intensify collaborative and participatory approaches in their development of services and health promotion activities.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1489 - INCLUSION OF PEOPLE WITH INTELLECTUAL DISABILITIES THRU LEISURE TIME ACTIVITIES EXPERIENCE FROM CZECH REPUBLIC

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In residential social services for people with intellectual disability in Czech republic we can identify following types of problematic situations :
- for staff of residential social services are not available ways of working, encouraging the participation of people with intellectual disabilities to address issues that concern them.
People with intellectual disability have very few relatioship outside of the environment
of social services

Aim of presentation is to identify how people with intellectual disabilities in the selected sheltered living use they leisure time and what preferences they have in this area. For this research is used photovoice methodology. We also measured the degree of participation in maistream leisure time activities and try to found a ways for increasing of level ofthis participation.

Presentation is based on project :Inclusion Support in leisure activities for people with intellectual disability (INSULA), funded by Technology Agency of the Czech Republic.

The aim of the project is to establish and test program continuously (long-term and versatile) supported the integration of people with intellectual disabilities who use social housing services into the local community leisure activities.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1500 - ETHNOGRAPHIC STUDY ON THE RELATIONSHIP BETWEEN SOCIAL STREET WORKERS AND HOMELESS PEOPLE IN A CITY OF SOUTHERN ITALY DIALOGUE AS SPACE OF RECIPROCAL RECOGNITION.

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Exploring the relationship between homeless people and social street workers in the daily life context of a medium-size city of southern Italy is the main objective of the ongoing PhD research project.

Globalisation, neoliberalism and individualisation processes affected both the actors of the relation, social work and extreme poverty and the way to be in relation itself. On one hand, in terms of managerialism and risk of lack of reflexivity in the social work practice; on the other hand, in terms of "new poverties" as caused by the weakening of family and community links.

Extreme poverty and social work are strictly related since the welfare state idea was born. Their relation can be defined as structural, in terms of persistent model between social positions (Trobia, Milia 2011), because it represents a power asymmetrical relationship. However, their daily symbolic interactions build their roles ad transform their identities in terms of change and empowerment, according to the function of social work and to the supposed request of poor people.

The relative-relational approach to the study of poverty considers its symbolic-interactional element as the determining dimension: the definition of the poor depends on the social and cultural context of reference and, consequently, it changes according to the policies and the social workers' views. Social street work and homelessness, in this sense, can have meaningful perspectives because the most important dimension in their case is the relational one. Moreover, the socio-political context is characterised by an increasing interest in contrasting the phenomenon of extreme poverty, especially regarding the debate among the housing first approach.

According to the theory of gift (Mauss 2002), the inequality of positions is a necessary condition to realise the exchange and to build solidarity; on the contrary, what makes inequality is the absence of reciprocity. In this sense, with this research it is questioning about reciprocity in this relationship: if it exists, what are its characteristics, what does it mean for the actors who participate into it, how it influences their life and the construction of the knowledge around these themes.

The mixed qualitative methods approach combines urban and organisational ethnography and the study of nets. People involved are a volunteer and professional social street worker, homeless people, habitats of the city. Ethnography began on February 2019 and it will finish in January 2020. It integrates four kinds of tools which are progressively adopted: participant observation of four low threshold services, in-deep interview, horal history or life stories, focus groups. These are aimed to: describe the structure and the functions of the low threshold services network placed in the specific context of analysis; analyse the actors' symbolic representations on oneself and on the other in the environment where they live and interact each other's.

This contribute tries to reflect on the positionality of the social worker as a researcher and as an insider in a context ethnographically analysed and on the co-building of knowledge and identity through the reciprocal relationship.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1503 - DEINSTITUTIONALIZATION IN SLOVENIA DEVELOPING AN ACTION PLAN

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In Slovenia, there is a long history of deinstitutionalization. In almost fifty years, different experiments, pilots, developments and action research provided important knowledge, methods and experiences regarding community-based care. Finally, after years of activism, two long-stay institutions for adults with mental disabilities are starting transformation from institutional to community-based care. Using participatory action research, a strategy and action plan for deinstitutionalization and community based services is being developed in these two pilot residential institutions.

The action research methodology includes rapid assessment and response methods, dialogical approach and users and staff involvement. Dialogical approach helps us develop a transformation plan based on experience, knowledge and needs of users and staff. It enables us to co-create knowledge for the transformation of the institution and for developing services in the community based on people's needs, their knowledge and experience and specific context they are in. It enables empowerment and inclusion of staff and users, who take on an important role as experts on experience, researchers and co-workers in planning and implementing change. Together with staff, users, their families and local communities, we are building a strong coalition for deinstitutionalization.

In our presentation, we will introduce both pilot projects, a method of developing a transformation plan and experiences of researchers, staff and users that were involved in action research.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1506 - TRANSITIONS IN THE LIFE OF YOUNG REFUGEES IN LOWER SAXONY

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We're trying to figure out how social work can support the transitions of young refugees into society.

If we talk about „transitions in the life of young refugees" we refer to the theory developed by Norbert Elias. Elias created his core concept called „figuration" which describes the dependency of each person from the others (Treibel 2008: 69). With the theory of transitions a complex situation can be analysed in different levels (individuum, family and context). It enables us to look for the subjects as well as for the context of life and their part to create the problems and the solutions as well. According to the expression of power balances we look at young refugees neither as an autonomous group nor as dependent victims of the circumstances without any agency.

The burdens of the refugees are divided into three phases: Pre-migration, Migration and Post-migration (Hargasser 2014: 92). For our research project we're especially looking at the period of arrival till the period of consolidation and the transitions from the status of a refugee to the status of a migrant (Hargasser 2016:35). It is very important to look for the stumbling blocks in the context of transitions of young refugees which impact their living perspectives in Germany, for example the time of waiting till the asylum application will be approved or rejected.

The first step of our research is to get more and valid information about the living situation and the problems of young refugees in Lower Saxony.

We are aware, that the adolescence is a very formative stage of development and connected with many changes for young people concerning their environment and their own personality.

Young refugees might be additionally confronted with the insecurity of their residence status due to the asylum procedure or with the end of the residential care by the German youth welfare-system.
At the moment the solid scientific knowledge concerning the support necessary for young refugees experiencing transitions needs to be improved as well as the knowledge how youth welfare professionals can provide a proper support and service for these young people in need. One of our aims concerning the research project is to develop guiding principles for the youth welfare professionals.

Our Research methods are:
1. Group discussions with young refugees (male/female / accompanied / unaccompanied) and youth welfare professionals in Lower Saxony.
2. Guided Interviews with youth welfare professionals and with young refugees.
3. Analyzing the material according to the theory of qualitative social research developed by Glaser / Strauss (1971)
4. Communicative validation of the analysed material including all persons interviewed (Kruse 2014: 189ff).

Timetable and findings:
At the moment (October 2019) all group discussions are done and analyzed according to the grounded theory methodology (Glaser / Straus 1971). Between November 2019 and March 2020 the guided interviews will be done and a part will be analyzed. Therefore we can report about our findings on April 2020.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1512 - CHALLENGING DOMINANT NOTIONS OF 'PARTICIPATION' AND 'PROTECTION' DISABLED YOUNG PEOPLE CO LED INNOVATION IN RESEARCH PRACTICE AND POLICY.

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Background

In the UK, the Children and Families Act (2014) aims to create one assessment process for children with special educational needs or disability, through Education, Health and Care Plans. It also aims for greater participation from children and young people in decisions about their own lives. Current evidence suggests that children's needs and desires across education, health and social care are not being fully met, partly because adult agendas drive policy, practice and standards of care. Little attention is paid to the way in which disabled children are included, either within decisions about their own support or within research processes.

Methods

Six disabled young people co-led and co-produced an innovative research project in which, for the first time, disabled young people had the opportunity to define a research agenda which spoke to what 'quality' might look like in planning for their own future and that of other disabled children and how children's rights could be at the forefront in education, health and social care professionals' practice.

Findings

We discuss important ethical issues relevant for social work policy, practice and research, identified through this rights-based, collaborative way of working in partnership with disabled young researchers. Tensions arose between: encouraging young people to become leaders within a wider context of dominant ideas about 'safeguarding' and 'child protection'; becoming empowered through engagement with the research and research project yet restricted in areas of personal life; the emotional impact and potential burden whilst gathering evidence of hearing the lived experience of a continuing lack of autonomy for disabled children and young people.

Implications

In this paper we argue that it is important to challenge dominant notions concerning the participation and protection of disabled children in order to ensure their right to be decision-makers in their own lives and to maximise the potential for empowerment within research processes which are focused on the co-creation of knowledge.

Reference:
Brady, G. and Franklin, A. (2019), "Challenging dominant notions of participation and protection through a co-led disabled young researcher study", Journal of Children's Services, Vol. 14 No. 3, pp. 174-185. https://doi.org/10.1108/JCS-03-2019-0016
Project group's website: www.ripstars.net

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1516 - CONNECTING SOCIAL WORK RESEARCH AND PRACTICE THE CO CREATION OF KNOWLEDGE THROUGH WORLD CAFÉS

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Background

Applied social work research is rooted in both, academia and practice. As such, it often does cutting-edge research that matters. It is in close contact with current challenges of practitioners and aims to generate and provide outcome-oriented knowledge that is useful for the practice, may it be in form of evaluation, consulting, supervision or the development of new projects or ideas. Given that, however, resources often are scarce. Thus, applied research must develop methods aiming at efficient knowledge transfer from academia to practice, from practice to academia and the co-creation of knowledge.

Purpose

We met this challenge with the World Café conference method, in which participants discuss given questions in a relaxed café-style atmosphere (Brown & Isaacs, 2005). Typically, participants write and doodle ideas and insights directly on paper tablecloths. And since they move between the tables, also the ideas and insights circulate and can be explored in different groups. This well-established participatory method allows the sharing of information and opinions in an equitable manner and stimulates a cross-pollination of ideas.

Our research questions are: (1) Can we utilise this method in order to, first, stimulate the transfer of experience and development of new ideas among and with family practitioners, and, second, use it as a creative and innovative research method generating new knowledge on social work with families? (2) How do variations in the setting influence the results?

Methods

In 2018 and 2019, we conducted three World Café events with 140 social workers in total. We first provided academic input related to parenting support, and then organised the group discussions on these topics, following the principles as mentioned above. At one event, however, we strongly followed the World Café principles, while at two events, we modified the setting. In sum, data on 77 tablecloths have been captured. We digitised and transcribed these and comparatively analysed the data using Maxqda software, following the principle of the theory-led thematic analysis.

Results and implications

As suggested by Fouché & Light (2010), the conversational method can be used as method for data collection as well, allowing knowledge-transfer and knowledge-creation for the practitioners as well as data production for scientific purpose. This approach, however, has its limitations when it comes to data analysis: since many notes consists of drawings or merely singular words without explanations, interpretation is not evident. Furthermore, variations in the settings, especially regarding the modifications on the group composition, have effects on the results – the more favourable setting for participants is less favourable for scientific purpose and vice versa. Nonetheless, when considering several caveats, the World Café can be used as innovative method to connect research and practice in a way that both reap huge benefits.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1529 - SOCIAL ENTREPRENEURSHIP AND SOCIAL INTEGRATION CHALLENGES OF INTERDISCIPLINARITY IN THE CO CONSTRUCTION OF KNOWLEDGE

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If the term «entrepreneur» theoretically associates with the risk-taker, who starts something new and/or operates a business to put in practice a personal idea, it also highlights a (new) rethoric based on freedom and individuality, which requires attitude", "spirit" and a "way of being" capable of solving "individual" problems (Campos & Soeiro, 2016). Such a framework emerges form an environment of activation and individualization of social policies (Soulet, 1998; Branco & Amaro, 2011), guided by economic materialism and an idea that the entrepreneurial attitude contributes to the creation of more and better jobs, to the improvement of existing solutions and to the creation of more efficient processes. Also, it creates room for social entrepreneuship as a sustainable action in pursuit of social value to respond to social problems and needs.

In this sense, it is argued that there is a possible connection between social work and social entrepreneurship which gives chance to boost interdisciplinarity in the co-creation of knowledge. On one hand, social work might participate in social entrepreneurship processes with its orientation towards human dignity, cohesion and social justice, while on the other hand, management brings all the background connected with enpreneurial activity and innovation.
With this line of reasoning, we start from the results of a PhD research in Social Work where we discuss, through a mix-method approach, (i) the impacts of attendance in entrepreneurship and social entrepreneurship training to the personal and professional pathways of 52 participants, by applying a survey; (ii) the positioning of social work in face of the potential relationship between social work and social entrepreneurship, by conducting 2 focus groups with academics and practitioners;(iii) the perspective of other stakeholders of entrepreneurship processes, namely from a management background, via semi-structered interviews.

We intend to sustain the argument coming from the PhD research and reinforce it with a further qualitative data gathering, namely with the helding of (i) in-depth entreviews with 15 potential entrepreneurs envolved in self-employment processes and of (ii) a focus group with 5 academic social workers connected with practices and/or projects of social entrepreneurship and with 5 managers, also connected to the academy and entrepreurship.

The combination of data will allow a deepen of meanings and representations of potential entrepreneurs about the process of employment creation; an alliance of perspectives comming from two social sciences around potentialities and frailties of "self-employment" as a path to social integration; a lauching of new clues for the involvement of the profession on the public debate around "work" as a social right, projecting proposals for social policy measures.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1573 - WORKING WITH YOUNG PEOPLE TO DESIGN A RESEARCH STUDY TO UNDERSTAND HOW CHILDREN 'ACCOMMODATE' PARENTAL SEPARATION

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Extensive research has been conducted on children's experience of parental separation and divorce. However the 'voices' of young adults on their childhood experiences have remained largely absent from this body of research. Their absence is curious as they appear particularly well placed to contribute to understandings of children's experience and how they accommodate the changes in their family life over time.

By giving 'voice' to young adults' childhood experiences of parental separation, focusing on their everyday experiences, this study aimed to address the gap, learning about what separation meant to them as children and how they feel about it now as they look back as young adults.

Young people were involved in designing the research study. Focus group discussions concluded existing research tools were unsuitable for the task and specific research tools needed to be created to undertake the study, leading us to work together to create a bricolage (Denzin and Lincoln, 2011). The research tools created were a short video clip based on a fictionalised case study uploaded on to YouTube and referred to as a prompt simulation video (PSV) and an online questionnaire. The young people dramatised, acted out, filmed, edited and uploaded the PSV. Co-constructing the research tools was creative and ultimately led to a study that was 'better suited and more relevant to young people' (Bagnoli and Clark, 2010, 116). It was also complicated and unpredictable, required constant dialogue, on-going review and for decisions to be articulated clearly (Kinchloe et al, 2011). The target audience was undergraduate students that I taught, participants were self selecting and population data was recorded in a way that protected their identity.

The first stage of analysis focused on the question which asked respondents how they felt about the post separation changes now categorising responses as high, medium or low according to i) their level of satisfaction and ii) their level of acceptance. Where these levels coincided, they were combined to reflect the level of 'accommodation' shown, the majority (20) showed a high level, six showed a medium level and four a low level. Further analysis encouraged a deeper understanding of individual experiences and the influence they exerted on accommodation. Through this process a range of factors influencing how children accommodated parental separation over time were identified, these are reported under the headings reactions, support, communication and conflict (Kay-Flowers, 2019).

The desire to make the findings accessible to a wide audience led to creation of the 'framework for understanding children's accommodation of parental separation' (Kay-Flowers, 2019a). It has been shared with academics, practitioners and students in workshops and seminars in England, Scotland, Germany and Nepal and with an international public audience (Kay-Flowers, 2019b). Informal feedback indicates while the context for separation differs for each child and family and across cultures, there are similarities in the challenges some children face in accommodating the changes parental separation brings. The next stage of the study is to explore practitioners' use of the framework in their work with children and families.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1591 - COMMUNITY MAPPING AND INFORMAL SUPPORT AN ATTEMPT TO CONNECT SOCIAL WORK PRACTICE AND BOTTOM UP PERSPECTIVES

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In contemporary societies informal social support is gaining relevance not only in the field of neglected families but also in community studies. As defined by Spilsbury and Korbin (2013) informal support is the «assistance that is available to a person from other individuals [and can] take many forms: emotional comfort; tangible aid like money, food, clothing; information or advice...». In the framework of the national programme P.I.P.P.I. (Programme of Intervention for Prevention of Institutionalisation), launched in 2010 by the Italian Ministry of Welfare in collaboration with the University of Padova, informal support is one of the strategies to prevent children out-of-home placement and improve the well-being of vulnerable families. Thanks to this programme, in around 150 cities social workers are experimenting new activities but, according to data, are facing difficulties in identifying informal networks that can support vulnerable families in their daily life. Thus, the purpose of this project is to test and apply a participative methodology to help families in finding and sharing together informal support related to their local contexts and creating more inclusive and cohesive communities. The methodology used is Community Maps, a participative tool traditionally used by anthropologists, sociologists and planners to create maps in collaboration with local communities, share information about the places that matter to them and propose new solutions [Clifford and King, 1996]. In this experimental project Community Maps have been proposed to two different Italian territorial contexts (one in North-West, involved in P.I.P.P.I. programme, one in North-East) introducing some changes compared to the original version. Families, associations, citizens, children and teachers have been gathered in seven different sub-local contexts (three in the first case-study, four in the second one) and asked to co-create a map representing their territories in terms of places where they can find social opportunities and informal support for their daily lives and needs (care, assistance, emotional support, leisure, good supply). Researchers co-conducted these public meetings accompanying local actors in the identification of "what matters to them" and facilitate discussions among them, in order to explore the potential of the seven local contexts and stimulate bottom-up proposals in terms of social innovation and cohesion.

The first findings of this project are:
- the creation of networks and relationships between parents (from vulnerable and non-vulnerable families) that participated in the meetings;
- the possibility for children to have a voice and find new ways of expressing their preferences thanks to an immediate tool such is the map;
- the active involvement of different collective groups (associations) and their engagement in the co-creation of a collective map with shared information on it and connections between them and their activities.
As regards implications for practice and further research, this project is demonstrating the usefulness of Community Maps not only in terms of planning and local development, but also from a socio-educational point of view. Critical aspects are related to the partial representation of the maps, the difficulties in involving traditionally excluded social groups (foreign families) and the follow-up of the processes generated by mapping activities.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1647 - UNDERSTANDING WHAT FACTORS IMPACT HOSPITAL SOCIAL WORKERS PRIORITISATION OF REFERRALS A QUALITATIVE STUDY.

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Background

Prioritising referrals quickly is often a daunting and challenging task that is common in social work practice. Hospital social workers experience several interacting challenges when prioritising referrals and allocating their time such as increasing costs, increasing demand for services, and increasing pressure to discharge patients in a timely manner. Further, the volume and diversity of patients referred to social work is increasing faster than resources. To date, limited research has explored how hospital social workers assess referrals for appropriateness and urgency and what factors they consider when prioritise their referrals.

Objectives

The study aimed to understand the factors that social workers consider when prioritising their referrals and if length of experience is linked to a consideration of different factors.

Method

We interviewed 15 social workers who prioritise referrals at a large acute hospital on a daily basis. Participants came from all clinical areas in the hospital and had between eight months and 39 years' experience. Questions explored the case, organisational, external and decision maker factors social workers consider when prioritising their referrals.

Findings

Social workers consider a complex interplay of factors when prioritising referrals. Dominate factors that influence social work prioritising are, the reason the patient was referred to social work services (case factor) and pressure from within the health service to prioritise patients who can be discharged (organisational factor). Social workers reported tension when trying to balance the interplay of these factors when prioritising.

Conclusions and implications

While social workers aim to prioritise based on patient need and vulnerability, their practise is shaped by the health system values. At times, social work values are in contradiction to health system values and the social work profession must consider its response to this.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1648 - HOMELESS WOMEN IN HUNGARY GENDERED SHORTCOMINGS OF THE SERVICE SYSTEM

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The presentation summarizes the findings of qualitative research, involving the life stories of 100 homeless women. An analysis of 100 entry interviews has been carried out by women who have moved into a temporary hostel in Budapest (mixed or single sex, with a partner or alone). Although the interviews focused on a generic, non-gendered needs assessment (addressing housing, employment and financial needs), in most cases women also told their key worker about their past experiences from childhood, intimate relationships, children etc..). The age of the women is between 18 and 80 years old, with more young women included than their real proportion to gather more information on their relationships with their minor children. Residents in hostels have to pay a fee for staying there, thus they are usually women with income and whose behaviour is not too chaotic (do not drink too much or take too much drugs). Based on the findings of these interviews, recommendations shall be formulated for services and practitioners both on the policy and practical level.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1650 - CHILDHOOD CANCER AND FAMILY COMPREHENSIVE INTERVENTION AT THE TIME OF DIAGNOSIS

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Background and purpose

This paper aims to systematize the practice of paediatric oncology social work in one of the hardest moments of the disease: diagnosis. It may serve as the basis for the creation of a Family intervention protocol for comprehensive care at the time of childhood cancer diagnosis in Aragon (Spain). Based in APOSW (2009) and SSWLHC (2018) this is aimed to be a guide for intervention and delimitation of quality standards when dealing with the diagnosis of childhood cancer, contributing to connect and improve the social work practice from research. Methods. We realized a previous three-phase study and a methodological base for the intervention from the social work approach. The phases were: 1) Review of documents and secondary sources, with 58 documents collected; 2) Qualitative data collection through four interviews to families and onco-paediatrics professionals; 3) Implementation of a participatory process to design the protocol with professionals, partnerships, and families.

Findings

We found three main domains: 1) Contextualisation of childhood cancer: 1.1) It is multi-causal in origin and virtually unknown. 1.2) It has several phases affecting family situation, so family and professionals relations must be flexible. 1.3.) Diagnosis can be made in different ways and the symptoms vary from case to case, affecting the subsequent experience of the disease. 2) Impact on the family: 2.1.) The first impact is in the diagnosis, so in this phase family needs more care. 2.2.) Diagnosis generates adaptative sentiments, stress and coping, which are normal but require professional care. 2.3.) With family adaptation, socioeconomics or intra-family problems could arise, requiring professional intervention and affecting to communication. 2.4.) There are variables to consider in family intervention. 3) Family intervention at the time of diagnosis: 3.1.) According to diagnosis characteristics, crisis intervention model is recommended. 3.2.) A three-phase intervention with eight interviews is recommended. 3.3.) How to communicate and the relationship of trust are essential. SPIKES plan for delivering bad news (Kaplan, 2010), silence usage, active listening, empathy, and assertiveness are useful for the intervention. Conclusions and implications. Despite the relevance of social work in onco-paediatrics, there is more research in USA than in Europe. To improve this, participation and collaboration with families, partnerships, volunteering, and other health professionals are necessary. In addition, burnout was detected in onco-paediatrics teams so supervision could improve the intervention. Finally, and given the similarities between childhood cancer and other serious illnesses, this protocol may be applied on other severe diseases, improving the quality of social work intervention.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1667 - REPRESENTATIONS OF PARENTING IN HIGH CONFLICT FAMILIES PROFESSIONALS AND PARENTS VIEWS

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Background

High conflict in divorce and separation, presents huge challenges to all subjects involved, as well as to all professionals engaged in supporting parents and their children in such circumstances. Research has concentrated on the dynamic and effects of conflict, but has little explored the issue of how, on one hand, parents face their tasks when in such a relational turmoil, and how, on the other, professionals are cognizant and in contact with parents' experiences. In our presentation we intend to discuss the outcomes from a research project, "Constructions of parenting on insecure grounds", which aims to be a contribution to filling this void and to provide an understanding of parents' perception of their role, and to compare parents' and professional representations.

Methods

Referring to a participatory approach, the study, conducted in Italy, was designed with the support of an advisory board of 5 parents. It has involved 40 parents in high-conflict situation, both mothers and fathers, in in-depth qualitative interviews exploring their experiences and views on child-rearing. High conflict has been conceptualized as characterized by the presence of ongoing and pervasive legal dispute over separation and child custody arrangements with the involvement of social services. On the side of practitioners 37 professionals (social workers and family mediators) were involved in semi-structured interviews and focus groups. Data analysis has been performed using a grounded theory approach. Transcripts of the interviews were analyzed and coded independently by two different researchers and coding were compared and discussed by the whole group. The outcomes were also presented to and examined by the advisory board.

Outcomes and implications

Interviews with parents highlight the social pressures that parents perceive, the high level of anxiety in relation to children, the complexities of dealing with the perceived tasks of taking care of the children part time, while feeling totally responsible for their education. It emerges also the role played by the gender dimension in conceptualizing childrearing practices. Comparing parents' perceptions with those of professionals, we found that the professional approach is affected by a sort of 'tunnel vision', as social workers seem to consider only what is related to the conflict, but are mostly blind to the anxieties, worries and pressures perceived by parents. Results show how social workers think that their main task is to deal with the conflict, and because of that they feel the necessity for further preparation on this while parents express broader needs of support in raising their children in such an unstable situation.

Considering this gap in perspective, our research highlights the importance of a shift in social work approach. We shortly present the main points of this change and the value of involving parents in social work training on this matter.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1671 - AFTER SCHOOL ACTIVITIES DURING THE COVID 19 PANDEMIC. LESSONS LEARNED FROM AN INTERVENTION WITH MARGINALIZED COMMUNITIES.

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In 2020, the Covid-19 pandemic and the global health emergency disproportionally impacted children and adolescents growing up in marginalized communities. The home confinement, applied during the second quarter of 2020, reduced these children' ability to engage in after-school activities crucial for their learning.

This contribution describes an intervention for vulnerable children developed by a team of after-school centres during the SARS-CoV-2 pandemic. Using a mix-methods approach, we engaged 31 providers of services to identified barriers and promising practices for the remote delivery of after-school educational services to 1,900 low-income children in Barcelona, Spain.

Results described the actions associated to helping families manage information about COVID-19, develop digital literacy strategies, increase motivation for learning, develop strategies to organize, understand and remember what has been learned and provide study materials.

We found difficulties associated to technological aspects, resources in homes for monitoring activities and educational accompaniment, family support, demotivation of children and emotional management.

The achievements uncovered by our study are related to technological needs coverage, diversification of educational strategies and activities, cooperation with educational and social agents, strengthening of the processes of accompaniment to families and improvement of ties with children and adolescents.

Participation in the after school activities offered children, adolescents and their families educational, emotional and material support at a time of great social and economic deficits, especially for families with few resources and in vulnerable situations. Likewise, the study shows the contribution of social workers in times of crisis as essential agents of prevention and socio-educational improvement.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1701 - FOLLOW THE DOG A MESSY AND INSPIRED STORY OF ARTS BASED PARTICIPATORY ACTION RESEARCH

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Context

Increasingly, Dutch social policies are aimed at integration and participation of all people. This generates challenges for persons with a mental vulnerability who receive care and support, and for municipalities, neighbors and neighborhoods. Five municipalities in the province of Flevoland asked us to help them improve the move from protected living towards living in the neighborhood, that people with mental vulnerabilities are increasingly making. They asked us to focus on creating new connections and movements and to involve new parties from within the lifeworld.

Research goals

With this project we had several goals: 1) to explicate the experiential knowledge of living with a mental disorder or vulnerability in the community; 2) to let the unspoken surface in other ways than by language, i.e. by arts-based methods; 3) to initiate transformative action focused on empowerment and inclusion of citizens with mental vulnerabilities.

Method

We used an arts-based participative action research design, which could facilitate social change. To do this, we spoke to a diverse group of stakeholders about their views on the process of people with mental vulnerabilities moving towards a more independent form of living. In doing so, we followed 'hot topics', topics that sparked people's energy and emotion. Focusing on these topics, which initially might not seem to show a strong connection with the research topic, might bring about more information, and energy to take action on it, than rigidly sticking with the initial research topics. In this presentation, we focus on the municipality of Dronten, which was the frontrunner and about which we can give the most complete account.

Results

One of the 'hot topics' we followed in Dronten was 'the dog'. The emotions people with mental vulnerabilities expressed when talking about their dogs, led us to the core of wat really mattered to them in terms of inclusive living and participation. In a literal sense, their dogs enabled them to participate. And in a symbolic sense, 'the dog' stands for a diverse range of lifeworld topics that can act as a creative catalyst for social change and empowerment. The dogs we followed, functioned as transitional 'objects' that crossed boundaries and had the ability to change power structures.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Exploring the impact and effectiveness of social work practice

O1005 - MOTIVATIONAL INTERVIEWING IN SOCIAL WORK PRACTICE IMPLICATIONS FOR SOCIAL WORK THEORY AND PRACTICE
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In social work Motivational Interviewing (MI) is seen as helpful because the values of MI are aligned with traditional social work values of empathy, respect and empowerment. MI has been used both on social work qualifying courses and in social work practice.

Working together with social work practice agencies the authors of this study became interested in the frequent use of MI in practice. Although MI is by no means the only intervention, its popularity and its 'alignment' with social work values evidence its popularity in many areas of social work practice. However, reviewing some of the evidence base for the use of MI in social work, we came across research that suggested MI did not produce the positive effects originally expected. Indeed, we found that the evidence base for the use of MI in social work seemed limited.

The dissonance between the popularity of MI in social work interventions and the lack of robust evidence to support MI's popularity in social work resulted in us deciding to undertake a systematic review of the impact of MI in social work. We used a systematic literature search. We scoped the wider literature to identify the most relevant terms in what seems to be a broad spectrum of participants and interventions related to motivational interviewing.

Following an agreement on the final scope of the review, we devised and conducted a systematic literature review of studies appraising the existing evidence in practice research literature around the impact of MI on service users' outcomes and social workers' engagement, interviewing skills and confidence in working with service users. The two main aims of this systematic review were to:
• Identify and synthesise the practice research literature around the use of motivational interviewing and its impact.
• Identify gaps in the practice research literature in the effective use of motivational interviewing.
Our findings indicate MI may not necessarily be the only relevant intervention. Social workers may find it helpful to explore whether MI could be helpfully combined with other therapies. Whether using MI on its own or in combination with other interventions social workers need to have a clear rationale for their choice(s) of therapies. Finally, it is important that social workers consider the context of their organisations and whether and how MI is a 'good fit' with the organisational and wider context of their practice. Relating our findings to the debate on how and what to teach students to become well-prepared and competent social workers, we will explore in our presentation:
1. What equips students to learn effective skills to intervene in practice using MI
2. The compatibility of the spirit of MI with the spirit of the organisation
3. The existing evidence for MI in social work
4. Next steps for our research

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1047 - REFLEXIVITY AND STRATEGIES OF EMOTIONS (RE)CONSTRUCTION IN SOCIAL WORK WITH FAMILIES IN THE CZECH REPUBLIC

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Emotions are an inherent part of social work practice because social workers are frequent witnesses of emotionally demanding situations which provoke emotional reactions in them. Social workers are expected to cope with their emotions according to the practice requirements. The execution of social work becomes emotionally demanding and stressful primarily in cases when social workers work with vulnerable children or undergo traumatic events with their clients, such as loss of a close person. Numerous authors anticipate that reflexivity in relation to own emotions is absolutely essential for quality execution of social work. However, there are opinions that even the ability not to reflect in some (primarily demanding) situations of social work practice is also essential to cope with them. In this context, the paper aims at understanding the use of reflexivity in the strategies of construction and reconstruction of emotions in social work with families. In order to meet this objective, the qualitative research strategy has been used, particularly semi-structured interviews with 30 social workers. The acquired data describes the strategies using emotions (re) construction (internal supervision, effective persona, reflexive obsession) as well as not using reflexivity (defensive self). Created data show us that it cannot be said that strategies using reflexion are adaptive and strategies not using reflexion maladaptive. On the contrary, both strategies have more and less adaptive ways of construction and reconstruction of emotions. The created data is inserted in the context of coping and defence mechanisms, and implications for practice and education in social work are discussed.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1072 - THE "FATHER ABSENCE – MOTHER BLAME" PARADIGM IN CHILD PROTECTION SOCIAL SERVICES – WHICH REPERCUSSIONS ON SINGLE MOTHERS

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The presentation discusses some preliminary results of an ongoing qualitative research project that focuses on motherhood and social work, concentrating particularly on single mothers in child protection social services. Based on the findings from a research project on the dynamics of secondary victimization carried out in Italy (Fleckinger, 2019) it tries to deepen the challenges single mothers face in contact with child protection social workers. As international research shows mothers in child protection social services are often held more responsible for raising, educating and caring for their children than fathers. Consequently, the risk for mothers of being blamed increases (Tazi-Preve, 2017; Leichentritt, 2011; Dominelli, 2004). This tendency currently is intensified through the claims of individual responsibility and fiscal prudence interlinked with downsized family support services (Brown, 2006). Generally speaking, in patriarchal-capitalist societies no particular attention or gratification is paid to mothers until they do a proper, unpaid job. Further, it can be observed that there is still a strong commitment to the supposed "naturalness" of the nuclear family. As regards Italy the Italian constitution, which defines the nuclear family as "a natural society founded on marriage" (Art. 29) is given as example. A historical look on the changes family structures had undergone until the actual form of the nuclear family had been established, shows also the different claims towards mothers, fathers, and children which consolidated the interlinked construct of the "maternal instinct" (Tazi-Preve, 2013; Banditer, 1991; v. Braun 1988). Referring to the matricentric feminist approach, guilt plays a central role in patriarchal motherhood as a logic consequence of the unreachable expectations regarding the all-knowing mother, the all-sacrificing mother and the breadwinning father/nurturing mother ideal (O'Reilly, 2016; Mac Donald, 2009). When child protection social workers orient oneself on ideals of patriarchal motherhood this can result in the "father absence – mother blame" paradigm as Strega et.al. (2008) called it. The research questions were formulated in order to gain insight into the experiences single mothers made with child protection social workers and how the "good mother" is constructed within child protection social services, taking the example of northern Italy. The research project is inspired by a participative - feminist methodology following the principles of feminist research formulated by Maria Mies (2008). Adopting a logic of purposeful sampling 14 single mothers were interviewed on their experiences with child protection social workers, following a semi-structured guideline. The in-depth interviews lasted approximately 2 ½ hours and gave a deep insight into the dynamics of child protection social services. To embed the data further in the specific context participant observations were made in a discussion group for single mothers and in a discussion group for child protection social workers. Based on qualitative content analysis of the data, the "father absence – mother blame" paradigm will be further discussed. In this respect, a debate on the impact of social work interventions on single mothers and their children will be facilitated, emphasizing the importance of the addressees' knowledge as a crucial element for innovation in social work theory.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1095 - MEASURING THE IMPACT OF A SOCIAL ENTERPRISE – CASE STUDY CONCORDIA BAKERY ROMANIA

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This paper presents the first impact study of a social enterprise in Romania, conducted on behalf of CONCORDIA Humanitarian Organization (Romania) to measure the effects and impact of the social enterprise CONCORDIA Bakery (developed by CHO) in Romania and to evaluate its contribution to social change. We aim to give accounts on how the interventions of a social enterprise can be assessed and put to use for the benefit of the organization in particular and of the larger environment in general. The purpose of the study was to develop and assess CONCORDIA Bakery's program and activities, using the theory-based evaluation approach in order to better understand its contribution to improving the lives of its beneficiaries, customers, donors and its shareholder, by 1) showing insights of the main intended and unintended impacts achieved by CONCORDIA Bakery, 2) identifying what makes CONCORDIA Bakery work (or not work) and how it might be replicated, improved, adapted or up-scaled elsewhere, 3) exploring and analyzing the changes in the external environment of CONCORDIA Bakery that have influenced its results and impact over time and 4) helping set realistic future objectives for CONCORDIA Bakery. The study covers the period 2011-2017 and it was carried out from 1st of August to 15th of December 2018 by the authors, as external evaluators. The evaluation had a strong exploratory component, since it has been the first time for the enterprise and for a Romanian social enterprise to go through such a process. A mix of quantitative and qualitative methods were used, in order to ensure the triangulation of the data obtained and the consistency of our results and conclusions, taking into account all the relevant perspectives. The methods included: documents analysis, in-depth interviews with relevant stakeholders and participative observation. Findings confirmed that CONCORDIA's Social Businesses Model focuses on the impact it creates for beneficiaries rather than creating profits. CONCORDIA Bakery's goal is in line with the agreed social business definition as it targets explicitly an increase of the employability rate of vulnerable young people and provides on-the-job professional training.
In addition to the impact created by increasing the employability of vulnerable young people is also considered a therapeutic intervention in order to build responsibility by helping them to gain self-confidence and improve the abilities for an autonomous life.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1109 - THE EFFICACY OF AN INTEGRATED APPROACH IN TACKLING POVERTY AND UNEMPLOYMENT

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Background and purpose

Although many initiatives focus on an inclusive society and participation, there are still many people in the Netherlands who live in poverty and/or are unemployed. Problems in the field of work and income are linked to problems in other areas of life, such as mental health, relationships and physical complaints (Van Geuns, 2013). This complex problem requires an integrated approach (Movisie, 2015).

Social district teams bring together professionals from various organizations and disciplines to ensure an integrated approach to social problems (Oude Vrielink et al., 2014). An integrated and interprofessional approach often seems to be limited to the domain of care & welfare. An approach between work & income and care & welfare is still in its infancy in the Netherlands (Panhuijzen et al., 2016).

The research project, running from June 2018 to June 2020, is a collaboration of HAN University of Applied Sciences, Tilburg University and Sterker Sociaal Werk (a social work organization) in three municipalities. The aim is to reduce poverty and promote (work)participation by developing a new integral working method after researching the factors that promote and impede an integrated approach and interprofessional collaboration between the domains of care & welfare and work & income.

Research question: What are the factors that promote and impede an integrated approach and interprofessional collaboration between the domains of care & welfare and work & income?

Methods

This is a practice-based qualitative research by following the interprofessional support of 30 clients with problems in the domains of care & welfare and work & income by introducing multidisciplinary team meetings with the Plan-Do-Check-Act method. The multidisciplinary team meetings are observed by an observational tool with indicators based on literature of integral and interprofessional work. In addition semi-structured focusgroup interviews with professionals and interviews with clients are conducted (pre-measurement and post-measurement). The data are analyzed with open coding (inductive), to include all relevant data with an open view. Next, the codes are thematically coded (deductive), to link them to the theoretical framework and conceptual model.

Findings

At the moment 13 clients are participating. The interviews with professionals and clients (pre-measurement) are currently analyzed. At the ESCWR we share those findings. Preliminary findings of factors that promote and impede an integrated approach and interprofessional collaboration:

Promote:
• Shared vision of integrated care and collaboration
• Management that facilitates collaboration
• Shared interprofessional workplace close to the citizens
• Broad view of work tasks
• Client-centered holistic view

Impede:
• High workload
• Changes in staff
• Privacy legislation
• Different information systems

We will relate those factors to the factors found in literature, such as open communication and client-professional alliance.

The aimed products are:
• A new integral working method
• A training plan on the new method for (future) professionals
• Recommendations for organizations and policy

A desirable follow-up research is a participatory action research to further develop and implement the new integral working method together with professionals and clients.

O1118 – INTEGRATING RELIGION AND BELIEF IN SOCIAL WORK PRACTICE RESEARCH CONTRIBUTIONS

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Religion and belief are directly linked with lived experience, and unavoidably important aspects of service users' and carers' lives. This exploratory study takes this into account and examines how social workers in England integrate service users' religion, belief and spiritual identities in practice. The study involved 34 semi-structured interviews with Qualified Social Workers and took a qualitative investigational perspective. By means of thematic analysis, the study suggests that practitioners address religion, belief and spirituality in two ways; avoidant and utilitarian approaches, which may indeed be a coping strategy before the vast religious plurality in practice. The study also highlights when professionals perceive religion, belief and spirituality important, and thus intervene with either of the two approaches. Those times are a) initial assessments, b) conditional intervention, c) referrals and d) response to this subject when safeguarding and child protection issues arise. Current practices pose many challenges and primarily raise queries about adequate and appropriate social work education and training in this area.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1121 - SOCIAL CONTRACT AS A TOOL OF ACTIVE SOCIAL WORK IN POLAND ASSUMPTIONS AND EFFICIENCY

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Background and purpose: In Poland, social contracts are one of the active tool of social work. Social contracts are contracts between social workers employed in social assistance centers and people in a difficult life situation. The activity of this tool is caused by participation of persons who get social benefits from social assistance.

The main aim of empirical research was to analyze the effectiveness of the social contract - one of the instruments used within the social assistance system in Poland.

Methods: The empirical research was conducted in the Podkarpackie Voivodeship – south-eastern part of Poland. The basic research hypothesis was included in the statement, that social contracts in the Podkarpackie voivodeship are most often made in the situation of attempts to professional activation of people benefiting from the support of the social assistance system. The social contracts concluded, however, do not contribute to improving the life situation and developing the full "social independence" of the beneficiaries of social assistance through their social integration and professional activity.

To answer to the main research problem the following methods were used:
- questionnaire survey of social workers from the Podkarpackie region;
- analysis of existing documentation is social contracts accumulated in social assistance centers and poviat family assistance centers from the Podkarpackie Voivodeship.
The empirical study made it possible to collect 420 questionnaires with social workers (which means that 33.98% of all social workers from the Podkarpackie Voivodeship participated in the study) and 516 social contracts.

Findings:
- The most common reason for social contacts in Podkarpackie was the lack of work of people using social assistance (97.3% of total contracts).
- It was found that social workers in their daily work in the region sporadically concluded social contracts with people benefiting from social assistance. Over half of the surveyed social workers indicated that in the last 7 years (2010-2017), they have concluded a total of up to 20 social contracts, which means that their experience in concluding social contracts is small.
- The main assumption of active forms of social assistance is the empowerment of an individual benefiting from the support of the social welfare system. Almost all surveyed social workers (93.3% of the total) indicated that after the social contract was terminated, people covered by this form of support continued to benefit from social assistance and collected benefits, mainly cash.
-Social contracts in Poland have little effectiveness, because they do not lead to the independence of beneficiaries of social assistance and can not be described as an active social assistance instrument.
Conclusion and implications:
- The research shows that in Poland social contracts have low effectiveness as a tool of work of social workers, because it does not contribute to permanent improvement of the difficult situation of beneficiaries of social assistance.
- It was found that a thorough modernization of social contracts in Poland is required, the structure of the social contract should be simplified and effective sanctions should be introduced for persons who fail to comply with the obligations contained in social contracts.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1125 - THE REFORM OF THE FINNISH INCOME BENEFIT SYSTEM FROM THE STANDPOINT OF LONE MOTHERS

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Finland is a Nordic country with a universal welfare system. The last safety net is an income benefit as a last resort, which is provide means-tested benefits to poor citizens. A basic income benefit was transferred from local municipal social work to a national social insurance institution (Kela) in the beginning of 2017. The implementation of the basic benefit changed from social workers or officers in social work to officers in Kela.

The main research question is how the Finnish means-tested income benefit system after reorganization meets needs of lone mothers in vulnerable life situations from standpoint of lone mothers. Lone parent families, most often headed by the mother, are at a bigger risk of being poor than nuclear, two parent families, in Finland. Lone mothers have a double role of the breadwinner as the main carer in the family and this situation makes lone mothers vulnerable to the consequence of unemployment or sickness.

Theoretical approach of the study is based on institutional ethnography. This means a commitment to beginning the inquiry from the standpoint of lone mothers. The standpoint of lone mothers means very concretely, a local and particular place where people are physically and socially situated, thus shifting the ground of knowing. That is why a qualitative methodology was followed and the data is gathered by face -to face interviews with lone mothers of low income and social work practitioners. Sixteen mothers who do parenting alone participate in this study.

The research shows that the lone mothers in this data are struggling financially and they are disappointed in an income benefit system, because the system does not support them financially and so to diminish the damages of poverty in the family. The lone mothers´ lives are marked by complex difficulties and the lone mothers must struggle to find feasible solutions. The lone mothers experience that the income benefit system after Kela reform doesn´t support their own coping strategies because centralized system doesn´t take account local conditions and scale does not permit for individual variance.

I was exploring the impact of social work practice after the reorganisation of the income benefit system. After the reform, the lone mother´s families have been more difficult to get a support from social work. There are many bureaucratic obstacles for example the cooperation between the municipal social work and the national social insurance institution doesn`t work. The centralized system grant all recipients equality, but at the same time, the system does not help vulnerable groups and prevent their exclusion. The new system of income benefit doesn´t help lone mothers out of poverty, instead keeps them persistent poverty.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1135 - LOVE AND FEAR IN RESIDENTIAL SOCIAL WORK AN INVESTIGATION INTO THE IMPACT OF POSITIVE RELATIONAL PRACTICE.

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Background and purpose

Compassion has been described as the "moral foundation of social justice" (Williams, 2008) and as such it motivates and informs our social work interventions with all client groups. It is generally recognised that children need compassion, love and positive attention to thrive but residential care provision often focuses on the more practical physiological and safety needs of young people. There is little research relating to the lived experience of young people in residential care settings. This study focuses on the voice of young people relating to the effectiveness of residential child care. It seeks to investigate how the actions and attitudes of residential care staff impact on the children that they look after.

Methods

A systematic review of current literature was used as the basis of an in-depth qualitative study examining female adult care leavers' experience of the staff child relationship while living in residential child care. This informed qualitative data gathering engaging care leaves from one residential facility. The innovative method of self-characterisation (Kelly, 1955) was used to identify young people's personal constructs thus providing a valuable insight into the unique experience of the participants. The method was found to be an effective way to gain in-depth understanding of young people's understanding of the support that they received.

Findings

The review of literature identified the themes of trust, continuity and reciprocity as important to children in their relationships with staff. These were echoed in the research findings where young people identified the issues of sharing time and space, honest open communication and acceptance. The participants' expectation of the staff-child relationship was similar to that of a parent-child relationship. They felt willing and able to start building a trusting relationship with staff who were perceived as honest and who took them seriously. Participants linked the themes of acceptance and support. "Staff who were mummies would show me things I didn't have a clue about. In the old home I couldn't even butter toast, staff in the home showed me". Young people noticed when staff avoided interaction or behaved in unsupportive ways. They discussed ways in which staff could be emotionally distant and/or afraid.

Conclusions and implications

These findings provide valuable first hand feedback from young people in terms of identifying the key factors that may enhance positive developmental group living. They identify small actions and attitudes that represent compassion and help them to feel valued. The presentation will argue that compassion must be the bed-rock of care for young people and that the attitudes and approach used by residential social workers can be key in promoting engagement and positive experiences. The results presented have the potential to inform decisions ranging from the recruitment of residential workers, the ethos and philosophy required in a home as well as the development of appropriate programs of care with meaningful outcomes.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1142 - AN INSTITUTIONAL RESPONSE TO THE MOTHERHOOD OF WOMEN DRUG USERS IN SLOVENIA

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Research on drug use in women is based mostly on examining detrimental effects of drugs during pregnancy and later in motherhood, whereas their needs are often overlooked or ignored (Straussner in Covington, 2002; Anderson, 2008; Ettore in Cambell, 2011). The drug-using mothers are faced with negative consequences when it comes to parenting, as by using drugs, women no longer fulfil the traditional gender role and are then disciplined more (Radcliffe, 2011). Research on the use of illicit drugs in Slovenia concentrated primarily on the risks associated with substance abuse among men, while gender differences were not addressed (Flaker 2002; Kvaternik 2006). Yet the practices employed within health care and social welfare institutions often stem from prejudices and stereotypes. The main objective of the research was to feel the gap with exploring how institutional practices aggravate, or even generate stigma and vulnerable situations experienced by drug-using mothers. Our main research question is how social construction of motherhood affects the livelihood of drug-using women, when they are in contact with health care and social welfare institutions in Slovenia.

Data were gathered with qualitative methodology. The study is based on interviews with 40 mothers who were using drugs and were partaking in various assistance programmes, with their children either placed in foster care or are under guardianship. 22 interviews were conducted with health care and social welfare professionals, who are in direct contact with mothers using drugs. The date were first coded and than subjected to thematic analysis.

The research show that healthcare and social welfare services contribute to negative public and self-perception of women using drugs in different stages of their motherhood. They problematize the desire and the intent to have a child, the actual pregnancy, the birth and the period after the birth (nursing and raising the child). Institutions hold women responsible to restrict their desire to have a child, to prevent pregnancy, to abort once they are pregnant and to give a child away after the birth because they are not considered reliable parents, even more, they are seen as a threat and a danger to their child. Women develop strategies how to avoid those practices but they also incorporate institutional perception of them as irresponsible persons. They try to be invisible and to present themselves as competent parent. We can conclude that the support system becomes activated when the child is seriously endangered, but before that, various services are only weakly involved with the families and do little to include drug-using mothers into the support system. We further concluded that when dealing with the negligence of children, practitioners mainly focus on the mother's guilt and scrutinize her deficiencies/inadequacies rather than her potentials and efforts to do the best she can while making use of the sources at her disposal.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1152 - CHILD PROTECTION PROCEEDINGS INFORMATION EXCHANGES AT THE HEART OF PARTICIPATORY STRATEGIES

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The Swiss Child and Adult Protection Authorities (CAPA) have been installed in 2013 as an interdiscipli-nary and professionalised decision-making body in charge of protecting children in difficult family set-tings as well as mentally challenged adults. CAPA members have professional backgrounds in Social Work, Law, Psychology and Pedagogy. Since CAPA assess the wellbeing of children and make deci-sions on respective child protection measures, a critical issue is how to guarantee the participatory rights of children and their parents.

The 'right to be heard' is anchored in the Swiss Federal Constitution (Art. 29 para. 2) and implies: the right to participate in the decision-making process; the right to be informed about the proceeding and the decisions to be taken; as well as the right to express oneself. Therefore, the hearing of parents and children is a crucial moment in respect to their participation in the child protec-tion proceeding. However, there is still little scientific knowledge on how the 'right to be heard' is applied during hearings, and how CAPA members try ensuring those participatory rights of parents and children in their practices (Burns, Pösö & Skivenes, 2017).

The research project 'Integrity, autonomy and participation: How do children and parents experience the proceedings of Child and Adult Protection Authorities?' is part of the Swiss National Research Program 76 'Welfare and Coercion'. This presentation will offer preliminary empirical findings collected by the meth-od of participant observation from hearings of parents and children in four Swiss CAPA (two located in the German-speaking, and two in the French-speaking parts of Switzerland). On the one hand, the presentation aims to investigate the strategies and practices that CAPA members developed to sustain the participation of children and parents in hearings. On the other hand, the presentation aims to explore the strategies that children and parents use to be heard and to influence the decision-making process. We put a special focus on the exchange of information, as knowledge of the proceedings is a pre-requisite for all forms of participation.

Preliminary findings reveal three areas of potential misunderstandings: the task of CAPA (what is their task and how it relates to other institutions?), the unfolding of the proceedings (what happens at what stage?), and the measures (what are the different options and their implications?). The results will be dis-cussed in the light of theories on participation, and with regard to inequalities preventing the actual em-powerment of children and parents.

Burns, K., Pösö, T., & Skivenes, M. (2017). Child Welfare Removals by the state - Complex and Controversial Decisions. In K. Burns, T. Pösö, & M. Skivenes (Eds.), Child Welfare Removals by the State (pp. 1-17). New York: Oxford University Press.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1156 - MAKING USE OF FIDELITY REVIEWS IN IMPLEMENTATION AND IMPACT EVALUATIONS OF SUPPORTED EMPLOYMENT INTERVENTIONS.

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Over recent years the Individual Placement and Support (IPS) approach has been introduced in a number of municipal jobcentres in Denmark as an intervention aimed at supporting people with severe mental illness in gaining a job (Bonfils, 2019). Based on the growing body of evidence favouring Supported Employment (SE) (Bond et al., 2016; Christensen & Eplov, 2018; Drake et al., 2012; Modini et al., 2016) we have seen an increased level of interest in SE amongst government stakeholders and public employment services in Denmark.

The IPS model was originally developed to supports adults with severe mental illnesses in finding and keeping a job (Drake, Bond and Becker, 2012). A main component of the model is the integration of IPS employment specialists with mental health treatment teams. Over the years, IPS has been extended to other target groups, including subgroups with mental illness as well as other disabilities (Swanson et al., 2017). Recently IPS interventions targeting adolescents and emphasizing education have been recommended in the research literature (Frøyland, 2016; Swanson et al., 2017)

In Denmark, we have witnessed a growing number of youths not involved in either education, employment or training (NEET) (Pihl, 2016) and research has shown that up to six out of ten adolescents opting out of education and work are struggling with mental health issues (Goldman-Mellor et al., 2016). In the intervention research project 'Reconnect' we have modified the IPS-model to suit a Danish context and aligned it with a new target group of young adults (15-24 years) with symptoms of anxiety and depression.

IPS is an evidence-based model based on eight principles. High fidelity towards these principles tend to yield the best results (Drake et al., 2012). Components of IPS are defined in the SE Fidelity Scale, aimed at measuring the level of implementation (Becker et al. 2015). Using fidelity reviews in evaluations is still a rather novel approach when evaluating social work practice within the context of active labour market policies in Denmark. For the Reconnect evaluation, we develop a modified fidelity scale within three categories: staffing, organization and services and encourage the participating municipalities to implement the Reconnect intervention with the highest fidelity possible. Thus, our presentation emerges itself in the conference subtheme of "Exploring the impact and effectiveness of social work practice".

The aim of the presentation is threefold. First, we present and discuss insights from the work with developing a modified fidelity scale. The development rests on knowledge from previous research and close consideration of specific target group needs and the organizational context. Secondly, we present how we incorporated the fidelity review in the Reconnect impact evaluation embedded in a quasi-experimental design. Finally, we argue how the fidelity scale can enhance implementation in the four municipalities and discuss the implications and dilemmas of working with fidelity measures for frontline workers. The presentation is based on existing research on implementation of IPS (Bonfils, 2019; Bonfils et al., 2017; Drake, 2012; Frøyland, 2016), evaluation theory (Vedung, 1997) and the preliminary results from the Reconnect study.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1163 - BETWEEN GUARDIANSHIP AND SUPPORTED DECISION MAKING FOR INDIVIDUALS WITH DISABILITIES SOCIAL WORKERS' PERCEPTIONS

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Background and purpose

Although the practice of guardianship is originally grounded in humane intentions to protect "incompetent" persons from making risky decisions, it has recently come under severe criticism for restricting the freedom, autonomy, and personhood of people with disabilities. This criticism has led several welfare states, including Israel, to amend their guardianship laws and to develop less restrictive alternatives, such as supported decision making (SDM). In Israel, as in many other welfare states, decisions regarding the need to appoint a guardian or a supported decision maker are influenced strongly by social workers. Among their tasks social workers provide the court with a professional psychosocial assessment of the individuals' capabilities and of their need for a guardian. Despite their cardinal role, little scholarly attention has been placed on how social workers' reach decisions in relation to the appointment of a guardian or supported decision maker. In taking a preliminary step to fill this gap, and in light of a recent reform to the Israeli Legal Capacity and Guardianship Law, the present study sought to examine the attitudes and practices of social workers in regard guardianship and its alternative, SDM.

Methods

Semi-structured interviews were held with 27 social workers, who take active part in decision-making processes regarding the appointment of guardians; 18 direct-care social workers who work within the disabilities field and 9 welfare officials. Interviews were transcribed verbatim and analyzed using the principles of thematic analysis.
Findings: Findings presented will focus on two main themes, (1) the meaning of guardianship and SDM, and (2) factors considered by social workers in making decisions in this area. As for the first, social workers perceived guardianship not only as a means of protecting individuals with disabilities from making risky decisions, but also as a means of promoting their daily needs. In addition, they tend to perceive guardianship as an effective means to obtain bureaucratic and professional control. These advantages of guardianship stood in sharp contrast to SDM which was conceived as failing to effectively achieve these therapeutic, bureaucratic and professional aims. On the other hand, social workers were also cautious about the negative consequences of guardianship, including the possibility of exploitation and loss of autonomy. As for the second theme, various factors were found to be considered by social workers in guardianship and SDM decisions. In particular, social workers tended to put high weight on medical and functional diagnosis, bureaucratic and professional needs, and the individuals' familial status. Conversely, they placed relatively little weight on their clients' wishes.

Conclusions and implications

Findings will be discussed in terms of their implications for practice, policy and future research. In particular, as our findings imply that currently guardianship serves various therapeutic, bureaucratic and professional needs, we will discuss various alternative ways in which such needs could be addressed.

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O1194 - "I NEED TO MAKE IT ON MY OWN...!" AGENCY AND VIEW OF WELFARE AMONG IMMIGRANT WOMEN IN NORWAY

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First-generation, non-Western immigrant women have among the lowest rates of work participation in Norway, coupled with lower rates of disability pension compared to the general population. It is known that immigrants constitute a group at heightened risk for persistent poverty in Norwegian society (Fritzell, Bäckman & Ritakallio, 2012). As a group, they face complex social and medical issues in their lives, like insufficient qualifications for the job market, and remarkably overlapping physical pain symptomatology (Wathne, 2019; Wathne, forthcoming). Immigrant women face considerable pressure to participate in work activation through NAV (Norwegian Welfare Administration), though at the same time, they are regarded as a complicated group to help. Many, in turn, report counterproductive and marginalizing encounters with the welfare system and few feel empowered to master working life. Their way through work-activation is often complicated and arduous, and long-term employment is a rare exit. It is clear the welfare system lacks good solutions for this segment of the population. How, then, do immigrant women in Norway maneuver through these complicated challenges? How do they face encounters with NAV and how do they articulate strategies to counter feelings of stigma and marginalization in welfare settings? What do immigrant women do to help themselves get through, or bypass, a system that demands they work but have few jobs to offer them? The discussion is based on findings from an ethnographic research project on immigrant womens' encounters with the Norwegian welfare system, which I conducted over the course of eighteen months at three work-promoting locales in Oslo (namely, a work rehabilitation center; an adult education center; an all-female community health center). A total of 25 women from 15 countries in the Global South and 35 welfare workers were involved. The core of the material consists of close observation of approximately 50 work-activation encounters with eight of those women, supplemented by private interviews with all parties, in addition to insight into case-files. Subsequently, private, repeat interviews, as well as group discussions, were conducted and participatory interaction had, with the remaining women in the sample who were, respectively, involved in adult education endeavors and undertaking health-promoting activities to improve their "work-ability". This resulted in a sample of participants which is both highly culturally heterogeneous and constitutes a continuum of distance to the labor market. The participants range from being entirely well and capable of working in an ordinary capacity (and avoid NAV all together); to women whose ailments cause debilitating loss of work-ability, leaving them subject to NAV in financial terms and in the sense of having to submit to work-activation. Together, the material represents broad insight into how immigrant women as a group relate to working life and how they view prospects of employment through their involvement in NAV-directed activities. With a few notable success stories, a common thread is the fraught relationship immigrant women experience with the welfare system.

O1207 - FORMING SOCIAL BONDS A QUALITATIVE INVESTIGATION OF RELATIONSHIPS AND RELATIONAL PROCESSES AS ACTIVE INGREDIENTS IN GROUP BASED TREATMENT FOR DISPLACED REFUGEES.

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Background and Purpose

Experiences of war, political violence and forced migration result in multi-level vulnerabilities. In addition to the resulting unemployment, housing and economic problems, war and forced migration can generate a number of social and interpersonal problems (Silove, 2013). Group-based treatment for forced migrants is considered particularly useful for addressing the social and interpersonal consequences of war and forced migration. It can result in the development of new relationships, reduce social isolation and reestablish a sense of trust and social connection (Bunn, Goesel, Kinet and Ray, 2016). Yet, to date, there has been limited investigation into relational processes and outcomes in group-based interventions for displaced refugees. The purpose of this study was to explore the nature and quality of relationships that develop in a group-based intervention for Syrian refugees in Jordan including identifying relational processes that facilitate social connection between group members. This presentation connects directly with the ECSWR 2020 theme related to exploring the impact and effectiveness of social work practice. Further, as refugee migration and resettlement have become pressing global concerns, it highlights an emerging practice context and increasingly urgent area for social work research.

Methods

This interpretive qualitative study used a purposeful sampling approach focused on interviewing Syrian men and women who were living in Jordan and had participated in an interdisciplinary group-based intervention and treatment providers who facilitated the groups. In total, 47 in-depth interviews were conducted with Syrian urban refugees (n=31) and treatment providers (n=16). Thematic analysis was conducted using Arabic and English transcripts to identify themes, patterns and processes across the interviews (Braun & Clarke, 2006).

Results

Group members developed intimate social bonds during the intervention which were sustained after the group concluded. Such relationships were associated with therapeutic benefits including a sense of belonging, hope, meaning and support. Two relational processes contributed to the development of these bonds: sharing problems eases pain and recreating social spaces. Sharing problems eases pain refers to the sense of closeness that resulted from sharing vulnerability with group members. The second theme, recreating social spaces, captures the symbolic nature of the group setting, as evoking social spaces in Syria that were disrupted by war and displacement. The sense of familiarity led to a sense of closeness between group members.

Conclusions and Implications

This empirical study is one of few focused on group treatment for survivors of war and forced migration and among the first to focus on relationships and relational processes. The study focuses on Syrian refugees in Jordan, though findings may have implications beyond that population and place. Indeed, its findings are expected to fill an important gap in the group-treatment literature and advance understanding of group relationships as an active ingredient promoting change (Bunn & Marsh, 2019). Further mixed methods research is needed to evaluate group practice models with refugees in humanitarian contexts.

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O1220 - BOYS AS VICTIMS OF SEXUALISED VIOLENCE RELATED CHALLENGES FOR SOCIAL WORK

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Alice Salomon University Of Applied Sciences, Social Work, Berlin-Germany [1]

Due to disclosure processes in clerical and pedagogical institutions, sexualized violence against boys has become a public topic in different regions all over the world, e.g. in Australia, Great Britain, Germany and the Vatican. Boys as victims – and not as perpetrators – are a relatively new target group for social workers. Existing prevention programs usually address girls as victims or children alike and prevalent concepts of masculinity carry images of invulnerability and power. In the practical research project "Boys' pedagogy and prevention of sexualised violence - potentials and challenges of masculinity-related youth work" (2018-2021, funded by the German Ministry for Education and Research) we investigate how pedagogical practice can contribute to the prevention of sexualised violence against boys. One aim is to further develop pedagogical offers with regard to a conceptual sensitisation for male* victimisation of sexualised violence. Secondly, we seek to contribute to counteracting mechanisms of obscuration concerning sexualised violence against the background of masculine and gender diversity. The project transfers findings from educational scientific research activities into pedagogical practice and develops ideas for further professionalization processes in a science-practice-exchange.

As one part of the project, we examined pedagogical materials from four different fields: boys work, prevention work against sexualised violence, sexual education and queer education. These are focused as there exists specialized knowledge on the diversity of masculinities and/or the prevention of (sexualized) violence. How do they refer to sexualized violence and boys, and highlight the challenges and peculiarities associated with it? Regarding the materials, we were interested in how boys who have become victims of sexualized violence are thematized, depicted, and - following a performative understanding of gender - at the same time called upon and produced by educational discourse. The analysis is based on a total of 85 pedagogical materials and carried out by using qualitative content analysis.

Findings
-Boys as victims of sexualised violence appear comparatively rare in pedagogical discourse and only for slightly more than two decades
-the concrete use of the discursive figure of the sexualized victimized boys is to be regarded ambivalent, empowering as well as stereotyping
-representations of victimized boys follow a relatively homogeneous pattern: it treats them as potential danger
-consequence of a connection between male victimisation and perpetratorship: victimized boys who themselves act violently are more likely to come into the focus of educators than those boys who react to sexual victimization with strong adaptation and withdrawal
The potentiality of boys as victims must be taken into account by pedagogical staff and support must be provided. Critical and constructive reflecting on one's own gender constructions is needed. For the further process of professionalization, this means critically discussing structural gender hierarchies as well as deconstructively opening up heteronormative gender hierarchies; it means reflecting one's own discourse at the risk of being involved, contrary to better intentions, in the reproduction of gender constructions that hinder prevention and uncovering, as well as in invocations associated with them.

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O1223 - IMPLEMENTING A STRUCTURED SUPPORT PROGRAMME FOR FAMILIES OF SERVICE USERS DIAGNOSED WITH BORDERLINE PERSONALITY DISORDER WITHIN A PSYCHIATRIC HOSPITAL.

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Background and Purpose
This presentation focuses on how a mental health social worker implemented a change project within an independent psychiatric hospital. Best practise guidelines in mental healthcare recommend family involvement. Treatment as usual interventions for family members focus on gaining collateral, providing psychoeducation and/or addressing risk issues. Prior to the implementation of this project there was no diagnosis specific group or intervention offered to family members of patients with personality disorders.
Patients with borderline personality disorder are frequently admitted to psychiatric hospitals, and they are at a higher risk of morbidity and mortality than any other patient group. Family members of patients with borderline personality disorder report higher levels of burden and depression. Family members attempt to support their relative, often without training and support. Research indicates that patients are less likely to relapse if their family members are attending a structured skills and support programme.

Study Design
The overall aim: Implement Family Connections™ for family members of patients diagnosed with borderline personality disorder/emotionally unstable personality disorder. This was achieved by the implementation of a four-week Family Connections™ pilot study, which was delivered by the Social Work Department in the hospital. The implementation process was guided by the HSE 'People's Needs Defining Change' (2018) model. A mixed methods approach was employed. Family members in the pilot study were requested to complete standardised measures pre and post intervention. A Kirkpatrick training evaluation was also employed.

Findings
A mixed-methods approach was taken to evaluation: standardised measures (Burden Assessment Scale, CES-D and the Personal Mastery Scale), record of retention rate and Kirkpatrick training evaluation. Data was collected from standardised pre- and post- measures. Definitive conclusions could not be drawn due to a poor uptake of post-measures. There was full retention rate during the course. A Kirkpatrick evaluation measure recorded positive overall reaction to the course, with 100% of respondents rating the course as excellent.

Conclusions
This programme was positively received by family members and clinical staff. The organisation has demonstrated an ongoing commitment to providing this service. Family members can play a crucial role in a patient's recovery. Social work has an important role in empowering not only the service user, but their family members and carers towards recovery and wellness. This vital role is not always reflected on a macro level, specifically within the legal system, organisational strategies and regulatory bodies such as the mental health commission (Ireland). Social work offers a unique and critical voice to the implementation of change and service development within mental health settings.

Category: Exploring the impact and effectiveness of social work practice

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O1237 - ATTEND OR ACCOMPANY CONDITIONING FACTORS OF THE INCLUSIVE WORK OF SOCIAL WORKERS IN COMMUNITY SOCIAL SERVICES.

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The becoming of the Social Worker as one of the central professions for the development of social inclusion, in many cases, is undermined or blocked by various factors, being able to generate, on some occasions, not only an erosion for the professionals themselves, but also a questioning on the work and the role of the institutions in which they are inserted. The communication presented here shows part of the results of an R&D&I project financed by the Spanish administration, aimed at analysing the impact of the dynamics of social inclusion carried out by the Municipal Social Service Centres in the region of Andalusia (Spain). Within the framework of this project, two specific research objectives have been proposed: the first is to describe the operational conception of accompanying inclusion in social services, and the second is to identify the processes that in practice condition the adoption of these intervention methodologies by social workers. It is in this last objective that we will focus on the work presented here.

Considering the objectives set out above, a qualitative approach centred on the perceived dimension has been chosen (Carrasco-Campos et al, 2013) and Nathelie Morel's public policy analysis proposal (2012) has been followed, taking into account the substantive aspects (norms, guidelines and organisational criteria of social services), discursive (perceptions of the different actors) and operational aspects (perceived practices and impacts).
The fieldwork techniques were: direct observation, in-depth interviews with qualified informants (politicians, social workers, users) and the discussion group.

As a central contribution, it can be seen that, on a day-to-day basis, social intervention has to be handled in a context characterised by the normative assignment of a care of an integrating nature, scenarios with few possibilities of social activation and a high level of interference and added demands, which generate great organisational pressure and condition the professional praxis of social workers.

There are four main factors that influence this situation: the ideas of the different actors regarding the intervention made by social workers, the institutional dynamics of knowledge management, the position of Social Services in local action networks and the social worker-client relationship.

The work concludes that in order to reinforce the inclusive capacity of social services it is not enough to increase resources and social work professionals, it is also necessary to focus on management models and collaborative online intervention.

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O1252 - SOCIAL WORK PRACTICE WITH SINGLE FATHERS

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This research project focused upon social work with single fathers, a neglected and under-researched topic. The primary aims of the research were to explore what the current research base says about the experiences of single fathers with social work and to ask whether social work practice is inclusive or excluding of single father families. Thus a systematic literature review was completed.

The primary research question was:
'What can we learn about social work practice with single fathers from the published research studies?'
The systematic review employed established methods of formulating questions, inclusion and exclusion criteria and a search strategy, followed by quality appraisal and data analysis. Quality appraisal was based upon the weight of evidence approach (Carpenter, Webb & Bostock, 2013). Each study was critically appraised and categorised as low, medium or high in terms of trustworthiness, appropriateness and relevance. Thematic analysis was the chosen method for data analysis. The analysis focused upon a rich depiction of the entire data set, due to there being a scarcity of available research.

The theoretical framework applied was based on Doucet's (2006) conceptions of borderwork and border crossing, concepts that have not been effectively applied to social work. Borderwork can be understood as spaces and times where intense gender differences are intensely perceived and experienced, while border crossing are times where gender boundaries and barriers are deactivated and the gender divide can be successfully crossed. These concepts offered new possibilities for considering social work practice with single fathers.

The review found negligible research into social work with single fathers and this should be considered a finding in itself. The literature search identified 7 studies, both qualitative and quantitative in nature. The small number of studies identified that met the inclusion criteria suggests that single fathers are under-researched in social work, which aligns with their relative invisibility in practice and welfare debates.

Two predominant themes were generated from the analysis of the literature: misunderstanding and stereotyping of single fathers by social workers; and lack of social workers' engagement and support of single fathers. Analysis suggested social workers did not genuinely or comprehensively understand the needs of single fathers, rather tending to stereotype along heteronormative and gendered lines. Both themes resonate with the welfare state as conceptualised and operated along gendered stereotypes, but also binary lines, with fathers viewed as 'deserving' or 'undeserving', 'good' or 'bad' (Bowl, 2001). They raise questions about social work's role as an apparatus of states that continue to be predicated on such archaic gendered norms.

As there has been negligible empirical research into this area, practitioners have little research evidence to inform their practice, leading to few examples of lessons being applied in practice. It appears a negative cycle has therefore been established, where research is not informing practice and practice is not informing research. Thus, one major finding is that further in-depth qualitative research should be undertaken to explore single fathers' experiences of social work. This topic needs to be on our research and practice agendas, given the numbers of

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O1253 - CHILD WELFARE INEQUALITIES IN WALES PRACTICE AND PREVENTION

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There is a significant body of research that demonstrates a strong relationship between poverty and child maltreatment and by extension of being subject to child welfare interventions such as child protection procedures or being placed in out of home care. As a consequence families living in high deprivation neighbourhoods are significantly more likely to be involved with children's services, compared with families in low deprivation neighbourhoods. In Wales, a child living in the most deprived neighbourhoods is almost 12 times more likely to be placed in out of home care than their peers in the least deprived neighbourhoods. Those living in the most deprived neighbourhoods in Wales are also more likely to be placed in out of home care than children living in equally deprived neighbourhoods in England, Scotland and Northern Ireland.

The findings to be presented are from a study that augments the connected (Nuffield funded) Child Welfare Inequalities Project (CWIP) conducted in the four nations of the UK. The overall aim of this study is to examine why there are differences across Wales in the rates at which children's services intervene in families where there are care and protection concerns. Using a mixed qualitative methods approach the study sought to explore professional interventions, specifically how social workers make decisions to intervene and what factors influence their decisions. Fieldwork was undertaken in three Welsh local authorities. Comparisons were made between these three and between selected districts and comparable sites in England, Scotland and Northern Ireland (from companion studies). Satellite sites were also identified in order to examine social work practice in the most and least deprived localities within each local authority.

The study identified that whilst social workers were able to demonstrate theoretical understandings of the impacts of poverty on families those understandings were not consistently visible in their day-to-day practice. Whilst it was acknowledged that poverty provided the backdrop to much of the social worker's practice, there was also 'othering' taking place in relation to certain areas, communities and families. The social workers also felt that it was too late to tackle the difficulties associated with poverty as part of their professional role, articulating how it had become too entrenched within some families. Rather, they viewed poverty as something that needed to be dealt with at an earlier point in time, through different social care teams. There was also a lack of awareness amongst the social work teams about the kinds of resources available to families on a local level, which could support them with the challenges of poverty. Instead, 'experts' from other departments were described by the social work teams, who they felt had the adequate knowledge in this area.

There will be consideration of what can be learned by policy makers, practitioner social workers and academics who are interested in the relationship between poverty and social work practice.

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O1269 - OPPORTUNITIES FOR PARTICIPATION FOR CLIENTS IN WOMEN'S SHELTERS IN GERMANY

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Background / questioning
In women's shelters and second-stage housing, support services are provided for women and their children who are affected by domestic violence. The Istanbul Convention (Art. 4 para. 3) demands the right to non-discriminatory implementation of these services. The participation of the clients in women's shelters through "the right to a say", is decisive for the quality development of these services and contributes to securing the above-mentioned rights. The data available on opportunities for participation for clients in women's shelters in Germany is inadequate.

Project description/method
In the project "Complaint management for quality development in women's shelters: Instrument for professionalisation and participation", funded by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, a two-stage analysis of the status quo will be carried out on the opportunities of participation for clients in women's shelters and second-stage housing: Stage (1) Survey of social professionals, stage (2) (ex-)clients.
The presentation will focus on the results of the quantitative online survey of social professionals (1), investigating three issues: the implementation of 1) complaint procedures, 2) satisfaction surveys and 3) residents' meetings. In a complete online survey, data on women's shelters in Germany will be assessed (N~450). Two online questionnaires will be employed: 1) a questionnaire focusing on the opportunities of participation provided in women's shelters, 2) a questionnaire assessing social professionals' experiences with complaint procedures, respectively their fears and hopes regarding the implementation of complaint procedures and "team psychological safety".

Conclusions/results
The results available in 02/2020 will provide data on:
The degree of implementation of opportunities for participation of clients in women's shelters;
Experiences of social professionals with the implementation of procedures of participation;
Attitudes of social professionals towards these procedures.

Discussion/Lessons Learned
From the results, possible needs can be deduced regarding:
The strengthening of residents' participation;
Quality development measures for women's shelters;
The inclusion of complaint management in standards for operating women's shelters;
The implementation of the Istanbul Convention:

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O1337 - MEANINGLESS DILIGENCE YOUTH IN INSTITUTIONAL CARE

Lina Ponnert [1]
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This presentation is based on empirical material from a research project on locked institutional care for youth in Sweden, with special focus on the practice at acute departments. Acute departments may be seen as a "first stop" in institutional care, where the youth shall spend a maximum of eight weeks, before moving on to further placements within the care system. The empirical material as a whole consists of a web questionnaire (answered by 48 professionals at different institutions) and group interviews with (16) treatment assistants at two institutions, a web questionnaire (answered by 38 social workers) and interviews with (9) social workers. Also, individual interviews with eight youths who have experienced care in acute departments as well as treatment departments within locked institutional and minor field visits where carried out in the project. This presentation is mainly based on the youth interviews and the field-visits, but also to some extent on information from social workers and treatment assistants.

Previous research has shown how teenagers in institutional setting tend to develop different strategies for coping with the restricted environment. In this presentation, I explore and analyze how meaning and meaningless is perceived and understood by youth in an institutional context. The aim of this presentation is to analyze and understand street-level bureaucrats' discretion and decision making within institutional care from a child perspective. How and in what aspects do youth experience meaning and meaningless? What are the results of showing a good character in institutional care, and how is this linked to professional contact and actual influence? What lessons can be learned for professionals with power and discretion concerning decisions on youths everyday life in relation to meaningless diligence?

The main findings display several organizational obstacles and barriers for providing meaningful care from a youth's perspective. Treatment assistants as well as youth describe great difficulties to get in contact with the responsible social worker. There is also a waiting list within the care system, preventing teenagers from moving forward in the system when they are ready to do so. Thus, it seems as if organizational obstacles and barriers, rather than youth diligence and professional assessments, govern and affect the everyday life on youth in institutional care. The youth describe experiences of what I choose to call "meaningless diligence", signifying an awareness of these organizational barriers. To have a goof character might ease the every-day life within the institution, but it does not have a significant impact on major decisions, such as the time in institutional care.

The conclusions are that institutional care is a context where youth do not only depend on the discretion and assessment of professionals; they are also affected by organizational obstacles and stressed social workers, which affect how they look at their own possibilities to make a change for themselves. The results and youth experiences of meaningless diligence might be relevant to explore in other institutional contexts as well, where adult professionals have great power, such as day care centers and schools.

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O1393 - STATE SUPPORT FOR MOTHERS AND CHILDREN IN VULNERABLE SITUATIONS

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The Right to respect for family life (Art 8 of ECHR) means that the state should limit its intervention to family life and when intervening, it should select the least intrusive means. States also have an obligation to support and protect families in need, and when necessary, provide support as well as services for families.

This article analyses how states support vulnerable families through social services before considering the removal of a new-born child as the removal of the child should be a last resort measure. The analysis compares eight European countries: Austria, England, Estonia, Finland, Germany, Ireland, Norway, and Spain. These countries differ both in terms of their welfare system as well as their child protection systems. Our data material consists of newborn child removal decisions as decided by the competent national courts or boards. A total of 216 judgements are analysed. From Norway, all judgments (n=76) are from 2016, whereas for the other countries, judgements from the years 2012-2018 (Austria 24, England 14, Estonia 17, Finland 25, Germany 27, Ireland 17, Spain 16) have been collected.

We have three hypotheses regarding service provision in these eight countries: 1) There will be differences in service provision between countries due to the type of welfare state and child protection system (risk or service-oriented) in place.* 2) There will be differences in service provision because the problems those families face differ. 3) Even though the eight countries follow various approaches regarding welfare state and child protection, the actual services provided are not different due to the similarities of the cases that were included in the study (removals of newborn babies).

Our preliminary findings show that states with rather conservative welfare state models, such as Austria (25%), Germany (19%), and Spain (40%) generally provide fewer services to families than social-democratic welfare states (Norway and Finland with about 65 %) or liberal countries such as England (92 %) and Ireland (100%). Furthermore, our preliminary findings indicate that courts in liberal countries are more likely to request or recommend follow-up services in the aftermath of a judgment, regardless the outcome of the removal decision.

Based on this data, we explore the impact and effectiveness of social work practices in a comparative perspective. We analyse whether the support provided by the state is sufficient and further discuss the general adequacy of the support received within the context of available services.

*Neil Gilbert, Nigel Parton, and Marit Skivenes, eds., Child Protection Systems: International Trends and Orientations (Oxford University Press, 2011), https://doi.org/10.1093/acprof:oso/9780199793358.001.0001.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1418 - PARENTS' PARTICIPATION IN CHILDREN'S HOMES. A QUALITATIVE RESEARCH

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Background and purpose
Studies emphasize social workers' duty to build a relationship with birth families when their children are removed to help them improve their life conditions. However, social workers often have to deal with angry parents, who have severe difficulties and little resources. Parents who have angry feelings about some aspects of the past are often predominantly sad and appreciate the progress children have made in care. Research show that even the most stuck and angry parents will become less stuck and angry if they are provided with information and their role and feelings are recognised. Participation can help parents to cope with their problems and take care of their removed children. However, in Italian child protection system there are few participatory practices to involve parents in their removed children's lives.
The paper presents findings from a qualitative study of parents' participation in three Italian Children's Homes which have a participatory approach.

The hypothesis of the research was that participation enhances parents' skills and improves decision making in child protection. The purposes were to explore the experiences of parents in order to grasp how parents' participation in child protection could be improved.

Method
Qualitative data were gathered from 9 children, 9 parents and 8 social workers. Semi-structured interviews were conducted. A qualitative analysis has been done; interviews have been audio recorded, transcribed and processed through a thematic analysis.

Findings
Research shows effective practices to promote parents' participation in children's homes. Parents participate from the time their children enter in the residential care. They participate through informal contact with care social workers, visiting their children at the residential care and taking part to decision network meetings affecting the outcome of the process according to the Court decision. Parents have also opportunity to attend a mutual aid group. Social workers underline critical issues connected to parents' participation: looking for a balance between the rights of parents to participate and the requirement for child protection professionals to exercise power sometimes against parent's wishes, supporting parents' motivation in taking care of their children despite they are removed, avoiding a too high emotional involvement, changing their approach and consider parents as co-operators as much as possible.

Despite these difficulties, social workers consider parents' participation important to improve decision making leading to more accurate and relevant decisions; parents' points of view are useful in knowing children, defining what to do and understanding how to take care of them. Moreover, participation improves parents' skills in taking care of their children and the trust of children in them.

Conclusions and implication
Research suggests the importance of the social workers' role in facilitating parents' participation both in the daily lives of children and in creating systematic opportunities to participate as decision network meetings. Keeping in mind the effectiveness of parents' participation is important to reinforce the efforts of social workers in introducing practices oriented to participation in Italian child protection system.

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O1475 - CONSIDERING THE PERSPECTIVE OF THE CHILD IN INTENSIVE FAMILY SUPPORT RESULTS OF A QUASI EXPERIMENTAL FIELD TRIAL IN SWITZERLAND

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In Switzerland, there has been a notable increase in recent years in the frequency of intensive family support—known in German under the term "sozialpädagogische Familienbegleitung". Intensive family support is usually employed with families who are considered unable to adequately care for their children and provide them with the necessary conditions for positive emotional, cognitive, and social development. Particularly in the context of child protection, family support often serves the purpose of preventing the more drastic measure of out-of-home placement. Although the focus of the intervention is (or is supposed to be) on safeguarding the children within the family, there is a striking lack of empirical data on the perspective of children in the family support process (Tausendfreund et al., 2015). Our study contributes to filling this gap by giving children and adolescents who are part of family support a voice. The analyses presented focus on the following questions: At the outset of the intervention, what attitudes and expectations do children and teenagers have regarding the incipient family support? Do their attitudes and expectations match those of parents and social workers, and if not, in which aspects do they differ and to what extent? Finally, on what child, family, and case characteristics does a match or mismatch of expectancies and attitudes depend (e.g. age of the child, child well-being, parent-child relationship, experiences with former interventions)? The answers to these questions are considered important because they may contribute both to a better understanding of the children's perspectives and to a more careful involvement of children and teenagers in the support process. Data collection in our study took place within the framework of a quasi-experimental design, funded by the Swiss National Science Foundation, with the aim to evaluate intensive family support in child protection cases in the German-speaking part of Switzerland. Through four separate measurements over a period of 18 months, the study identifies changes during intensive family support on several domains of individual and familial well-being and social functioning. It follows a multi-informant approach (data are collected from children, parents, and social workers) and includes a matched comparison group. In our presentation, we will discuss initial results on the research questions outlined above from measurements at baseline. In particular, the influence of family problems and of either voluntary or forced cooperation on the attitudes and expectations of children and adolescents will be highlighted. Based on these findings, we will discuss the broader importance and particular challenges of including the child`s perspective in social work practice as well as research.

Tausendfreund, T., Metselaar, J., Conradie, J., de Groot, M., Schipaanboord, N., Knot-Dickscheit, J., Grietens, H. and Knorth, E. (2015), "Self-reported care activities in a home-based intervention programme for families with multiple problems", Journal of Children's Services, Vol. 10 No. 1, pp. 29-44. https://doi.org/10.1108/JCS-07-2014-0034

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O1533 - UNACCOMPANIED MINORS IN SWEDISH SECURE CARE – AN ACTION OF PANIC OR A NECESSARY INTERVENTION

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The number of unaccompanied minors (UM) arriving in Sweden has increased rapidly during the last decade. The number of UM has also increased in secure care (SC). The increase of this group within the SC system raises a number of questions about the youth group itself, of how and why they are placed in this kind of institutions, and what kind of treatment they need and receive in these institutions. In this presentation, we present preliminary results from a larger research project about unaccompanied minor in SC. The aim of the study is to investigate and analyze what characterizes the group of UMs in SC, what causes these placements, and what characterize care and interventions during the placements, as well as how UM themselves perceive and understand the placement within the SC system. The study is based on register data and documentation from the SC system; focus group interviews with social workers from the municipal social services in two cities; interviews with managers from three SC institutions; focus group interviews with staff at these institutions; and interviews with 11 UMs placed in SC. The current presentation offers findings regarding the social workers' perception of the UM's problem, placement decision considerations, and finally how SC staff perceive and reflect about UM in comparison with other youth placed in SC. The SC placements are also mirrored through the perspectives of UM themselves. The analysis indicate that social workers in social services and personnel in SC report similar kinds of problems typical for UMs causing the SC placements, including traditional problems like substance abuse and criminality, but also more complex and/or unclear problems that is hard to define including vagabondage and trauma. UMs are reported to have more mental health problems compared to other youth in SC, often related to the migration process. In terms of placement considerations, the social workers' decisions are reported either as distinct and clear with a need for a urgent stop of a dangerous situation or indistinct and unclear in case of unidentifiable/vague problems, and/or lack of placement/treatment alternatives. The SC staff sometimes argue that some UM have less severe problems and should not be in SC. In addition, UMs' own descriptions of what kind of problems that brought them to SC mirrors big differences in complexity and severity. Both youth and staff express that UM have little knowledge about Swedish laws and child protection policies and that the placements in SC therefore can be difficult to understand. The youth interviewed report different experiences of whether the placement in SC have been helpful or not. Although most of them express that they experience the placement as not helpful, or even harmful, some of the youth viewed the placements as a positive turning point in their lives. The findings provide an interesting glimpse of unaccompanied minors in Swedish secure care system and raises questions about the adequacy of SC placements and the need for alternative placements and interventions for some of the UMs in SC.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1541 - CONNECTING PEOPLE IMPLEMENTING A SOCIAL INTERVENTION IN COMMUNITY MENTAL HEALTH TEAMS IN ENGLAND

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Background

Community mental health teams in England are set to become more oriented towards the communities in which they are located. NHS England (2019) requires community mental health teams (CMHTs) to work closely with primary care and the local voluntary and community sectors. It cites the social work model, Connecting People (Webber et al 2016), as good practice in supporting people to connect with others in their local community. Connecting People is effective in increasing the resourcefulness of the social networks of people with mental health problems when implemented with high fidelity (Webber et al 2019). It increases their community connections and supports their recovery. However, CMHTs find it difficult to implement Connecting People, which could be important if they are to achieve the aspirations of NHS England.

This study aimed to evaluate the implementation of Connecting People in CMHTs in England, and explore reasons for the difficulty in achieving high fidelity to the model. In particular it aimed to explore how social workers fared in leading the implementation of a social intervention in teams led and dominated by health professionals.

Methods

A controlled quasi-experimental study with 151 participants was undertaken in CMHTs in five NHS Trusts in England. Implementation packs comprising practice guidance, a training manual, an implementation manual and service user leaflets were co-produced with service users and practitioners. These were provided to a CMHT in each Trust where a social worker led the implementation of Connecting People. A control team in each NHS Trust did not implement Connecting People until after the study. Service user participants were followed up after six months. Data were analysed using regression analyses. In addition, focus groups with practitioners explored their experience of implementation in an embedded qualitative process evaluation, which were analysed using thematic analysis.

Findings

There were no differences between the intervention and control group on access to social capital, mental wellbeing, experience of recovery or goal attainment. The economic evaluation also found no significant differences in mean costs or outcomes between the groups. The Connecting People fidelity measure indicated that the intervention was not implemented with high fidelity. The qualitative process evaluation revealed that practitioners required longer than six months to implement the intervention. High caseloads, a heavy workload of bureaucratic tasks and the low priority of social interventions in CMHTs mitigated against a swift implementation.

Conclusions and implications

Implementation studies are rare in social work. This paper will discuss the implications of the findings of this study for mental health social work practitioners and leaders across Europe. Complex social interventions can be implemented in routine practice in CMHTs, as a previous pilot study had shown (Webber et al, 2019), though strong local leadership is required to achieve this. Such leadership has been demonstrated in other agencies which have been able to implement Connecting People. The paper will conclude with some examples of successful implementation in the UK and the US.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1558 - A QUALITATIVE SYNTHESIS OF LIVED EXPERIENCES OF CHILDREN WITH CHILD PROTECTION SERVICES

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Background

Research shows that young adults who had previously in contact with Child Protection Services often have lower overall wellbeing outcomes if compared to children in the general population. To gain effective results of CPS interventions, and respond to the Child Rights Convention directive towards child centered services, it is important to listen to children about their lived experiences of the CPS process and interventions. Yet, there is no literature review about the lived experiences of children with CPS, which would provide us a holistic (expereinces of whole CPS process: investigation, intervention, end of intervention and participation in process etc.) insight into their lives.

Objective

This systematic review aims to comprehensively identify, synthesize and analyse the research undertaken from 1990-2018, with children about their perspective and experiences of Child Protection Services to gain a better insight into their understandings of these services from their perspective.

Method

A systematic search was conducted using five databases related to social sciences and social work for publications in English. These publications presented children's experiences of different aspects of Child Protection Services. Using PRISMA, 39 studies were included in this review. Findings from these studies were synthesized and analysed.

Findings

The findings of this review are categorised in three main themes: 1) Going through the Child Protection Services. This theme describes the processes children experience when in contact with the CPS and the nuances within these. 2) Experiences of CPS intervention's outcomes. This theme describes a range of children´s perceptions of the results of CPS interventions. 3) Perception of Self and Stigmatisation.This theme is about how children in contact with CPS see themselves and how they perceive others to see them.

Discussion and Conclusion

Being in CPS is an emotional experience for children, and they need emotional as much as physical safety. Children need clear, understandable and comprehensive information about the CPS process in order to assert their right to participation and protection. They have a mix of experience with CPS, which includes a sense of gain such as provisions and a sense of loss such as permanence, a stable place to call home etc. Children's need for belongingness and self-actualization are as important as their need for food and shelter. This should be taken into account to improve, both short-term and long-term outcomes of CPS for children.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1579 - DEVOLVED BUDGETS FOR FAMILIES ON THE EDGE OF CARE FINDINGS FROM 3 PILOT STUDIES

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Background and purpose

Finances are a problem for many families involved with Children's Services. This presentation is based on a pilot evaluation of three projects where 'devolved budgets' of up to £10,000 per family were assigned to social workers to support families where children were on the edge of care. The projects were predicated on the idea that social workers and families are best placed to know what help they need to keep children safely at home. In all three projects decision-making was devolved to social workers and their managers. The funds were ring-fenced for this purpose and designed to be used flexibly to find creative solutions to family problems.

Each project varied in its specific aims and target groups. For example, one aimed to help adolescent young people remain safely at home by reducing the level of contextual risk; another sought to reunify looked after children with birth families. There is some evidence, from outside of the UK, that similar programmes have reduced abuse and neglect, and consequently the numbers of children entering care (e.g. Huebner et al., 2012). Our aim was to evaluate the feasibility and impact of these projects in a UK Children's Services context.

Methods

The pilot evaluation focussed primarily on implementation, but we also present evidence of promise and indicators of success. Data collection was primarily qualitative, based on semi-structured interviews, focus groups with professionals, and practice observations. This was supplemented with quantitative data from case questionnaires completed by social workers, and financial returns from participating local authorities. The evaluation is structured as three phases; initial theory development, implementation, and progress in relation to short term outcomes. The presentation will draw on each of these.

Findings

Surprisingly, teams who had access to the budgets spent far less money and involved fewer families than the project leaders intended. When offered a significant budget to provide support for families many teams chose – for a variety of reasons – not to spend very much of it. This led to a significant underspend among the projects, but it has far reaching implications for policy and practice in the light of recent budget cuts.
We will briefly summarise the amounts and types of spend in each authority, before exploring:

- practitioners' accounts of their use of budgets,
- their interpretations of family needs and issues of 'deservedness', and
- the role of senior managers in overseeing decision making processes.

Conclusions and implications

Through our analysis, we will argue that reasons for the limited use of devolved budgets can be traced to aspects of the organisational context of Children's Services. Social workers are used to operating in a climate of tight budgetary constraints, with limited trust in individuals and high levels of bureaucratic oversight. It is perhaps unsurprising that many struggled with having responsibility for more substantial financial support for families. This raises a number of key questions for policy and practice, which we will explore.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1597 - BARRIERS CHILDREN FACE COMPLAINING ABOUT SOCIAL WORK PRACTICE A STUDY IN ONE ENGLISH LOCAL AUTHORITY

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Despite the introduction of guidelines and procedures aimed at encouraging and supporting children and young people in care to complain about the services they receive, they still face barriers to doing so in practice. Furthermore only a tiny minority of children in care complain about the services they receive despite research clearly outlining that many young people in care are not satisfied with the service they receive. In 2017, almost one in ten children in care surveyed by Ofsted reported that their foster carers or staff at children's homes rarely or never helped them when they were upset. While national statistics on complaints from looked after children are unavailable, the best indication of their rate of occurrence comes from Ofsted's 2013-14 statistics on fostering. From the data submitted by all 152 local authorities across England, a total of 216 complaints were reportedly received from children in foster care. That equates to 0.4% of the 53,369 children reported to have been placed in foster care that year. Of the 216 complaints made by children and young people, local authorities reported that 87 were not upheld (40%).

This study explores what happens when children in care are dissatisfied with the services they receive. Specifically, this study examines the complaints procedure for children in care, in conjunction with highlighting how these children express their views and how these views are managed by professionals. The findings are based on semi-structured interviews with children in care, social workers, senior managers and independent reviewing officers from one English local authority. Thematic analysis of this data identified five emergent themes: (1) complaints by children in care are managed at the lowest possible level, (2) senior managers have an overly optimistic view about children in care being informed of complaint procedures and being encouraged to do so, (3) children in care are worried about complaining, which is recognised by professionals, (4) children's voices are often not heard and (5) when issues are clearly defined, independent reviewing officers have some degree of success in resolving complaints from children in care.

The study found that despite the introduction of guidelines and procedures aimed at encouraging and supporting children and young people to complain, children in care are still wary about making complaints about the services they receive. Further barriers to complaining for children in care were also identified within this study, including gate-keeping by professionals, power imbalances and the existence of a 'blame culture'. Given that a complaints mechanism was built into the Children Act 1989, partly, in an attempt to give a formal voice to children in care, it is concerning that it remains largely unused. While a complaints process now exists, as long as children face barriers in using it, it will remain largely ineffective. IROs and advocacy services nevertheless play an important role in ensuring that children's views (including grievances) are heard and taken seriously by professionals.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1635 - COLLABORATIVE SKILLS DEVELOPMENT A CRITICAL REALIST EVALUATION OF AN ACTION RESEARCH PROJECT THAT CREATED A NEW AND EFFECTIVE APPROACH TO WORKING WITH CHILDREN AND FAMILIES

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This paper firstly outlines the field of social work practice to locate skills development and argues that this is a theoretically neglected, but fundamentally important, area of practice with children and families. Second, it critically analyses the field of skills development as a distinct form of practice and identifies the gaps in theoretical understanding and practical knowledge related to this. Thirdly, building on and extending the theory and research base for practice grounded in a skills development perspective, this paper outlines and defines a new model called systemic collaborative skills development.

Having outlined the theory of collaborative skills development, the paper then details an action research project where we worked with a team to introduce and embed this model as the foundation for a new service within an established UK based organisation. The service sought to help children in, or on the edge of, state care and this paper presents the critical realist evaluation we undertook of this project. It analyses what aspects of this service worked, for whom, and under what conditions. This paper will show systemic skills development as an innovative and effective way of working with children and families, with potential for success in other organisations, countries, and cultures.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1651 - 'WHO STAYS ' EXAMINING EARLY 'DROPPING OUT' IN A LABOR MARKET INTEGRATION PROJECT FOR WOMEN WITH MIGRATION BACKGROUND IN GERMANY

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Background/Purpose
Women with a migration background (WMB) are disadvantaged on the German labor market as multiple studies attest. Reasons are varied and initiatives at regional, state and federal levels have been commenced in recent years to support WMBs' entry into the labor market. Toward this purpose, a 4-year demonstration project was initiated in a mid-sized city in Germany in 2018. The project is implemented by an interdisciplinary team and aided by female coaches (mostly social workers). WMBs enter the project in cohorts of about 20. Following a 3-month orientation, they start apprenticeships, finish educational requirements or participate in preparatory courses. The project is being evaluated with formative and summative aims. As premature departure from the project is considered an intermediate yet central outcome indicator, it is being examined at the midpoint of the project for this paper.

Methods
The mixed method evaluation gathers data from multiple sources (WMBs, project staff, coaches, administrative data) over the course of four years. Three-quarters of the women in the project also participated in the evaluation (n=98). - After two years, more than one-third of women (37%) had dropped out prematurely. Qualitative expert interviews and case file data were analyzed to examine reasons for dropping out. WMB baseline survey data, which were collected in standardized (translated) surveys and capture demographic characteristics as well as psychosocial stressors and resources (e.g., stress, resilience, social support), were also used. Bivariate and multivariate analysis (logistic regression) examined salient demographic and psychosocial predictors of leaving the project early.

Findings
The women are heterogeneous in terms of age (M=34.9; SD=7.5), education (45% have a HS diploma or college degree; 17% have no formal education), country of origin (from 31 different countries) and migration background (2-35 years in Germany); 84% are mothers. Qualitative data indicated that women left the project for a range of reasons, including pregnancy, changed family situations, feeling overwhelmed or finding jobs outside of the project. Survey data found that higher psychosocial burden (higher stress scores, lower resilience, a higher number of young children) actually increased the odds of remaining in the project. Further, every additional month in the project improved the likelihood of continued participation by 11%.

Conclusion/Implications
Reasons for leaving the project prematurely are manifold and thus 'dropping out' should not simply be considered as an indicator of adverse outcome. Findings further indicate that WMBs with higher psychosocial resources are more likely to leave the project early, suggesting that they might have a greater ability to utilize options outside the project and may be less apt to submit to project requirements. Instead, women with more psychosocial stressors may feel in greater need of the structure and support the project offers. This presents a dilemma for the project as a secondary aim of the project is to increase women's resilience, which in turn may lead to less investment in continued participation. Findings have implications for the continued development of the project concept and generate interesting hypotheses to be pursued during the second half of the project.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1662 - "EXPERT" VS. "EXPERT" RESEARCHING THE SUPPORT OF OLDER OPIOID USERS FROM BOTH SERVICE USERS' AND SOCIAL WORK PROFESSIONALS' PERSPECTIVE

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This PhD-project focuses on the social work performance in the context of the support of older opioid users (45 years +) in Germany. Treatment for older opioid users generally consists of medical substitution treatment with substances like methadone, which is accompanied by psychosocial counselling. Interventions such as psychosocial counselling with motivational interviewing (MI), case management, behavioural therapy, or work projects for people in long-term unemployment have shown positive effects in this context. But most of the interventions in this field are not responding to the specific needs of older opioid users. This is a growing number of people which usually remain in the support system over many years and even decades. So, this study aims at exploring – apart from the professional point of view – the perspective of the opioid users themselves on their situation and support.

The design of the study is based on health services research and qualitative practice research. A triangulation of qualitative data from interviews and group discussion with social work professionals (n=15) and interviews with service users will allow a comparison and contrast of the different perspectives. The presentation will focus on the professional's perspective, since the service user perspective still needs to be assessed. The professionals are social workers (f/m) in the addiction field. The interviews were conducted in 2017 in western German regions in the context of a three-year-research-project on the support of older opioid users with case management at the University of Applied Sciences in Koblenz (Germany)(1). The group discussion is scheduled for spring 2021 and will consist of 5-7 social workers from this sample. Data is analysed using qualitative content analyses.

Preliminary findings allow to better understand the several elements that constitute the support of older opioid users, such as a high density of involved actors and a fragmentation of the help system. But also, factors can be identified that influence the psychosocial support, such as the professionals' attitude towards the service users, addiction and towards age, but also different motivational and conversational styles and techniques. The professionals also identify attributes from service users that impact the psychosocial counselling process, such as openness and the ability to articulate goals (2) .
These still preliminary findings in combination with the service users' perspective will allow a broad understanding of the constitution of the support of older opioid users, in which the perspective of the people concerned are equally taken into consideration. This may support further recognition of aspects which are of matters for older opioid users. Proceeding from this, improvements for social work practice can be achieved.

(1)Schmid, M.; Hoff, T.; Arendt, I.; Follmann-Muth, K.; Kuhn, U. and Vogt, I. (2016) 'Case Management für ältere Drogenabhängige: Modellprojekt zu Case Management in der Drogenhilfe', in Case Management, Heft 4, pp. 176–182.
(2)Vogt, I.; Arendt, I. and Schmid, M. (2018) 'Case Management für ältere Drogenabhängige: Die Sicht der Sozialarbeiterinnen und Sozialarbeiter auf Chancen und Probleme von Case Management', Conference Paper. Deutscher Suchtkongress 2018, Hamburg.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1702 - PARENTING SUPPORT MEDIATION PATHWAYS FOR REDUCED SUBSTANCE USE AMONG PARENTS AND THEIR CHILDREN IN SOUTH AFRICA

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Background

Substance use is a major public health concern worldwide. Alcohol and drug use have risen over recent decades in many low and middle-income countries, with South Africa among the highest globally. Despite effectiveness of family-based interventions on reducing substance use among adolescents, less is known about the effectiveness of family-based programs on substance use among parents and caregivers, in particular, among families in low- and middle-income countries (LMIC).

Findings of a randomized controlled trial conducted in South Africa have shown that the Parenting for Lifelong Health programme – PLH (Parenting intervention that targets families at risk in South Africa) was associated with lower levels of substance use among parents\caregivers and adolescents. The current study aims at investigating the mechanism of substance use reduction among parents\caregivers and their children by addressing three potential mediators: parental depression, parenting stress and family poverty. We hypothesized that: (1) PLH intervention would reduce substance use among parents\caregivers and adolescents, (2) PLH intervention would reduce parenting stress, parental depression and family poverty, (3) parenting stress, parental depression and family poverty would mediate the association between PLH intervention and reduction of substance use among parents\caregivers and children, and (4) substance use among parents\caregivers would predict substance use among their children.

Methods

The current study draws on a pragmatic cluster randomized controlled trial design; the total sample comprised 552 parents\caregiver and adolescent dyads (parents\caregivers M = 49.37; SD = 14.69 and adolescents M = 13.84; SD = 2.38) who were recruited from 40 communities in South Africa's Eastern Cape. Participants completed a structured confidential self-report questionnaire, at baseline and follow-up test (5–9 months following the intervention). Structural equation modeling (SEM) was conducted to investigate direct and indirect effects.

Results

The results of the measurement fit model were χ^2 = 284.89, df = 142, P < .000, as the values of CFI = .931 and RMSEA = .043 showed a good model fit. Mediation analysis indicated that PLH intervention impact on parental substance use reduction among parents ran through one indirect pathway: Improvement in parental mental health (reduction in parental depression levels) led to reduction in substance use among parents\caregivers. There were no pathways from PLH intervention to parental substance use through parenting stress or family poverty. Furthermore, findings showed a significant positive correlation between parental substance use and adolescents' substance use.

Conclusions and implications

The findings of the study highlight the fact that PLH parenting intervention has a significant effect on parental outcomes, including substance use and depression in LMIC. The findings are of high importance for social workers and practitioners who work with vulnerable communities. The results emphasizing the need for creating supportive environments and systems for parents who suffer from emotional strain and mental health problems. Supporting parental mental health as part of a parenting programme serves as a significant pathway for reducing substance use among parents and their children.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Methodological development innovation and capacity building in social work research

O1132 - CONTRIBUTING TO SERVICE DESIGN BY INVESTIGATING DEMAND TYPOLOGIES IN CHILDREN'S SOCIAL CARE

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Background

The planning and design of services is a growing area of interest in UK local government as councils try to adapt to their resource constraints under austerity. In children's social care (CSC), services have tended to focus on assessing children to see if they meet the threshold for statutory intervention, leading to a 'filter-and-funnel' design that has proved increasingly ineffective at addressing need and managing demand. The preoccupation with thresholds also means that services lack reliable information about the challenges faced by different groups of children and families in the community. This paper reports on an effort to provide data on typologies of demand for CSC in six local authority (LA) areas in England.

Method

The study employed a quantitative methodology called latent class analysis (LCA) in order to identify patterns of association in the assessed needs of children receiving CSC services. Anonymised child-level administrative data were obtained from six LAs for the period 2013 – 2018. The analysis focused on an administrative category called 'factors at assessment', which is completed by a social worker following any statutory child and family assessment. The LCA was undertaken for a sample of child episodes where an assessment was undertaken (n=15,000), and the results used to test invariance across LAs and identify the most appropriate number of classes. Dominant factor loadings were used to interpret the type of demand represented by each class, as well as exploring the relationship between typologies and child characteristics such as age, gender and ethnicity.

Findings

The LCA found seven classes, or typologies of demand, which were consistently present in factors at assessment across the LAs during the period in question. Based on the dominant factor loadings the typologies were described as follows:
• Child neglect
• Domestic abuse
• Physical abuse
• Complex needs I
• Complex needs II
• Beyond parental control/highly vulnerable
• Disability and mental health
These groupings were associated with different child characteristics and intervention pathways, showing how certain types of children tended to receive certain types of intervention under current models of provision. The 'Complex needs I' category was the most prevalent overall.
Implications

It was surprising to find such consistency in demand typologies across six LAs with very different demographics and contextual conditions. The findings invite us to rethink the focus in child protection on the problematic 'toxic trio' label often used to discuss multiple risks and complex needs. They also point the way towards an alternative to current threshold-based designs, showing how administrative data can provide insight into patterns of demand and suggesting the importance of communities and the multi-agency context of prevention.

Relevance to conference theme
This paper contributes to the theme of methodological innovation in an applied social work setting, using sophisticated quantitative techniques to analyse data on demand and reporting back on these to local authority mangers.

O1165 - FLEXIBLE METHOD A CONTEXT BASED METHODOLOGICAL APPROACH IN SOCIAL WORK RESEARCH

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Studying the complex world of social work is a challenge and often requires the application of different – or mixed – research methods. The mixed method approach is helpful in studying the same phenomenon from different angles and in broader perspectives. It does however, not fully help to study the same phenomenon in different setting. Social work is not only connected to a specific understanding of the social issue, but also to local perceptions, organizations, traditions and hence, the specific context. To study the same kind of social work in different contexts – maybe even in different international contexts – the research approach must be open and flexible. The core understanding in a flexible approach is that the same research method is carried out in different ways in different places. The methodological flexibility makes it possible to establish a data collection more directly connected to local contexts. This will strengthen the quality of the research analysis and findings, but it will also make it possible for the research process to become a part of an ongoing learning process in practice and hence, support social work knowledge production as the research process will connect directly to local everyday practices and traditions. This does however, also challenge the well-known research 'rule': to select a specific method and use it all the way through to make it possible to compare data. This research 'rule' is on the one hand necessary – seen from a research perspective. On the other hand – and seen from a social work practice perspective – it often makes it difficult to catch and understand social work carried out in different settings or even the same kind of social work framed in different contexts. The risk of being trapped in a process where the methodology becomes more important than the phenomenon studied is obvious to researchers in social work.

The oral presentation will describe what flexible method is, how it is helpful in developing social work practice and social work research – and what the possibilities and barriers in using the approach are. The presentation is based on both considerations of how to make it possible to develop research methodology usable to study social work in different settings and on experience from a research project where the flexible approach was developed.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1187 - HOW UNDERSTANDING UNEXPLAINABLE DEPRESSION EXPERIENCES CAN HELP PROFESSIONALS PROVIDE BETTER CARE IN CONSULTATION CLIENT MEETINGS

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Although many social work studies stress the importance of professionals (here: general practitioners and social work professionals in contact with persons diagnosed with depression) gaining a deeper and more holistic understanding of experiences of depression, no study has been found that in-depth used existential and phenomenological philosophy on mental illness, where this deepens the understanding of depression experiences (Ratcliffe, 2015). However, the latter kind of research lacks in several aspects regarding specification and usefulness. By drawing philosophically on mental illness, this dissertation seeks to fill a gap by focusing on three research questions aiming for a better understanding of depression experiences in patient/client meetings in a social work context. It is argued that this knowledge can allow professionals to better understand, and give better care in, client/patient meetings. The research questions are: (1) What can unexplainable experiences in depression be like? (2) How does it feel to be understood in these unexplainable feelings by non-professionals before contact with professionals has begun? (3) How do these unexplainable experiences change over time in meetings with different professionals?

Qualitative method, specifically hermeneutic phenomenological (HF) method, is used, in which researchers focus on meanings that are lived through and taken for granted (van Manen, 2014). 10–20 participants, with as heterogeneous backgrounds as possible (i.e. age, gender), who are diagnosed with moderate depression (although mild depression is included) by a Swedish physician, are sought through depression organisations as well as posters in public locations in southern Sweden. The interviews are conducted through a semi-structured questionnaire and last for approximately 60-90 minutes. In addition, respondents are asked to write down anecdotes (1-10 pages) concerning research question 2, or to write a diary (1-10 pages) concerning research question 3. Results are analysed with thematic analysis, using existentialism and HF philosophy for the interpretation.

Preliminary results indicate that in unexplainable experiences, feelings of profound meaninglessness, self-loathing and guilt hinder and make certain possibilities, such as recovery, absurd. These emotions and thoughts can be so overwhelming that the respondents (so far) cannot imagine professionals or others ever understanding these experiences. However, respondents spoke of specific incidents (with both professionals and non-professionals) where they felt a certain kind of acceptance and warmth that had a positive effect and could in fact change their overwhelming unexplainable experiences.

The result has value for social work practice in that it offers a way to a deeper understanding of what is helpful for persons with depression and a way for professionals to critically reflect on their own behaviour in patient/client meetings. It is argued that this can be a factor in depression recovery. In addition, questions regarding existentialism and HF in social work research are central, and the dissertation continues on the debate of the future and relevance of this theory/method in social work.

References
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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1216 - QUANTITATIVE RESEARCH REPRODUCIBILITY AND REPLICATION A GUIDE FOR SOCIAL WORK RESEARCHERS

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Professional journals share important knowledge (Gambrill, 2019). However, inappropriate use of quantitative methods can lead to claims which may not be warranted by the evidence. Where such methods are used inappropriately, the contribution of social work research to practice, policy and social development may be compromised with unintended consequences for the specific research project and the broader social work research community. This paper therefore seeks to sensitise researchers to the challenges of conducting quantitative social work research whilst arguing that these challenges are not insurmountable. Advice is also given on how to do research which is reproducible and replicable by describing the process from reception of the data to delivery of the report using methods derived from computational research (Gandrud, 2015). The paper therefore provides practical advice on the content, evaluation and reporting of statistics based on the guidelines of the American Psychological Association. The paper also showcases ways of working with quantitative data which are methodologically innovative. This approach will appeal both to those who have a broad overview of quantitative methods as well as to those who are new to this research tradition. The paper concludes with the recommendation that further research training for the social work community in quantitative methods is needed in order to ensure that findings are robust and ipso facto more likely to be impactful. Working within the post-positivist tradition, the author argues that quantitative and qualitative traditions can be mutually reinforcing.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1247 - "WHAT ARE WE TALKING ABOUT " SCIENTOMETRIC STUDY ABOUT CENTRAL TOPICS IN SOCIAL WORK RESEARCH

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Background and purpose

While the effects of digitalization on professional social work have been intensively discussed (e.g. Gillingham, 2019), the effects on disciplinary social work have received little attention. Because social work researchers are increasingly required to appropriately process and use digital information, this study presents an attempt to demonstrate how to use Big Data for research questions relevant to social work.

The study is motivated by the large increase of scholarly productivity in social work (Perron et al., 2016), which has led to an amount of publications humans cannot oversee. Some studies have used digital technologies to detect topics that social work publications focus on (e.g. Martinez et al., 2015). However, the existing studies are limited to the analysis of keywords; scientometric studies using texts from publications are still missing. By means of a well-established and promising method from computer science, this exploratory study aims to analyse central tropics of disciplinary social work and how they have developed over the last decades.

Methods

The analysis is based on 42,001 abstracts retrieved from the recently established Social Work Research Database (Perron et al., 2016). To process the data, we used topic modelling (Latent Dirichlet Allocation; Blei, 2012) to automatically extract topics from texts. By employing a probabilistic model, latent semantic structures are extracted from texts and word lists are created. These word lists can then be determined as more or less coherent topics.

Findings

The best calculated model shows 30 different topics and how they have been diffused over time. The presentation focuses on some of these topics to illustrate the method's potential and to shed light on the core semantic structure of disciplinary social work. For instance, we plan to present graphs comparing the topics 'qualitative research' and 'quantitative research' showing that the standardized relative frequency of publications related to quantitative research has been relatively constant, whereas qualitative research publications have constantly increased, especially since 2007. A similar increase can be observed in the topics 'child protection' and 'addiction prevention'.

Conclusions and implications

The study illustrates the dynamic of social work research. Some topics have rapidly emerged at specific points in time, while others have received less and less attention. It is a study exemplifying how to use new technologies for answering social work research questions. However, the transfer of research methods from computer science requires competencies of understanding and using these technologies, which has direct implications for rethinking competencies in social work curricula (cf. Perron et al., 2019).

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1271 - IS THE 'SEARCH FOR EVIDENCE' JEOPARDISING THE FUTURE OF RESEARCH DESIGNED TO INFORM PRACTICE – A PLEA FOR RESEARCH INFORMED DESIGNS AND COMMISSIONING

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Background
This paper sets out to identify the misapplication of some methodologies in evaluations and to do so by drawing on two specific instances from the author's own work.

Methods
a) The New Orleans Intervention Model (NIM) is an intensive assessment and treatment intervention for families of children in care aged 0 to 5 developed in the USA. A multidisciplinary team undertakes attachment-based assessment and interventions using structured clinical tools. The assessments inform recommendations to court about adoption or reunification. It was introduced into a London borough in 2014/15 but it had operated in Scotland since 2010 where a randomised controlled trial (RCT) was in place (in October 2019 findings are not yet available). An RCT had not been allowed in the USA. A small team, led by the author, was asked to evaluate the feasibility of conducting an RCT that was being introduced into a London borough. Feasibility was assessed through interviews with nearly 60 professionals based in health, social care and the judiciary, as well as observations of how the RCT had been established and operated in Scotland.

b) As part of the evaluation of Signs of Safety (SoS) led by the author the funders required a contrast study in two of the pilot areas and in two areas not using SoS. The methodology consisted of observations of social workers on visits to families using a tool developed by colleagues in New York, collecting quantitative and qualitative feedback from social workers and families, and examination of the families' case records (with consent).

Findings
a) In adopting NIM in London prior account was not taken of the differences between Scottish and English law, nor of the time needed to assemble a highly skilled multi-disciplinary team or embed awareness of it amongst local authority social work teams to secure referrals to the service. The team concluded that it was not feasible at that time to conduct an RCT. Four years later an RCT has been reshaped and is in place, but with a redefinition of both the RCT and the recruitment of families. In the meantime, valuable opportunities have been missed to capture a) learning from its implementation and b) the experiences of practitioners and families.

b) The experiences and data from the contrast study will be presented, but it is evident that it is not appropriate to subject 'models' as opposed to 'interventions' to this type of methodology. To do so not only risks claiming causative links which are at best associative but fails to take account of the many contextual factors.

Conclusions
In England funding for evaluations of practices associated with social work is now strongly linked with experimental designs. The intention is not to criticise the search for a stronger evidence base for social work or to argue that experimental or quasi-experimental methodologies should never be applied. However, there is a need for research-informed commissioning that will, in turn, strengthen the evidence base of social work.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1382 - GENDER POWER RELATIONS IN WOMEN TO MEN INTERVIEWS A CRITICAL REFLECTIVE ANALYSIS

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Background and purpose

Much of current social work research is qualitative, applying various interviewing techniques. Power relations in qualitative interviews are continuously shifting and changing and constitute an important methodological aspect of qualitative studies in social work. These become uniquely complex in light of gender discourses that further challenge this aspect of the qualitative research process. A growing number of studies sought to understand gender-related challenges in women-to-men interviews from a radical feminist perspective, but only rarely in the context of studying sexuality and controversial, deviant or abusive sexual behavior. This presentation apply a post-structuralist feminist perspective to analyze the tangled and complex gender power dynamics in women-to-men interviews in a study of men who pay for sex (MWPS), with the aim to expand the methodological understanding on both gendered aspects and power relations in qualitative social work studies. We sought to analyze the impact of these power relations as reflected in the interpersonal interview dynamics, the experiences of the interviewees and the interviewer, and the generated data.

Methods

This qualitative interpretive study is based on a secondary analysis of interviews conducted with twenty Israeli MWPS recruited through ads in social media about their experience and perceptions of paying for sex. Almost all were born in Israel, of a Jewish secular background; university educated, and had paid for sex in various venues, in Israel and as part of tourism abroad. Data was collected through in-depth semi-structured interviews and interpretively analyzed based on a post-structural feminist reflexive framework, aiming at achieving ethical and substantive validity.

Findings

The analysis suggested that both the female interviewer and male interviewees in this study interacted cautiously and that the interviews were accompanied by a sense of threat. We found the concept defended subjects (Hollway & Jefferson 2013; Huysamen, 2018) to capture an essential aspect of the gendered power relations within women-to-men interviews on the men's experience of paying for sex. We suggest that "the subjects"—both interviewer and interviewees, defended themselves against three major threats that characterized the gender power relations in the study: the threat of deviancy, the threat of sexual objectification and the threat of forced intimacy. These threats varied in their magnitude and manifestations among and along the interviews, but nonetheless seemed to be present in each of them.

Conclusions and implications

The findings expand the methodological discussion concerning gender-related challenges in women-to-men interviews in social work research and their potential implications. The concept defended subjects as illuminated and demonstrated in this study may be analytically productive for understanding various other power dynamics in social work qualitative interviews and their impact on the generated data. Further, the findings emphasize the value of a thorough reflexivity in qualitative social work studies, especially within interviews about sensitive topics.

Informative references:

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1391 - DEVELOPING VULNERABLE COMMUNITIES THROUGH SOCIAL INTEGRATED SERVICES

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The paper presents the importance of developing social integrated services in rural communities, with practical examples, provided by the Community Resources Center, from Negresti, Vaslui County. The Center implements preventive and interventions activities for children and families, based on a vulnerability mapping, which explores the specific needs of the community. The holistic approach of the intervention is focused on child protection, education, and participation of the children. The changes occurred are visible through the increasing of child participation in rural community and by improving the function of the Community Consultative Council as a network for child protection. Finally, the paper brings into discussion the challenges met into the field and underlines some future directions in developing vulnerable communities.

O1400 - APPROPRIATENESS OF USING THE TERMS 'SAMPLE' AND 'SAMPLING' IN QUALITATIVE STUDIES

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This paper critically examines the use of the terms 'sample' and 'sampling' for selecting the participants/subjects/ respondents in qualitative studies based on the arguments of 'representativeness', 'generalization' and the purpose of the study. 'Sampling' is the term generally used for the selection of the cases/participants/subjects/respondents in studies irrespective of the paradigms and approaches of research. In the same way 'sample' is the term used to denote the selected case/participant/subject/respondent in studies. Qualitative studies use non-random 'sampling' methods for the selection of cases/participants/subjects/respondents. How far do they represent a population? Is it possible to consider the selected case/participant/subject/respondent as a 'sample' of a population? How do we distinguish the unique and rich experience of a case from that of a population? These questions have been discussed from the argument of 'representativeness' and the purpose of qualitative studies. Generalization is one of the purposes of studies in natural sciences whereas qualitative studies are mainly intend to expose, explore, have an in-depth understanding and to describe the phenomenon under investigation. Generalization is seen as transferability in qualitative studies in a different sense than it has been understood and used in quantitative studies. This transferability is not interpreted or decided by the researcher rather by the reader of the study or the practitioner who judges the similarity of characteristics of the new phenomenon in terms of the study and applies the knowledge in understanding the present phenomenon. It has also been noticed that the concepts and assumptions of quantitative studies are brought into the qualitative studies and applied without serious thought of its implications. Discussing the question of appropriateness of the use of the terms 'sample' and 'sampling' in qualitative studies we do not aim at making conclusive statements rather critically examine the way these terms have been presently used in qualitative studies and raise questions regarding the appropriateness of the use of these terms which are submitted before the academic fraternity for further discussions and deliberations leading to reaching certain consensus. This will bring more clarity of the terms used and promote the use of more appropriate terms in studies and enhance the research methodologies.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1413 - LISTENING FOR RESONANCE RESISTANCE AND 'QUIET' DATA SERVICE USER INNOVATIONS IN DATA ANALYSIS AND RESULTING IMPLICATIONS FOR SOCIAL WORK RESEARCH

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Background

While social work is increasingly involving service users as co-researchers, there has been limited investigation into user contributions to data analysis. Grounded in the theoretical tradition of Mad(ness) Studies, a field focused on the ways of knowing, being, and doing of Mad-identified people and users of mental health services (Menzies, LeFrançois, Reaume, 2013), this project asks: "What politics/ethics/experiences does a Mad researcher bring to data analysis, and how do these inform how the researcher listens to and interprets data, and advocates for particular findings?"

Methods

This Mad approach to data analysis emerged during a qualitative, community-based research study on the un/helpful social service experiences of 2SLGBTQ people labelled with 'psychosis'. Rather than focus on the study's main results, the presentation will explore 'how' these results came to emerge via the Mad/peer researcher's engagement with the data through the following techniques: (1) "listening for [service user] resistance" (Costa et al., 2012), and (2) "quiet data" that may be otherwise pathologized or ignored (Voronka et al., 2014); and (3) moving /being moved by "resonance" with one's lived experience and community politics (Gillard, Turner, & Neffgen, 2013; Voronka et al., 2014). By reading transcripts for resistance, quietness, and resonance, particular themes materialized that were otherwise missed by the more conventional coding framework developed by the research team.

Conference Connection

The conference is focused on innovation, including with regards to research methodologies. This presentation asks us to consider methodological innovations from recipients of social work services, how these challenge traditional social work methodologies, the different 'results' and implications for practice that consequently arise, and how these methodologies can be supported by social work researchers and taught within social work education.

Implications

When social work research focuses on data collection and analysis of user experiences for the purpose of devising recommendations for service improvement or policy development, we can fail to recognize and approach Mad/service user knowledges on their own terms. In contrast, when we support Mad approaches to analysis, we can begin to hear emergent knowledges that are important to Mad theory and movement building and to address Mad people's own identified priorities for action.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1482 - PERSPECTIVE TAKING WITHOUT EMOTIONAL CONTAGION FACETS OF EMPATHY AND THEIR INTERPLAY WITH COUNSELING COMPETENCE IN SOCIAL WORK

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Background and purpose

Counseling people in challenging situations is one of the most important tasks of social work. There is consensus that empathy is a particularly important counseling skill in social work, especially in the field of social welfare (Grant, 2014; Lynch et al., 2019) and an important "tool" in developing and maintaining relationships with clients. This study examines whether two distinct facets of empathy, i.e. the propensity to emotion contagion and the ability of perspective-taking, are associated with the self-perceived counseling competence of social workers.

Methods

Data are drawn from an online survey of social workers working in the field of social welfare (N=399). Study participants filled in the following two questionnaires: (i.) a newly developed and validated German-language questionnaire for the self-evaluation of counseling competences for social workers (Steger & Lätsch, in press) and (ii.) a comprehensive tool measuring different facets of empathy, which was based on well-validated questionnaires from previous research.

Findings

Regression analyses revealed that the propensity to the emotional contagion facet of empathy was negatively related to counseling competence (=.37, p<.001) whereas the ability to cognitively grasp the thoughts and feelings of clients was positively correlated with counselling competence (=.35, p<.001). Intriguingly, the two facets of empathy, which had opposing relationships with competence, were positively correlated with each other (r=.32, p<.001). In addition, a significant indirect path was found: The longer the consulting experience, the weaker the negative correlation between the tendency for emotional contagion and competence in counseling.

Conclusions and implications

Results suggest that not all facets of empathy are positively associated with counseling competence. Therefore, the often repeated call for developing empathy skills in social work may in fact deserve some qualification. Social workers with longer counseling experience show lower scores on emotional contagion along with higher (self-reported) competence. This suggests that one important part of accumulating and refining professional expertise in social work counseling may be to contain the propensity to emotional contagion without losing the ability to take the perspective of clients. Longitudinal studies are needed to investigate the development of empathy in social workers over time. Results are discussed in terms of the promises and risks of empathy in social work, particularly in social welfare institutions.

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Lynch, A., Newlands, F., & Forrester, D. (2019). What does empathy sound like in social work communication? A mixed methods study of empathy in child protection social work practice. Child & Family Social Work, 24, 139–147. https://doi.org/10.1111/cfs.12591

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O1505 - EVALUATING THE LONG TERM CARE PILOT PROJECTS IN SLOVENIA

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The regulation of long-term care has been envisaged in Slovenia for many years. With the aim of finding better solutions, pilot projects are being implemented in order to help to establish an effective system in the future.

Pilot projects are being implemented on three sites in Slovenia. Their main goal is to establish care provision where social and health care would be integrated and would complement each other, while simultaneously providing an opportunity of some new home care services. As an important novelty the projects introduce a single entry point where claimants would obtain all the information in one place and arrange everything necessary to commence the care process. Users will also be able to test e-care services. The projects started in 2018 and are expected to end in June 2020.

The Social Care Institute of the Republic of Slovenia, with the consortium partners – Faculty of Social Science and Institute for Economic Research, is evaluating the project implementation and the effects and solutions that the pilot projects will bring. Evaluation is external and independent. As part of the evaluation, the Institute will produce reports whose findings will be an important source of information for designing innovative, more appropriate long-term care solutions in the future.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1546 - DEVELOPING SOCIAL WORK RESEARCH CAPACITY IN INDIA

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Rajagiri College Of Social Sciences, Department Of Social Work, Cochin-India [1] World Health Organisation, Department Of Ageing And Life Course, Geneva-Switzerland [2] University Of York, Department Of Social Policy And Social Work, York-United Kingdom [3] University Of Melbourne, Department Of Social Work, Melbourne-Australia [4]

Background

Chronic health conditions, such as hypertension and diabetes, and comorbid mental health conditions increase the risk of cardiovascular diseases (CVD), premature mortality and years lived with disability in India. However, social workers are generally not involved in community health initiatives which address social risk factors for the management of chronic health conditions. This paper reports on a programme of research which had the dual purpose of developing social work research capacity and a model for community medical social work practice in India. The 3-year programme involved training and exchanges of faculty and students of Rajagiri College of Social Science in Cochin, Kerala, and the University of York, UK.

Methods

Research training was provided in situ alongside the multi-method study. Learning was a mutual process as colleagues in both India and the UK developed their understanding of research methods and the local community in Kochi.

The process started with a scoping review of published studies on social factors associated with co-morbid chronic disease and mental health problems in India. Ten papers met the criteria and relevant findings were extracted.

We then conducted a community survey (n=997) to estimate the prevalence of chronic disease and mental health comorbidities, and also to identify risk factors in the management of hypertension and diabetes. This was a household door-knock survey of all adults over the age of 30 from a defined geographical area in Kochi, Kerala which measured demographics, social networks, social cohesion, physical capacity, health behaviours, depression, anxiety and health service utilization.

To further explore the findings of the community survey we conducted qualitative interviews with health professionals and local community members. Interviews were analysed thematically throughout the process of data collection.

Finally, the intervention development was informed by a systematic review of social interventions and a workshop including local stakeholders.

Findings

The scoping review identified six risk factors for co-morbid chronic disease and mental health problems: demographic, economic, social networks, life events, health barriers and health risk behaviours. Research in this field is limited, highlighting the need for further research.

The survey found that the prevalence of diabetes (16%), hypertension (19%), depression (16%), anxiety (22%) and stress (14%) are comparatively high in Kochi, Kerala. Latent class analysis identified three clusters of risk factors for the poor management of chronic disease. A social risk group, mediated by the presence of depression, was identified, which is potentially amenable to social work intervention.

Qualitative interviews identified a lack of capacity among local health professionals to address social risk factors. The interviews with local community members supported the survey findings and found a distinct set of social factors which were not being addressed by primary health care services.

Conclusions and implications

This research programme has supported the development of a new social work research team in Rajagiri College and a new intervention model. This paper will reflect on the process and explore how we can support the development of international social work research capacity, particularly in low and middle-income countries.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1553 - POVERTY AND VIOLENCE AGAINST CHILDREN IN SOUTHERN UGANDA A PROPENSITY SCORE ANALYSIS

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Background
According to the most recent estimations, globally over half of all 2-17 years old children (1 billion children) experienced past-year violence, with a minimum of 50% or more of children in Asia, Africa, and Northern America experienced such violence (Hill et al, 2016). Specifically, in Uganda, nationally 44% of 13-17 years old girls experienced physical violence and 25% 13-17 years old girls reported sexual violence in the past year (UNICEF, 2018). The same report revealed that adolescent girls from high-prevalence HIV and AIDS regions had experienced violence at even higher rates (46.8%-59.9%) (UNICEF, 2018).

Even though the emerging literature from western countries indicates that child maltreatment can be a result of numerous interlinked factors (The National Research Council, 2014) and many families with history of child abuse and neglect might experience adversities such as substance abuse, mental illness, domestic violence and criminal justice involvement, these adversities are very difficult to fully separate from their poverty (Fong, 2017). The studies conducted in western countries also indicated that distressed neighborhoods could put parents at additional risk for maltreatment due to multiple stressors they provide, the overall lack of resources available and the lack of social norms that provide a supportive environment for positive parenting (Maguire-Jack, 2014).

Methods
This paper will use the baseline data from Suubi4Her, a five-year randomized control trial (2017-2022) with 14-17 years old 1,260 adolescent girls from 47 schools from southern Uganda-a region heavily affected by HIV/AIDS (Ssewamala, 2018). The trial will explore the effects of a family-based economic empowerment intervention on adolescent girls.
This paper aims to explore an effect of family poverty (lack of food) on risk of physical violence against children at home settings. The first step in our analysis will be to create propensity scores (Rosenbaum & Rubin, 1983) by modeling a logistic regression that predict the likelihood of family poverty and do one-to-one match to make sure that distribution of the treated group is closer to that of untreated group, indicating correction of confoundedness. The final sample included 644 cases—evenly matched between treatment and nontreatment. After matching, Poisson regression analysis with robust standard errors were used to explore the effect of poverty/lack of food on incidents of physical violence at home. The PSM was conducted using STATA/PSMATCH2.

Results
The preliminary analysis showed that lack of food as a proxy measure for family poverty is expected to have almost 18% (95% CI: 1.006 - 1.375, p=0.042) higher rate ratio for physical violence at home while holding the other variable constant in the model; while an existence of emotional violence at home – 78% (95%CI: 1.620-1.963, p=0.000) greater rate ratio while holding the other variable constant in the model.

Implications: Our study showed that poverty and specifically food insecurity are associated with higher ratio rates of physical violence at home settings. This finding could have implication for social work practice and child protection policies targeting decreasing violence against children.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1574 - SOME METHODOLOGICAL ISSUES OF QUANTITATIVE AND QUALITATIVE STUDY OF HUMAN RIGHTS AND PERSONAL DIGNITY IN OLD AGE

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The Foundation Zajednički put conducted a study "Rights of the Elderly in the City of Zagreb" (Spajić-Vrkaš et al., 2013) on a sample of 309 participants aged 60-95. The method used was a questionnaire the participants filled in by themselves. The issues of the quantitative approach became obvious at the very start of the study: a great number of the participants quit after the first couple of questions, primarily because of the Likert scales; a significant number of questionnaires were not completed, and many people gave programmed answers. We tried to solve these problems by filling in the questionnaire together with them, thus turning it into an individual interview. The interviewers read the questions to the participants and then noted their answers, but also their comments and stories. In this way a qualitative dimension was introduced in the method of the questionnaire, which enabled us to collect enough valid data to conduct a statistical analysis.

We noticed that the elderly have a better recollection of a discriminatory event from the recent past if they have a chance to give more details when answering the question of whether their rights have been violated. In this way they, step by step, reconstruct the context in which the discrimination took place. This narrative procedure helps them to give more wholesome and detailed answers to the questions from the questionnaire.

Based on these experiences, the Foundation conducted a qualitative study of dignity in old age (Rusac et al., 2016). The method used in this study was an individual semi-structured in-depth interview, and there were 30 participants aged 70-90. The aims of the study were to establish whether the elderly experience discrimination; how they react in such cases; and how they conceptualize personal dignity in old age. The qualitative approach provided us with thick descriptions of various forms of discrimination, but also the context in which older people experience age discrimination. The results showed that the rights violated the most are the rights from the category of safety and personal dignity. They experienced the highest level of discrimination in public spaces and transport, healthcare institutions, retirement homes, but also in their own families. In these contexts, they were mostly ridiculed, objectified, insulted, robbed, physically threatened, but also exposed to physical violence. Their reaction was mostly passivity and auto-censorship, however there are encouraging cases in which older people reported the discriminatory event to appropriate services, or they gathered and fought for their rights.

In order to conduct further research of ageism in public and private institutions, as well as in a wider social and cultural context older people inhabit daily, we suggest using the ethnographic method and research techniques of participant observation and semi-structured in-depth and open-ended interviews. Based on the results, we encourage designing and implementing programs of informing and educating older people about their rights and responsibilities, as well as the responsibilities of public services in the protection of the rights of the elderly.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1585 - THE NEED FOR A "SLOW SCIENCE" MOVEMENT IN SOCIAL WORK RESEARCH AND DOCTORAL EDUCATION A CAUTIONARY TALE FROM THE UNITED STATES

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This presentation will discuss how neoliberal trends in higher education, such as reduced state funding, increased emphasis on "metrics" and increased reliance on research grants, has affected the nature of social work research and social work doctoral education in the United States (US). This will be presented as a cautionary tale and will conclude with a discussion of the need for elements of a "slow "science" movement in social work research globally.

Neoliberalism has fundamentally altered higher education in the US over the past thirty years. While universities have become increasingly commoditized globally, the US has one of the most commoditized systems in the world. In the US, there has been an enormous decrease in state funding and universities have become increasingly resource driven (Olssen & Peters, 2005). This has led to sharply rising tuition, a greater emphasis on research grants and partnering with industry, an enormous reliance on part-time or contingent faculty, an increased focus on education as career training, and an emphasis on "metrics" or accountability in higher education (Jemielniak & Greenwood, 2015). In social work departments, social work faculty are being urged to increase their "output", which is typically in the form of research grants and publications, and are evaluated on quantifiable performance-based measures. This has led to an increasingly pressurized and competitive environment for social work researchers in higher education.

The push towards productivity has been shifted down to the doctoral education level in the US. As the social work academic job market is increasingly competitive, social work doctoral students are now also similar pressures as faculty, and must demonstrate productivity in the forms of publishing, grant-seeking and teaching as students (Harrington, Petr, Black, Cunnigham-Williams & Bentley, 2014). Students at the top ten social work schools in the US are now are graduating with an average of more than 5 publications per student. This emphasis on productivity has shifted the focus of PhD programs. To ensure their students secure academic positions, PhD programs are increasingly focusing on teaching commodified skills, and there is less focus on teaching students about theory or the intellectual history of the field (Miller, 2010; Cnaan & Ghose, 2018; Lightfoot, Gal & Weiss-Gal, 2018).

The presentation will conclude with a call for social work to consider adopting elements of the "slow science" movement. The "slow science" movement, akin to the "slow food movement", is calling for a move away from an emphasis on productivity and performance-based measures toward a more thoughtful, deliberate approach research (Alleva, 2006). The presentation will discusses the pros and cons for this approach for social work research in the extremely neoliberal higher education in the US, as well as globally. While individual social work faculty or doctoral students cannot adopt such an approach within a neoliberal environment, this presentation will conclude with small steps social work programs can do to promote a slow science approach within a neoliberal environment.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1594 - ADDRESSING POST SEPARATION STALKING FROM CHILDREN'S PERSPECTIVE IN FINLAND – CO OPERATION BETWEEN RESEARCHERS AND PROFESSIONALS

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Background

In the presentation, we describe our methodological experiences in ongoing research project "Children's Knowing Agency in Private, Multiprofessional and Societal Settings – the Case of Parental Stalking funded by the Academy of Finland. The prevention of ex-partner stalking is generally an acute professional issue in Finland. For example, a survey entitled "Violence Against Women", conducted in 28 European Union countries, shows that 18% of women have experienced stalking since the age of 15 by a person known or unknown to them, while the corresponding number in Finland is 24%.

Aims

The research is conducted in close co-operation with the professionals of national Support Center Varjo [Shadow], which provides services for stalking victims and perpetrators, gives training and consultation to professionals. The team included researchers and nine professionals (psychologists, social workers and psycho-/family therapists). Our shared goal is to produce knowledge on post-separation stalking from children's perspectives and bring children's marginalized voices into the academic, professional and public discussion on domestic violence. This motive derives from an emancipatory research interest—seeking social and moral justice for children as well as advocating for their rights.

Methods

A narrative approach offers an opportunity to combine subjective and official, procedural narratives and interaction between settings. Research data is collected through multiple methods and it aims to combine combining both children's perspective – what and how they narrate about their experiences – and child's perspective – what adults and official reports tell – to achieve a multidimensional and contextual picture. Children's own experiential knowledge is achieved from different qualitative and quantitative data: 1) thematic, teller-focused interviews 2) three therapeutically orientated action groups (each included 10 sessions 3) one art- and action-based group 4) one child and mother therapy case process (10 sessions) 5) The Webropol survey for young people (under collection). Qualitative data collection with children and young people was conducted together with professionals. The survey was planned together with the young people acting as experts by experience as well as with professionals. Child's perspective is achieved from 1) interviews with mothers 2) reflections with professionals working with children 3) court cases on stalking. Complete case files are collected from the district courts and courts of appeal on all stalking cases between 2014 and 2017 (n=419).

Results

Our research process shows that 1) narrative methodological approach can offer creative possibilities to combine children's, young people's, their mothers, professional and official narratives; 2) forming partnerships between researchers and professionals can promote knowledge production; 3) co-creation of knowledge can support translating research results to new innovative practices.

Conclusions

We argue that by combining both children's perspective – what and how they narrate about their experiences – and child's perspective – what adults tell and interpret about these situations, it is possible to achieve a multidimensional and contextual picture about children's situation in sensitive research topics, like post-separation stalking. Partnerships between researchers and practitioners can also support developing practices with child victims.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1625 - HOW SHOULD I PUT IT Q METHODOLOGY AS AN INNOVATIVE MEANS OF ENGAGING SOCIAL WORKERS IN RESEARCH ON ORGANISATIONAL POLICY AND PRACTICE

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Q-methodology was used in research to explore probation officers' perspectives on the use of risk-of-harm assessments and risk management strategies in their practice. Legislative, policy and practice developments in this area often stem from serious case reviews and are linked to the worthy organisational aim of public protection. It is also, however, arguably forcing social workers to adopt control measures more traditionally associated with police and prison staff practices. Thus a key concern for research participants in this project was that they may be perceived as too critical of their organisational policy and procedures. A research method which allowed participants to engage as meaningfully as possible, taking account of these concerns, was therefore essential.

This presentation highlights the benefits of Q-methodology to engage social workers on issues which may be considered sensitive by their organisation. Q-methodology, developed by Stevenson in 1953, is a systematic method to investigate the perspectives of participants who represent different stances on an issue, by having participants rank a series of statements and by applying statistical analysis to the study of human subjectivity (Ellingsen et al, 2010).

Summary of key points:
• Brief explanation of method using visual aids of a Q-ranking exercise.
• Models for developing the Q-statements vary, from purely literature based models, to those which combine literature sources and conversations with practitioners or experts. This research adopted the latter which ensured that the statements were relevant to respondents' probation practice.
• Q-methodology can be utilised in purely quantitative designs or in mixed methods designs which combine the ranking exercise with a conversation. The latter design proved ideal as the ranking process allows participants to build a rapport, naturally and slowly, with the researcher before engaging in more meaningful discussion.
• Participants re-sorted statements until they were satisfied with their final distribution. This allowed participants to consider their own priorities before finalising 'their answer'. This differs from other methodologies where participants are required to answer as the interview progresses. This seemed to give participants more control over the process.
• Pilot interviews tested a structured and unstructured distribution of the statements, before the former was adopted. This allowed participants to rank the statements on a normal distribution grid with a range from 'tend to agree' to 'tend to disagree' (Webler et al, 2009), allowing participants to choose moderate rather than absolute viewpoints and therefore not be openly critical of their organisational policy and procedures.
• Statements were phrased in both positive and negative language so participants could rank on whichever side of the curve fitted best with their view. The choosing of statements for the outer extremes of the curve generated a lot of discussion. This is an indirect and useful method to elicit clear views on the most sensitive and controversial issues.

Conclusion
Social work research should adopt more innovative methodologies to explore sensitive and potentially controversial practice and policy issues. Q-methodology is under utilised in social work research and offers unique advantages in this regard.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1632 - WELFARE TECHNOLOGY IN THE SERVICE OF CHILDREN TO INCREASE CHILDREN'S PARTICIPATION IN CHILD ASSESSMENTS – TESTING THE DIG CHILD APPLICATION

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It is inevitable that digitalisation, due to the pandemic, has come to play an important role in contemporary society. In an ongoing project (DIG Child), based on an innovation idea that was developed by social workers to increase children's participation in child assessments, we are developing a digital tool. The DIG Child application is designed to fit with the formation of the child welfare assessment plan and aims to indicate how the welfare investigation should be conducted. The intention with the affordances in the application is for the children to "create themselves", "create others" and "create places" and in this way enable the social worker to get closer to the children's own perspectives. The emotional affordance in the DIG Child application enables a child to express their feelings without using words (Blomberg, Östlund, Rautell Lindstedt, & Cürüklü, 2021). Children of today are digital natives (Gallo, Rausch, Smith, et al., 2016) and by using the application during an encounter with social workers it can create a more symmetrical communication.

The aim of this forthcoming article is to discuss and problematize how welfare technology can contribute to include children's and users' perspectives using the DIG-child application as an example. Moreover, how welfare technology can facilitate social work in various ways as well as how ethical and legal aspects ought to be considered.

Empirical material consists of 11 individual interviews with social workers and social work students at their last semester. Before the interviews the participants have had the possibility to try out the DIG Child application. The participants were asked to reflect upon the possibilities and limitations of using Welfare technology in social service and child assessments. The interviews were recorded and transcribed verbatim. The interviews were analysed with a thematic analysis, focusing on content that included reflections on challenges and possibilities of using welfare technology within social work. Preliminary findings show both hesitance and an enthusiasm to implement the DIG Child application or using Welfare technology in social work. Especially the students' considered the digitalization as an irrevocable fact that are usable and will be included in social work practice no matter how the practitioners' value digitalised tools.

References:

Blomberg, H., Östlund, G., Lindstedt Rautell, P., & Cürüklü, B. (2021). Children helping to co-construct a digital tool that is designed to increase children's participation in child welfare investigations in Sweden. Qualitative Social Work DOI10.1177/1473325021990864

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Social work history and identity as a profession and discipline

O1178 - CHALLENGES AND DEVELOPMENT OPPORTUNITIES FOR SOCIAL WORK PROFESSION IN ROMANIA
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The research paper presents the main results of an evaluation of the social work professionalisation in Romania, which used the attributes developed by Idit Weiss-Gall și Penelope Welborne (Weiss-Gal & Welbourne, 2008). The evaluation shows, in a comparative perspective at European level, how social work is trying to consolidate its status among other professions from social assistance services sector and which are the main factors which influence the current status of social work profession, particularly the inappropriate use of the social work title and the slowness of the professionalisation in the public sector which might contribute to the lower status of the profession, a vicious circle in which these factors become already capable to reinforce themselves. The research shows also that the precarity of social profession is significantly determined by lack of willingness of the key actors for long term investment in social assistance services at local level. Another major risk assessed is related to the profound changes of the labour market which might impact particularly the young professions, as is social work, the risk being doubled by the precarity of its status among other professions. The process of decomposition (Susskind & Susskind, 2015), accelerated by the adoption of AI solutions on the labour market, but also by transferring some specific social work tasks to other professions, is likely to impact social work profession more than other profession since still it is a young profession while in a hesitating process of resuming its existence after a long banning period during the communist period. The migration of social workers, usually those best professionally equipped, looking to work abroad, most of them in United Kingdom, is also a weakening factor, the social work sector losing important resources which can speed up the professionalisation process. The research methodology consists in an extensive literature review related to the social work profession and professionalisation, including publicly available data related to the structure staff working in social assistance in Romania, and an analysis of relevant legislative provisions and strategic documents related to the social work development. A qualitative component is based on series of interviews with key representatives at national and county level, as well as four study cases aiming to explain in details the status of social work profession and the risks associated to the lack of adequately trained staff at community level.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1241 - FROM LATE TO POST COLONIALISM A CASE STUDY OF SINGAPORE

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This paper draws from a case study of social work in Singapore from the end of the Japanese occupation in 1945 to full autonomy in 1965. The background, within my own research, to this proposed paper is twofold. First, it follows extended archival research about the development of social work both internally and in relation to other disciplines, and is an extension of the application of archival methods to the history of social work. Second, it develops understanding of the relationship between social work and other fields and disciplines – something the sociologist Andrew Abbott calls 'the great problem of social work history.'

My purpose in taking this focus is to illuminate several key, often familiar, themes and tropes within social work writing, discourse and scholarship in ways that caution against some accepted and influential positions.
This study commenced in 2018. The phasing of fieldwork and data analysis are interwoven, neither being wholly complete. The archival sources deployed in this study include: Singapore Children's Society annual reports 1952 to 1964: parts of extensive interviews with women in the National Archives of Singapore, recorded mainly in the 1990s; Singapore government documents – memos, reports, press coverage, minutes and correspondence; a partial review of the role of the now largely forgotten Colonial Social Science Research Council, set up by the British government from 1944 under the Colonial Development and Welfare Act of 1940; and a review of language regarding 'colonialism' in social work journals in the UK.

I will focus, for sake of interest, on two strands, drawing mainly on the first three fieldwork sources. First, the significance of four women - Jean Gray/Marshall, Myrna Blake, Lucia Bach and Daisy Vaithilingam. Second, I will sketch the political, cultural and social dynamics lading to the foundation of the Singapore Children's Society in 1952. The research 'findings' in relation to the first strand bear on the following topics:
• The central, but hitherto largely ignored importance of the context of war for the development of welfare.
• The force of privilege.
• Colonial identities.
• The role of strong women, moving across boundaries between and sometimes within West and East.
The first strand suggests three conclusions:
1. Colonial influence is central but not at all simple to understand.
2. Welfare consciousness at society level – and conscience – is fluid and conflicting.
3. The actings of women are important but changing in this period.
The second strand leads to consideration of how social work within late colonialism allows provisional conclusions on how questions of the family were understood in shifting ways, and also on the location of social work, sometimes uncomfortably, within the State.

As for the conference themes, it locates primarily within the subtheme of Social Work History and Identity as a Discipline and Profession, but is also closely related to subtheme #2 Social Work Research...Across Boundaries.
The value and implications of this research will be to reset – at least aim so to do – ways in which conversations take place within and between Orient and Occident.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1364 - SOCIAL WORK AND PUBLIC PERCEPTIONS

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Despite several studies internationally which paint a generally positive picture of the public perception of social work (Davidson and King, 2005; Staniforth et al., 2016; Cordoba, 2017; McCulloch et al., 2017), social workers believe they are negatively perceived among the public and other professionals. They attribute this to a poor public understanding of social work and the difficulty inherent in qualifying its role, function and activity.

Ricoeur (1988: 246) argues that our self-perception is dictated through the narratives that we build around us. This paper draws on findings from a broader PhD study on social workers' self-perception. It explores factors that contribute to their ambivalence to identify as social workers, and their understandings of how they are perceived by others - the public, service users, other professionals and the media.

The study employs biographical methodology, involving life-story, narrative interviews of 19 social workers in Scotland. A Bourdieusian lens is utilised to analyse the data, the 'sense of place' that leaves social workers divested of the 'social energy' (Bourdieu, 1986: 183) to defend their professional standing (Roach Anleu, 1992; Halliday et al., 2009). The study finds that social workers are more likely to identify by their specific role i.e. residential childcare, advocacy, disabilities, or more generically by their employer i.e. the local authority.

Social workers believe that the public's negative view is in part linked to their reluctance to acknowledge social ills, the "social suffering" Bourdieu (1999: 5) identifies in the everyday world of social workers. This leaves social workers feeling "abandoned, if not disowned outright, in their efforts to deal with the material and moral suffering that is the only certain consequence of this economically legitimated Realpolitik" (Bourdieu, 1999c: 183). They are irritated with social work being conflated with child protection and social workers being viewed as authoritarian 'agents of the state' (Bourdieu, 1999: 184), due to them often being the only visible professionals "doing" child protection (Jones, 2014; Shoesmith, 2016; and Beddoe et al., 2017).

Narratives of feeling disrespected, under-appreciated, and dismissed by other professionals (Roach Anleu, 1992; Tata et al., 2008; Halliday et al., 2009), are significant as social work moves increasingly towards integration with other disciplines and risks a form of "social ostracism –a lack of connection with networks that are meant to validate one's place in the established social order" (Houston, 2016: 14). On the other hand, the 'hero narrative' is equally hard to hear when they are not convinced of the quality of their work, engendering habitus clivé (Bourdieu, 2000), a sense of self torn by dislocation and internal division, with dispositions losing coherency.

The findings raise an epistemological challenge for social work as a practical-moral rather than scientific-technical discipline, one which Webb (2017) suggests is fertile ground for examining the struggle for legitimacy in relation to professional identity, and particularly at a time when managerialism is increasingly dominant over professionalism (Noordegraaf and Schinkel, 2011).

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1407 - HEAD OR HEART KEY COMPETENCIES FOR SOCIAL WORK WITH FAMILIES

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Background and purpose

Family life is a source of laughter and happiness – but also of questions, anxieties and problems. Especially the early stages of parenthood are vulnerable phases for both, parents and children. In order to enhance parenting and to secure child protection, many youth welfare systems provide information, counselling and classes. Depending on context, methods and aims, these services are referred to as 'early intervention', 'parenting programmes' or 'preventive parents' education'. Yet, their success cannot be taken for granted. Beyond other factors, programmes' design and content are crucial – and require skilful delivery by sufficiently skilled facilitators (Whittaker & Cowley, 2012). But what does this imply? Despite widespread application of parenting programmes (Daly, 2015), little is known on the relevant competencies family practitioners (should) have (Müller-Giebeler, 2018). Thus, our research question is: what do family practitioners perceive as "good" social work with families, which competencies do they themselves consider relevant for performing and how do these fit into other competence frameworks?

Methods

Our empirical data has been produced in structured group discussions, conducted with the World Café conference method, in which participants discuss given questions in a relaxed café-style atmosphere (Brown & Isaacs, 2005). We organised an event for social workers, providing academic input on parenting styles and parenting support, followed by group discussions by means of six core questions, purposefully orientated towards principles of Appreciate Inquiry (Cooperrider et al., 2003). The 117 participants wrote and doodled on paper tablecloths and thus recorded their insights immediately. In sum, data on 72 tablecloths have been captured. We digitised and transcribed these and comparatively analysed the data using Maxqda software, following the principle of the theory-led thematic analysis.

Findings

The participants had a lively discussion and noted a broad range of aspects, including crucial key competencies of family practitioners. As scheme of analysis, we use a competence profile established and applied in the field of early intervention (NZFH, 2013). The analysis showed a conspicuous relevance of social competence: most groups assessed this as crucial for successful parenting support and highlighted, for instance, the importance of trustful relationships and empathy. Noteworthy was that skills such as active listening, networking and resource-orientation were emphasised on many tablecloths. Professional knowledge, by contrast, was mentioned infrequently. In other words, practice wisdom was discussed and highlighted more extensively than formal theory. The use of not only colloquial language but also technical terms, however, clearly demonstrates that theoretical concepts are well-known – and part of practitioners' tacit knowledge.

Conclusions and implications

Our research design encouraged the participants to discuss and assess their discipline in a creative, non-threatening manner. Though this research design has its limitations, further data collection with both other methods and stakeholders, notably parents and supervisors, would be fruitful. Nonetheless, the results provide new insights on (perceived) key competencies needed for social work with parents, throw light on the professional identity of family practitioners and can be used to examine their qualification and training schemes.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1424 - SOCIAL WORK IN THE PERIPHERY ON THE 1912 REPATRIATIONPROCESS FROM ARGENTINA TO SWEDISH LAPLAND

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In an effort to abandon poverty and unemployment, several hundreds of people emigrated from Swedish Lapland to South America 1911. Within a year, after tremendous hardships were several of the emigrants died before even reaching their designated allotments, a state initiated repatriation project was launched. The surviving members of the group were offered repatriation from Argentina on behalf of the Swedish government, an offer that stated that the returnees were return to their previous hometown of Kiruna in northern Sweden.

Kiruna were a young city, crammed with new settlers and a place with harsh working- and living conditions. Therefore, the homecoming of several hundreds of extremely poor, sick and destitute former emigrants was not necessarily beneficial for the town that already suffered from unemployment.

The national and the local agendas were not particularly coordinated, which is significant considering that the government so heavily relied on local solutions. Hence the centre/periphery dimension which referring to the contradictory position of the national state, rescuing former citizens while at the same time inflicting destitute individuals (which also were seen as 'anti-Swedish') on the relatively poor local community.

Against this background, the aim of this paper is to study how a local community such as Kiruna, with its poorly developed social service, handled the integration of the returnees. What strategies and solutions were at hand considering the geographical, economic and political circumstances in which they worked?

Contradictory components inherent to the process of remigration can be pointed out, both as concerns this particular case and about the phenomenon in general, with implications both for historical and contemporary research on social work, remigration and its impact on a local society in the periphery.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1428 - THE SOCIAL WORK REGULATOR AND PROFESSIONAL IDENTITY A NARRATIVE OF LORD AND BONDSMAN

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This paper is about the professional identity of social work in its relationship to external regulation.

Since the early 2000s, in a development since mirrored across much of the Anglophone world, and considered in other European countries, social work throughout the devolved nations of the UK has been subject to external regulation. This has brought about a radical transformation of the governance of the profession. Among the key changes were: reform of social work education; protection of the social work title; the need for continued registration and continuous professional development; and the provision for workers' fitness to practise to be judged and for them to be stricken from the registration list if found wanting. All of these functions were overseen by newly created governing bodies.

While a key justification for regulation was to enhance professional identity, and indeed much of the demand for it came from social workers via their professional bodies, there is little evidence that it has done so. Indeed, a growing literature points out conflictual and unproductive relationships between social workers and their regulators, within which a marked power imbalance in favour of the regulator is apparent.

Drawing on a current writing project with colleagues, I approach the issues posed by regulation at a more conceptual level, seeking to illustrate the nature of this imbalance theoretically by drawing upon the classic philosophical narrative, developed by Georg Willhelm Friedrich Hegel (1770–1831), of the 'lord and bondsman'. I seek to demonstrate the utility of the Hegelian narrative using data from a Scottish study into the views of social workers on how they understand their professional identities, focusing specifically on those aspects of the study that address the place of regulation in this process.

The data appears to support the Hegelian dialectic, which might be seen to help us make sense of the current relationship between social work and its regulator – with implications for other regulators. Social workers do cast themselves in a relationship of subservience to the demands of the regulator. They perceive a disconnect between the core values and aims of the profession, and the blunt and often tokenistic instruments employed by the regulator to legitimate its role. These have led in large measure to a retreat into defensive rule-following modes of practice.

However, while highlighting an unequal and subservient relationship, the Hegelian narrative might also point us towards possible ways forward. While the social workers in this study did at least perceive their dominated position and understood how it impacted negatively on practice, our data also suggested a discernible social work consciousness, in which social workers, unlike the Hegelian servant, they did not recognise the SSSC as the proprietor of their labour. It is perhaps through this recognition that social work may become able to confront itself and, in so doing, to negating and transform its current state.

The lord and bondsman narrative may, thus, offer some possibility of a way forward through identifying these dialectics as a necessary step towards a more self-conscious professional maturity.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1495 - IMPLEMENTING SOCIAL CONTROL AND ADVOCATING FOR SOCIAL JUSTICE A SHORT HISTORY OF ENGLISH MENTAL HEALTH SOCIAL WORK PRACTICE.

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Implementing social control and advocating for social justice: A short history of English mental health social work practice.

This paper will explore the position that the role of mental health social work in the UK has two competing narratives; that of maintaining 'social order' and the promotion of 'social justice'. These two competing, and sometimes complimentary discourses, have been the core of a dialogical, ethical, and professional discourse within mental health social work since its inception. To understand how the professional identity, role and institution of mental health social work has developed, this paper will trace a social and political economy of mental health social work practice in England, in doing so, will explore the impact of deinstitutionalisation on mental health social work practice, and will seek to ask, and answer the question: are we merely replicating institutional care in the community?

This paper has been developed, in part through the undertaking of a case study method, based on original ethnographic research, undertaken by a mental health social worker and Approved Mental Health Professional. The research within this paper will critically examine the role of contemporary mental health assessments, exploring the legal, ethical, moral and professional implications of street based mental health triage assessments.

The discussion within this paper will look at the move within mental health social work practice from institutional care to community care. This paper will make the argument that the social justice narrative of de-institutionalisation has become a contradictory experience in the UK; with mental health services often replicating some of the more oppressive 'social control' aspects of institutional care within a community context. The discussion and analysis will highlight that this process of liberation from the asylum may have become a new form of 'confinement' in a 'community' context; with street-based triage assessments acting as a conduit for community-based confinement.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1530 - 'THE STRENGTH OF A PEOPLE IS MEASURED BY THE WELL BEING OF ITS WEAKEST MEMBERS' * HISTORICAL RESEARCH IRRITATING THE CONCEPTS OF WELFARE.

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"Since the 1990s, across many countries, inquiries and truth commissions into various forms of historical abuse have proliferated," comments Katie Wright in her worldwide network. That network seeks to elucidate complex questions in relation to the form, function and scope of inquiries and their potential to redress historical injustices and foster social transformation.

Likewise in Switzerland, it is becoming increasingly clear that during the 20th century tens of thousands of children and adolescents were placed in foster care. There they experienced social isolation, physical and sexual abuse that was able to have a lasting impact on their course of life (Hauss et al 2018). However, the group of those affected by coercive welfare measures extends far beyond the children, and can be found in groups of all ages, mostly they were individuals in poverty or in atypical familial constellations (IEC 2019).

The public debate led also in Switzerland to state programs to process and reassess the events -- and provide compensation to the victims for the wrongs they had suffered. With this aim, the Swiss government has launched inter alia two comprehensive research programs in which researchers from the field of history work together with researchers in the sphere of social work. In these investigations, Switzerland is called to account for the fact that the cohesion of the country was also owed to and rooted in the creation of boundaries vis-à-vis 'below' and 'outside' -- and that in a land professing adherence to humanitarian traditions, social relations were marked by structural and mental violence. A culture of law is brought to light that had little sensitivity when it came to basic human rights.

The proposed presentation seeks to reflect of the processes of working through and reappraisal in respect to the question of changes in the culture of memory (Assmann 2018). It raises questions about the role of research in processes of political re-evaluation as exemplified in Switzerland, and asks: What new and also contradiction-ridden perspectives open up for Social Work as an actor within the new culture of memory?

The presentation endeavors to open up and spark discussion about the challenging demands and opportunities bound up with this new perspective on history. These questions are being raised in a country that previously grounded its own self-understanding and national identity on humanitarian values, direct democracy and solidarity and this is especially disturbing. In this connection, the field of Social Work is called upon to confirm anew the validity of its guiding social principles, due to which in the past its professional identity suffered damage due to wrongs committed.

Hauss, Gisela et al (2018) (Ed.) Fremdplatziert. Heimerziehung in der Schweiz 1940 – 1990. Zürich: Chronos.
IEC, Independent Expert Commission on Administrative Detention (Ed.) (2019) Organisisierte Willkür. Administrative Versorgungen in der Schweiz 1930 – 1981. Schlussbericht. Zürich: Chronos
Assmann, Alaida (2018) Der europäische Traum. Vier Lehren aus der Geschichte. München: CH Beck.
*Preamble of the Swiss Federal Constitution

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1544 - EXAMINING SOCIAL WORK'S HISTORICAL LEGACY HORRIBLE HISTORIES AND ACTS OF RESISTANCE
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Social work is the fastest-growing profession internationally, mostly because investing in social services evidently has a positive impact on societies. However, social work's achievements, progress and commitment to social justice cannot be celebrated while neglecting its own troubled past. Drawing upon our historical research on social work's 'troubled histories', we argue that much of the official social work profession has historically colluded with oppressive regimes and oppressive policies. This presentation aims at discussing social work's historical legacy, analysing social workers' involvement in institutional oppression as well as those histories of resistance exerted by some colleagues to contest and challenge abusive practices. An analysis of historical cases of complicity with oppressive policies/regimes in Europe and Latin America will be presented, identifying contexts and common denominators in these histories that enables the understanding of ethical irregularities embedded in the "state of exception" (Agamben, 2005). The efforts and sacrifices of several social workers who undertook counterhegemonic practices in such contexts will be also presented. This includes cases of social work practitioners and academics who took part in anti-fascist actions, political activism and defence of human rights in contexts of political violence. From these findings, we will argue that the profession has an obligation to explore, appreciate and learn from these historical injustices. Communities that have suffered from institutional racism, violence and segregation in the context of social services should have a prominent role in the process of exploring this history. The stories of those affected need to be told and their traumatic experiences must inform meaningful change in policy and professional practice in the 21st century. Researching social work's dark histories and acts of resistance may contribute to re-imagine an ethical future that enable the profession's transformative potential can be fully realised, moving the profession towards the collective construction of ethics of reconciliation and politics of hope.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Social work research policy practice or education across boundaries – including across national social cultural disciplinary and professional boundaries

O1006 - HOW TO TEACH EVIDENCE BASED PRACTICE IN SOCIAL WORK A SYSTEMATIC REVIEW

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Lmu München, Educational Psychology, Munich-Germany [1] Universität Augsburg, Philosophy And Social Sciences, Augsburg-Germany [2] University Of California, Berkeley, School Of Social Welfare, Berkeley-United States [3] Katholische Hochschule Benediktbeuern, Social Work, Benediktbeuern-Germany [4] Katholische Hochschule München, Social Work, München-Germany [5]

Objective: Despite certain criticisms (e.g.; Webb, 2001), it has been argued that social workers may generate better outcomes for clients when they follow an Evidence-based Practice (EBP) approach (Gambrill, 1999; Emperanza et al., 2015). However, social work practitioners barely incorporate EBP in their daily practice (Scurlock-Evans & Upton, 2015). Part of this problem goes back to social work students' and social workers' lack of knowledge and education in EBP (e.g. Gray et al., 2012). Thus, we attempted to systematically describe the state of research on how to best teach the process of EBP and/or empirically supported treatments (ESTs) to social work students and practitioners as well as regarding the quality of empirical research related to this issue. Research questions (RQ) were: (1) How are educational interventions conceptualized? (2) What are their effects? (3) What is the methodological quality of the studies? Method: We conducted a systematic review, largely following the Cochrane and PRISMA guidelines. We systematically searched eight data bases, hand-searched the special issue of 2015 of Research on Social Work Practice regarding the Houston Bridging the Research-Practice Gap Symposium as well as the Journal of Evidence Based Social Work and carried out a Snowball Search to identify quantitative, qualitative and mixed methods studies which empirically investigated EBP education in social work. We included studies that attempted to teach the process of EBP as well as ESTs or both approaches. We double coded (range for = .62 – 1.0) variables that refer to the conceptualization of the educational interventions (EI), their outcomes as well as the studies quality, namely their designs, measures and risk of bias. Results: (RQ1) A guided student-centered instructional approach (55.6%) and knowledge application in real world settings (48.2%) were the most prevalent approaches in the educational interventions. (RQ2) Effects of declarative and procedural knowledge of EBP as well as on Motivation towards EBP and satisfaction with the EIs were mostly described as positive (88.6%). However, the description of the applied EIs often was scarce, making it difficult to investigate what was done to what effect. (RQ3) Only five studies (18.5%) applied a controlled design. Across all measured variables, measures of effects relied mainly (98.2%) on self-report. Out of 55 coded effects for declarative and procedural knowledge, 13 (23.6%) were based on objective tests (multiple-choice tests), whereas 42 (76.4%) used subjective knowledge tests (i.e., self-ratings). As for risk of bias assessment, 15 (55.5%) out of 27 studies scored 0, 1, or 2 (range 0–4). Conclusion: Future research needs to provide more detailed descriptions of EIs to allow a deeper investigation on what methods work best. We need more studies with controlled designs and measures that rely on objective performance tests (e.g. observation) rather than self-report. Social Work educators should carefully review and critically appraise the research evidence they want to base their teaching on and to consider research from other areas.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1051 - INVESTIGATING SELF CARE PRACTICES AMONG SOCIAL WORK PRACTITIONERS AN INTERNATIONAL CROSS CULTURAL COMPARISON

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Self-care is a "multidimensional, multifaceted process of purposeful engagement in strategies that promote healthy functioning and enhance well-being" (Dorociak et al., 2017, p. 326). Increasingly, self-care is viewed as essential to adroit, ethical social work practice. Despite the burgeoning self-care movement affecting the broader social work profession, very few have examined self-care practices among social work practitioners. Of particular scarcity are research inquires that empirically compare self-care practices, geographically. This study seeks to address these limitations in the current empirical literature.

This study, which is part of the Global Self-Care Initiative, employed the Self-Care Practices Scale (SCPS) to explore the self-care practices of practitioners in Slovakia, Poland, Czech Republic, Finland, Romania, and the United States. SCPS is an 18-item measure designed to have respondents designate the frequency with which they partake in professional and personal self-care practices, respectively. Primary data were collected from practitioners in each country, then managed and analysed via IBM SPSS version 24.0 (SPSS, Inc., Chicago IL). Overall, findings indicate that social workers in the sample engaged in moderate amounts of personal and professional self-care, respectively. Moreover, data indicated significant differences in self-care by health status, and number of weekly hours worked was a significant predictor of self-care. Significant cross-country differences were also detected.

This presentation is pertinent in several ways and is uniquely related to advancing the conference theme in that in contributes to innovation in practice and research. This study contributes to an empirical knowledge base pertaining to the self-care practices of practitioners in Europe, thus addressing a significant dearth in the current literature. This presentation will offer pragmatic education, policy, and research implications associated with improving self-care practices among social workers and examine cultural nuances associated with self-care practices. Participants who engage in this presentation will: appreciate the need for attention to self-care in social work, in general, and among European social workers, specifically; and, understand findings related to this study.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1070 - INTERNATIONAL COMPARATIVE ATTITUDES ABOUT CHILD PROTECTION AND THE STATE PARENTAL FREEDOM IN THE CONTEXT OF RISK TO THE CHILD

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Children's protection from serious harm is considered an appropriate government responsibility, but interventions into the family and restrictions on parental rights are also considered some of the most invasive and consequential decisions a state can make. In child welfare, parents' liberty interests may be in conflict with children's freedom, yet public opinion on where the state should set the boundaries on these liberties has not been examined. This study examines the normative basis for limiting parents' freedom by examining citizens' attitudes about the child's safety and well-being. The research includes an experimental survey distributed in two countries – Norway and the U.S. -- to examine citizens' views about government intervention and restrictions on parents' freedom. Using a vignette to characterize a vulnerable family with implications for child maltreatment, we manipulate one variable that represents the severity of risk to the child, and examine if this is causally related to the dependent variable. The sample includes 1,031 respondents from Norway and 1,010 respondents from the U.S. (California). Using a randomized survey experiment, we highlight normative beliefs about threshold events. Norway and the USA were selected as they represent two starkly different welfare state and child welfare state models. Findings suggest that citizens support restricting parental freedom under conditions of risk and that severity of risk is taken into consideration when assessing limits on parental freedom. In general, there is a reluctance to suspend parents' rights by separating children and parents, even in serious circumstances. Findings also show that citizens of the US are more comfortable with unrestricted parenting, regardless of risk, than citizens of Norway. The study has implications for international comparative child welfare policy and child welfare system design based on popular notions about parents' freedom and family privacy.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1077 - SOCIAL WORK INTER DISCIPLINARY COOPERATION AND SELF NEGLECT EXPLORING LOGICS OF APPROPRIATENESS

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Social Workers work with other disciplines to support people who self-neglect. However, little is known about how they engage cooperatively with these other disciplines. This is a significant gap in our knowledge particularly as self-neglect is a contested concept and there is little consensus in the literature about the nature of this phenomenon. As a result, different disciplines may be working with the same issues using very different understandings and theoretical lenses.

This presentation will outline the findings of a qualitative study of social workers in adult social care teams in an English city and their views of cooperative working. The data was gathered in semi-structured interviews with 11 practitioners, working with people who self-neglect. The data suggests that self-neglect casework gives rise to a range of social work responses to working with other disciplines. The findings, explored through the theoretical lens of the 'Logic of Appropriateness perspective', identify four logics —leadership, joint-working, conflict and proxy — used by the social workers to manage their approach to cooperative work. The study also highlights the ways in which social workers move between different logics when talking about inter-disciplinary cooperation and working with adults who self-neglect. The results highlight the complex dynamics of cooperation when supporting people who self-neglect and also suggest that these dynamics need to be understood in assessing the implementation of integrated policies for social care in this area.

The research study presented here offers practitioners an approach to conceptualizing the difficulties that might arise when working with other disciplines in self-neglect casework. It also has important implications for integration policies in adult social care in terms of challenging assumptions that working together is a straight-forward process. We also point the way for future research with users of social care services and how they experience inter-disciplinary work in supporting issues of self-neglect.

Conference themes:
ESWRA Conference Theme 2: Social work research, policy, practice or education across boundaries - including across national, social, cultural, disciplinary and professional boundaries – the presentation is focused on disciplinary and professional boundaries

ESWRA Conference Theme 3: Exploring the impact and effectiveness of social work practice – how different attitudes to cooperative working affect cooperative working in the context of supporting people who self neglect

ESWRA Conference Theme 5: Theorising social work / social work research – the presentation provides a novel theoretical approach to understanding inter-disciplinary work in the area of supporting adults who experience self-neglect

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1084 - REFLECTIONS ON SOCIAL WORK IN PRISONS DIFFERENT FRAMINGS FOR PROFESSIONAL POSITIONING

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Background and purpose

Prisons have been characterized by Goffman as "total institutions". This implies that inmates as well as staff are equally subjected to the logics of the prison, often referred to as "custody" and "care". Among other professions, social work constitutes an important professional group in most carceral settings of the Global North. Nevertheless, they operate in a setting that does not represent institutionally the social work profession. In this sense, working in a prison context as a social worker constitutes a crossing of professional boundaries. Social workers are confronted with the need to negotiate and reflect upon the carceral logics of "custody and care" while following the ethical rules and values of their own profession. We are interested in social workers' reflection and reasoning of their professional practice and how they handle ethical dilemmas they face in negotiations with inmates as well as inter-professional settings.

Methods

We base our presentation on material from observations ("shadowings") and interviews in two prisons in Switzerland. We follow four social workers in each institution during their daily routine, participate in inter-professional meetings and interactions with inmates. The one-day "shadowings" are followed by in-depth interviews with each social worker to collect information about their professional biography and reflect upon the observed interactions and negotiations. Our analysis then focuses on the reconstruction and hermeneutical understanding of professional positioning.

Findings

First insights suggest two different framings of social workers' practice and reasoning in these settings: one framing refers to the institution of the prison (its logics and its instruments such as forms, documents, and procedures), the other framing refers to the social work profession (such as theoretically informed social work concepts and instruments). With the data from the "shadowings" and interviews, we aim to scrutinize how these different framings structure social work practice in carceral contexts.

Conclusion

Dealing with ethical dilemmas is an integral part of social work. By researching social work in carceral settings we focus on a specific context that is profoundly ambivalent in itself and therefore poses a challenging working environment. The findings will help to further discussions and reflections for Switzerland as well as internationally, as research on these topics is scarce. At the same time, this discussion also links to other potentially "total" and closed institutions that are less obviously framed by constraint and confinement (such as homes for disabled, elder people etc.).

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1100 - THE ROLE OF EXPOSURE TO CHILD ABUSE SOCIAL EXCLUSION AND DISCRIMINATION IN PREDICTING PTSD AND RESILIENCE AMONG YOUNG ARAB WOMEN IN ISRAEL

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Background and purpose

Child abuse has been demonstrated to have long-term negative effects on mental and social functioning. However, most studies have focused on wide samples of the general population, whereas only few have focused on ethnic minorities. Moreover, the broad socio-cultural factors which may serve as risk or protective factors concerning the long-term implications of the abuse have received scant attention in the literature. Our study aimed to bridge these gaps by examining the role of exposure to child abuse, social exclusion, and discrimination in predicting PTSD and resilience among young Arab women in Israel. Our study stems from an intersectional trauma framework (Krumer-Nevo & Komem, 2015), which views young Arab women as a national and gender minority exposed to oppression alongside being exposed to child abuse. Therefore, they experience multitype interrelated traumas that may affect mental health. Here, we examined how abuse in childhood, social exclusion, and discrimination predict PTSD and resilience in this population.

Methods

The sample included 482 young Arab women aged 18-25 (M=20.52; SD=2.61) who had been born and lived in Israel, recruited through snowball sampling. Half of the participants resided in Arab cities, a quarter resided in mixed cities (of Jews and Arabs), and a quarter in Arab villages. Ninety-three percent of the sample were Muslims. The study was approved by the Ruppin Academic Center ethics committee. Participants filled out questionnaires regarding background information, exposure to child abuse (CTQ-SF; CTS), social exclusion, perceived discrimination, PTSD (SPTSS), and resilience (CD-RISC-10). All research tools were translated to Arabic. The tools demonstrated good psychometric qualities. Statistical analyses included Pearson correlations between the study variables, t-test analysis to examine differences in the study variables between women who experienced abuse in childhood and women who did not, and Hierarchical Regression Analyses to examine the contribution of the independent variables to the variance in PTSD and resilience.

Results

Approximately 70% of the sample reported exposure to one or more types of abuse is childhood. Positive correlations were found between exposure to child abuse, social exclusion, discrimination, and PTSD and negative correlations were found between these variables and resilience. Participants who experienced child abuse reported higher levels of social exclusion, discrimination, and PTSD and lower levels of resilience, compared to participants who did not experience child abuse. Experiencing child abuse, social exclusion, and discrimination predicted higher levels of PTSD. Social exclusion moderated the association between child abuse and resilience.

Conclusions and implications

Consistent with the concept of intersectional trauma, the findings show that both child abuse and social exclusion play a significant role in predicting PTSD and resilience among young Arab women. Accordingly, we need to embrace a context-informed perspective, which takes into account the gender, ethnicity, and social contexts of young Arab women, in addition to the context of the abuse. Moreover, we should aim for social change to reduce social exclusion and discrimination.

Reference
Krumer-Nevo, M. & Komem, M. (2015). Intersectionality and critical social work with young women. Theory and practice', British Journal of Social Work, 45, 1190-1206.

O1104 - CONSTRUCTING THE CITY SOCIAL WORKER'S IMAGES OF PUBLIC WELFARE SERVICES IN MULTICULTURAL CITIES IN LIGHT OF ETHNIC NATIONAL CONFLICTS

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Background and Purpose

In recent decades, following globalization and immigration processes, we are witnessing the creation of highly multicultural cities. These cities are the site of multiple ethnic, cultural, and economic tensions. Based on an extensive research, this presentation will focus on the dynamic roles of public welfare-services within those cities. It will examine the multifarious character of welfare-services in the specific case study of Jewish-Arab mixed cities in Israel. These cities represent a unique case study since they provide social services to a low-income diverse group of clients in terms of ethnicity, religion and culture. Moreover, they operate within the framework of ethnically disputed cities in the context of the intense national Israeli-Palestinian conflict. Grounded in multicultural theory, the current study examined Jewish and Arabs social workers' perceptions of mixed cities, and toward the roles of public welfare-services within the contexts of cultural diversity needs, institutional inequalities and a violent-national conflict.

Methods

The study was a qualitative research and based on eighty in-depth semi-structured interviews with social workers in three" mixed cities" in Israel (Jerusalem, Haifa, Acre). The sample represents Israeli Jews and Arabs social workers working in different areas of welfare-services.

Findings

The findings elicited four main perceptions of the concept 'mixed city': coexistence, segregation, division and denial. While Jewish participants from Haifa and Acre tended to perceive the city as a metropolis of coexistence that embodies integration and shared lifestyle, Jewish participants from Jerusalem tended to omit the Arab population from the description of the concept 'contested city'. Moreover, while Arabs participants from Haifa and Acre believed the city embodies majority-minority relations and segregated communities, Arabs participants from Jerusalem perceived it through the occupation lens. They viewed the city as divided and characterized by conflictual relations, human rights violation and municipality discrimination.

Moreover, the findings revealed three main approaches toward the role of welfare-services within the context of mixed cities: blind-to-differences, liberal-cultural-competence and critical-radical. According to the first approach, welfare-services constitute an a-political, neutrality arena and therefore their character shouldn't change in according to national-ethnical-cultural contexts. In contrast, the liberal-cultural approach perceives welfare-services as unique since they assist a culturally diverse clientele. While it highlights the significance of cultural competence, the approach isn't aware of political aspects and Jewish-Arabs power relations. The third approach believes welfare-services operate within a complex arena characterized by inequalities and social-ethnic-national power relations. Guided by this perspective, welfare-services are perceived as a tool to promote social and national justice.

Conclusion and Implications

The study shows that 'mixed cities' term is both contested and discursive concept. Moreover, findings show that in the context of both multicultural and conflicted cities, the character of public welfare-services is highly shaped by ethnic-national identities and social-ethnic-national tensions. The study highlights the importance of developing social work education concerning the role of social work in multicultural societies, in the context of conflict areas. Such development might enhance welfare-services' capability to operate in a changing, highly conflicted urban welfare society through a multicultural approach, while addressing wider social-ethnic inequalities.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1164 - DEVELOPING "SELF EFFICACY" AS AN OUTCOME MEASURE IN CROSS NATIONAL SOCIAL WORK

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Context

Interest has grown in using the construct "self-efficacy" as an outcome measure, particularly since the publication of the seminal work by Holden et al. (2002), which introduced construct to a wider audience. Little work has been done on the applicability of the construct to diverse populations in social work; the study discussed here explored the use of "self-efficacy" in a Chinese context.

This empirical study that used "self-efficacy" as a central construct, was part of a cross-national three-year (2017-20) European Union (EU) funded project, "Building Bridges between Europe and China to Strengthen the Social Work Profession" (BUIBRI). The overall approach of the project has been to develop social work and social work education in China through the collaboration of 3 Chinese Universities and Universities in 3 EU Countries (Finland, Sweden and UK). A central element of this project has been the implementation of a cascaded development programme for field-educators. Changes in the-educators' sense of their own self-efficacy has been measured as they progress through this development programme – it is this study that we discuss in this presentation.

Presentation Aims

1. Demonstrate the use of "self-efficacy" as a development programme outcome measure
2. Explore any theoretical complexities of using "self-efficacy" in a Chinese context

Methods

The study was conducted at three Chinese sites (Guangzhou; Nanjing; Shanghai). Field- educators (n=300) were recruited as participants, largely from NGOs, by the 3 Chinese Universities. These field-educators participated in a cross-national development programme and were given a self-completion questionnaire at 3 time points: t1 prior to programme, t2 after programme, t3 three-six months after programme having supervised a student on placement. For each item on the questionnaire, participants ranked their sense of self-efficacy on a ten-point Likert scale. Changes in an individual's sense of self-efficacy over time were measured and these changes were then aggregated to indicate how the sense of self-efficacy had changed across the cohort. Using SPSS, changes in in participants' sense of self-efficacy were corelated with a range of factors, such as gender, geographical location, extent of previous professional experience etc.

Findings

The analysis revealed a positive change in participants' sense of self-efficacy across t1, t2 and t3. There were differences among the sites in respect of participants' sense of self-efficacy at various time points: the explanations for which are multifaceted. However, these findings were qualified by a range of factors, for example women demonstrated a less strong sense of self-efficacy than did men across all sites There are also differences among three sites: a more detailed account of the findings will be given in the presentation.

Discussion and Application

This study demonstrated ways in which the use of self-efficacy can be applied to measure outcomes in cross national social work and contributes to the theoretical development of the construct of "self-efficacy" in social work. Theoretical implications will be discussed at the presentation.

Holden, G, Meenaghan, T, Anastas, J, & Mtrey, G. (2002). Outcomes of social work education: The case for social work self-efficacy. Journal of Social Work Education, 38, 115-133.

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O1192 - ACROSS PROFESSIONAL BOUNDARIES INTERPROFESSIONAL COLLABORATION AND DIVISION OF LABOUR BETWEEN SOCIAL EDUCATORS AND NURSES IN SWISS INSTITUTIONS FOR PERSONS WITH DISABILITIES

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Background and purpose

The ageing of people with disabilities implies increased needs for support and care. Faced with this evolution, social education and health professionals are increasingly called upon to work together within institutions for persons with disabilities. The collaboration between these professionals seems to have implications at an institutional level and for professional practice. In this context, this study investigates the relationship between social educators and nurses working in socio-educational teams within institutions for persons with disabilities in French-speaking Switzerland. What institutional modalities of division of labour are developing? What are the specificities, boundaries and possible overlaps between these professions in terms of responsibilities, activities and skills? How do professionals appropriate these modalities of division of labour? What regulations do they develop to define, control or extend their intervention space?

Methods

In this 2-year ongoing qualitative study (2018-2020), 36 semi-structured interviews have been conducted with employers, social educators and nurses working in socioeducational teams. The interviews assess their representations and experiences regarding the specific and common responsibilities, activities and skills attributed to social educators and nurses, as well as the way professionals position themselves toward these modalities of division of labour. The interviews have been transcribed and analysed using a thematic analysis approach. The contents of prescriptive documents (organization charts, job descriptions, etc.) will be cross-referenced with the discourses of the three types of actors - social educators, nurses, employers - regarding the prescriptive framework for interprofessional collaboration within disability institutions.

Findings: The preliminary findings will present the institutional modalities of division of labour between social educators and nurses as they are developing in disability institutions (mesolevel). Different perspectives on the responsibilities, activities and skills expected and required of social educators and nurses in their professional practice will be identified. Similarities and differences in these responsibilities, activities and skills and between the standpoints of employers, social educators and nurses will be pointed out. Findings will also highlight the position of the actors toward institutional modalities of division of labour. Finally, institutional factors which seem to promote and/or hinder interprofessional collaboration between social educators and nurses will be exposed.

Conclusions and implications

This paper will provide indications on the processes through which the territories, logic and practices of socio-educational intervention are being redefined in the interprofessional collaboration between social educators and nurses. The issues raised by these recomposition mechanisms for the social work field will also be discussed.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1275 - CROSS CULTURAL RELATIONSHIP BASED PRACTICE WITH UNACCOMPANIED REFUGEE CHILDREN INSIGHTS FROM THREE RESEARCH STUDIES IN IRELAND

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Background and Purpose

Globally, increasing attention is being paid to the circumstances of unaccompanied asylum seeking and refugee children and to the support and care arrangements that are put in place for them by social work services. Simultaneously, within social work, the profession is witnessing a renewed recognition of the importance of foregrounding relationships and engaging in practice that is "relationship-based" (Ruch, 2018). This paper draws on three research studies conducted by the author in Ireland in relation to refugee children and young people and focuses on the importance of relationships in their lives. It highlights the factors that facilitate relationship building as well as the barriers that are in place, thus suggesting key considerations for effective cross-cultural relationship-based practice with unaccompanied children.

Methods

All three studies used qualitative research methodologies. Study 1 involved participant observation in a hostel in which unaccompanied children were living, as well as interviews with 32 unaccompanied children from a diverse range of countries. Study 2 involved interviews with 21 unaccompanied children, again from a diverse range of countries, as well as interviews/focus groups with 16 foster carers and 21 stakeholders, including social workers. Study 3 involved interviews/ focus groups with 19 refugee children (both accompanied and unaccompanied; mainly from Syria) and interviews/focus groups with 14 refugee parents and 44 stakeholders. In all three studies purposive sampling strategies were used and the data was analysed thematically.

Findings

Drawing on the three studies, the paper focuses on the significance of relationships in the lives of refugee young people as they navigate daily live, adjust to a new culture and maintain their own cultural background, highlighting both the challenges they encounter and their abilities in this regard. The findings suggest that relationships – with peers, carers and professionals – are of central importance for a multitude of interconnected reasons, reasons that relate to their past experiences, present circumstances and future challenges. Relationships provide emotional support, practical support and advocacy in relation to initial adjustment and longer-term integration; they facilitate a sense of continuity; they provide companionship; and they aide distraction from worries and anxieties about the future. However, significant barriers to relationship-building exist, including trauma, distrust, professionalisation, prejudice and racism, and cultural and language barriers. Yet the studies highlight that despite these barriers, and given the importance of relationships in the lives of young people, the development of relationships can be facilitated by a range of both systemic and individual factors. These including care regimes that prioritise relationships and continuity, as well as individuals who show kindness and concern, who are comfortable with cross-cultural interactions and who relate to unaccompanied children as both refugees and young people.

Conclusions and Implications

These research studies, combined with the international literature, suggest that in working with unaccompanied refugee children, relationships need to be prioritised. By adopting a relationship-based approach to their practice, and by facilitating carers to do likewise, social workers can play a pivotal role in helping unaccompanied children to navigate the challenging circumstances that they face.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1283 - FROM THE CLASSROOM TO PROFESSIONAL PRACTICE WHAT KIND OF PARTICIPATORY METHODOLOGIES ARE DEVELOPED TO TEACH SOCIAL WORK

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The economic, social, political and cultural transformations and the changing profile of students in higher education, more precisely in the degree in Social Work, challenges the teachers to rethink and develop participatory methodologies in the classroom and outside the classroom.

These pedagogical processes need new skills that teachers have to adopt in order to develop critical and reflexive skills committed to the theoretical, methodological, political and ethical standards of the profession.

This article aims to analyze and describe the methodological processes of SW teaching, and highlighting the pedagogical experiences of teachers carried out with SW undergraduate students to become professionals committed to the theoretical, methodological and ethical standards of the profession.

In methodological terms we analyzed the curriculum plans of the 17 SW degree in Portugal.In these plans the competences and the curricular structure were analyzed. From this analysis, categories of competences and curricular unit were defined taking into account the theories, methodologies, ethics and deontology and practices. Next a direct administration questionnaire was applied to teachers, with PhD in SW.

The results show that the SW degree present different profiles regarding the outgoing professional competences and also the curricular structure. These patterns reveal the transformations that formation has undergone, focusing less on the theoretical and methodological patterns of the profession and more on interventions with specific problems and groups. On the other hand, the questionnaire reveals that the participatory methodologies adopted by the teachers are mainly group work, oral presentation, case discussion, evaluation of the teaching process, reflection on significant personal experiences (giving voice to the students), also group work, research, learning through the reporting of significant personal peer experiences, narratives about the observed, individual work and biographical method. The least adopted are the participation in events (congresses and seminars), participation in workshops, case simulation, invitation to professionals to discuss classroom practices, discursive practices, films, participation in forums and debates, observation of professional practices, films, videos, portfolios, documentaries, participation in exploratory research and investigation, participation in solidarity actions, role playing, guided tours in institutions, preparation of posters, preparation of scientific articles, and photovoice. The classroom-centered methodologies are prevalente. So is important to adopt methodologies that engage students with social reality in a more meaningful way, in accordance with SW values and paradigmas: engagement with empowerment and citizen participation.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1294 - APPLYING A SOCIAL WORK LENS ACROSS PROFESSIONAL BOUNDARIES LEARNING THROUGH CROSS FERTILISATION

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What is social work research? Typically, it is research about social work practice. However, is there such a thing as a social work lens which can be applied to research within related disciplines? What elements of social work can be drawn upon and what is gained from such cross-fertilisation?

This methodologically focussed paper discusses social work research across professional and disciplinary boundaries. It draws on a recent interdisciplinary doctoral study into a nursing-based intervention, situated within a University social work department, conducted by myself, a qualified social work practitioner.

The paper outlines the collaborative nature of the study, commissioned by the Family Nurse Partnership (FNP)- an NHS programme in England for first time teenage parents – and conducted in partnership with the University of Sussex. I explain that, to complement extant RCTs and inform service adaptations, FNP programme leaders identified a need for explorative, qualitative research into their model, recognising social work expertise in relationship-based research and practice (Ruch, 2012) as particularly relevant.

The paper then turns to how I utilised professional differences and similarities to position myself in relation to the nurses in the study as both an 'outsider' and 'insider', before describing three ways that a 'social work lens' was mobilised in this study:

1) Practice: skills such as relationship building, empathy, reflexivity and professional curiosity proved highly effective for deploying the research methods (embedded ethnography, interviews and focus groups with clients and professionals).

2) Values: maintaining an ethical sensibility in relation to power became a lively site of reflection, mobilising questions around the normalisation of discriminatory practices and social justice.

3) Criticality: utilising theoretical frameworks well-developed within social work research and practice such as systemic and psycho-social thinking - as well as drawing on social work's political/radical features - illuminated tensions and paradoxes within the FNP model.

I conclude by reflecting on the benefits of research across disciplines. Just as social work 'spoke to' nursing, features within the study typically associated with nursing, e.g. care, can potentially 'speak back' to social work. I claim that this study demonstrates that social work, as a multi-disciplinary profession, is well placed to engage with other professions to mobilise new perspectives on issues which cut across disciplines, such as teenage parenting.

This paper relates to the conference's interest in learning about research which crosses boundaries. It contributes to a growing field of inquiry which questions siloed responses to complex problems (Wilson, 2009). At the same time, it promotes nuanced understandings of the contributions that particular professional positions bring to related fields and makes the case for further cross-fertilisation of this kind which enables new ways of responding to complex social issues.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1308 - WORKING ACROSS BOUNDARIES INTERNATIONAL PERSPECTIVES ON SOCIAL WORK WITH TRAVELLER COMMUNITIES

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Working across Boundaries –
International Perspectives on Social Work with Traveller Communities

Abstract for Presentation at ESWRA 2020
As a Social Work academic in the UK, I am responsible for preparing students for social work practice placements and for teaching students to identify and challenge discrimination and oppression in order to safeguard the wellbeing and uphold the human rights of all service users.

Social Work with travellers in the UK represents a particular challenge in terms of the need to break down barriers and re-build trust with a community that is often stigmatised and scapegoated. Social Work students in the UK are required to work in a way that is often counter-cultural, and which challenges the preconceptions that they and their peers and families may hold in relation to the lifestyle of travellers.

In seeking to improve the support and training that is given to UK students to prepare them for practice in this area, I have undertaken two Erasmus-funded study visits to Serbia to meet with Social Work academics at the University of Novi Sad to find out how they prepare students to work with marginalised communities. I also took the opportunity while in Serbia to visit local projects where social work students are undertaking practice placements with the Roma community, which have adopted a strengths-based approach and a model of social inclusion based on keeping families together, which has enhanced my understanding of anti-oppressive practice in an international context.

In this presentation I will share my learning from my visits to Serbia, with the aim of encouraging others to incorporate a more international focus in their teaching of anti-oppressive practice and to promote a world-view that is both inclusive and questioning.

In the coming year, I aim to undertake a small-scale research project to explore how social work students in the UK experience the teaching of anti-oppressive practice on their programmes and how well (or otherwise) they feel it prepares them for the reality of social work practice on placement. I hope through this presentation to inspire others to do the same.

This presentation addresses the conference theme of:
Social Work Research, Policy, Practice and Education across Boundaries
as it promotes an international focus, incorporating lessons learnt from the presenter's study visits to Central Europe, and encouraging delegates to challenge social and cultural 'norms' in their teaching of anti-oppressive practice.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1312 - JUDGING PARENTAL COMPETENCE A CROSS COUNTRY ANALYSIS OF JUDICIAL DECISION MAKERS' ASSESSMENT OF PARENTAL CAPACITIES IN NEWBORN REMOVAL CASES

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In this paper, we are concerned with how parenting capacities are assessed, understood and justified in state interventions into the family through child protection removals of newborns in eight European jurisdictions (Austria, England, Estonia, Finland, Germany, Ireland, Norway, Spain). Departing from research on parents and predictive factors about the parental capacities that predict if significant harm is more or less likely (Ward et al, 2012), we examine which parental capacities decision-makers emphasise as important for their decision to remove or not remove a baby from the birth family. Most countries and child protection systems have granted authority to the court or court-like decision-making bodies to decide intrusive and involuntary interventions into the family, including restrictions of parental rights (Burns et al, 2017; Berrick et al, 2019). Our data material for the analysis consists of the written judgements that justify the necessity of any intervention in the form of a restriction or termination of parental rights in eight systems. We have collected 216 judgements about care orders of newborns from eight countries during specific periods: Austria 2016-17 (n=24), England 2015-17 (n=14), Estonia 2015-17 (n=17), Finland 2016 (n=25), one large city in Germany 2015-17 (n=27), Ireland 2012-18 (n=17), Norway 2016 (n=76) and Spain 2016-17 (n=16).

Analysing removals of newborn children includes considering the pasts of the mothers or the parents, and the future prospects for the child. These cases are extremely intense and typically involve fewer dimensions than cases with older children that have more lived experiences (cf. Masson & Dickens, 2014). Our analysis focuses on how the strengths and weaknesses of the mother are considered. We are concerned with how parenting capacities are assessed, understood and justified in cases concerning the removal of a newborn from her parent(s). In most states it is the court or court-like bodies that has the authority to make decisions about such restriction of parental rights, and our data material for the analysis consists of the written judgements that justified that an intervention is considered necessary or not.
The comparison of similar cases across systems increases our knowledge base and understanding of the actual reasoning and justification of a child protection intervention that concerns the best interests of a newborn baby. We are curious to reveal if systems differ from one another, and if so, how. This study contributes to the discussions about the thresholds for intervention into the family, and the legitimate use of discretionary authority when balancing children's rights and parental rights.

Our study shows that decision-makers in newborn removal cases generally take a child-centric perspective when assessing the risk of future harm to the child. We found that parenting competence was described exclusively by way of assessing the various risk factors impacting on a mother's ability to look after her child, with a clear emphasis on risk-increasing factors.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1341 - SOCIAL WORKERS AS PROFESSIONAL WITNESSES IN CARE PROCEEDINGS UNDERSTANDING THE EFFECTIVE COMMUNICATION AND EVALUATION OF PROFESSIONAL PRACTICE ACROSS DISCIPLINARY BOUNDARIES

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This qualitative, socio-legal study explores practice across and between the disciplinary and professional boundaries of social work and law, within care proceedings in England. The close investigation of the communication and evaluation of child protection social work practice within a legal process provides an original contribution to socio-legal knowledge in this area.

Care proceedings under the Children Act 1989 are the means by which the State may apply to the Family Court to remove a child from its family, when parents have caused or may cause the child significant harm. Local authority (State) social workers present evidence from their practice, within the legal process. Family Court judges evaluate this evidence from social workers, within their determination of the appropriate outcome.

Care proceedings may be life-changing for children and their families, and the stakes are extraordinarily high. Thus, there is a clear need for professionals in the family justice and child protection systems to ensure effective inter-disciplinary communication and evaluation of professional practice, within the legal process. However, there has been long-standing public criticism of the practice of child protection social workers by the media, politicians and the courts. This has resulted in numerous inquiries and social work system reviews, seeking to improve practice and restore confidence in the profession. Latterly, there has been a renewed focus on the expertise of social workers acting as professional witnesses in care proceedings. Legal reforms now restrict the use of additional, independent 'experts' (Children and Families Act 2014, s.16(6)). Consequently, social work evidence is now the main source of professional, expert evidence for the court, and thus their perceived expertise (or otherwise) is of crucial importance.

The study aimed to explore inter-disciplinary evaluations of social work evidence within care proceedings, focussing on perceptions of professional expertise. Qualitative methods were used to gather and analyse data from a range of sources within the legal process. These included professional focus groups, interviews, analysis of written evidence and ethnographic courtroom observations of contested final hearings in a sample of care proceedings cases.

Data analysis included a novel application of particular theoretical frameworks. Collins & Evans' (2007) theory of expertises enabled an explicit and nuanced understanding of expertise in the communication of social work practice, across disciplinary boundaries. Additionally, Collins & Evans' theory enabled consideration of legal evaluations of social work practice within evidence, emphasising the social processes necessary to develop expertise in evaluation across disciplinary boundaries. Goffman's (1959) dramaturgical theory, in particular the concept of 'impression management', enabled a supplementary exploration of the practices employed by social workers in presenting their evidence, and the effectiveness of these practices across disciplinary boundaries.

The findings and analysis from the study provide an improved understanding of the dynamic and social processes involved in practice across professional boundaries, within this inter-disciplinary legal process. It is hoped that this contribution to knowledge will enable improvements in professional practice in social work and law within care proceedings, thus benefitting the children and families concerned, for whom these legal proceedings are so important.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1356 - DECIDING BETWEEN CONTINUED FOSTER CARE AND ADOPTION WHEN ADOPTION IS NOT CONSIDERED TO BE IN THE BEST INTEREST OF THE CHILD

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Adoption without parental consent is a consequential and invasive measure within child protection practice. In Norway, a decision about adoption is eventually a decision between continued foster care or adoption – between status quo and intervention. The decision-makers authorized to make these decisions are equipped with a considerable amount of discretionary power and when making such a decision, they act as interpreters of democratically constituted policy and authorize political power. The main task of the decision-makers is to justify whether an adoption is in the best interest of the child or not. This is not a straightforward endeavor. Making a decision on adoption involves reasoning and balancing of different needs and interests, and the discretionary exercise will include a depiction of the values that are prescribed to family, on the sanctity of parental autonomy and on the demarcation between private and public spheres. How they conduct this exercise is largely unknown, and they do so with limited political and legal guidance. The research question that guides this paper is how judicial decision-makers justify that adoption is not in the best interest of the child.

While adoptions from care are legally and socially controversial, the research community is near unison that adoption generally is a better alternative for children in long-term placements compared to continued foster care placement. Still, the number of adoptions decided in Norway each year are few. In 2017 the court-like decision-making body the Social County Welfare Board (the Board), consented to the adoption of 54 children from care (0,047 per 1000 children). At the same time, we know that even though the threshold for the CWS to present a case for adoption is high, adoption is the outcome in 94% of all cases decided by the Board. In other words, most cases that reach the Board are deemed to meet the criteria for adoption. How then can we explain why some cases do not make the cut? The aim of the study is to shed light on the discretionary negotiation of the nature and understanding of the rights, responsibilities and interests of children, parents and the state in judicial decisions on adoptions without consent. Furthermore, to seek explanation for how state authorized decision-makers interpret the threshold for adoption and for when adoption is not considered to be in the best interest of the child.

The data consists of 34 written judgments – 17 where adoption is decided and 17 where it is not – from the years 2011-2016, open-ended responses to a survey vignette, and survey responses from 183 decision-makers from the Board in Norway. The data is analyzed through qualitative and quantitative methods.

Provided the strong emphasis on biology in Norwegian child law, we except to find that the right to contact with biological parents is weighted strongly in the non-adoption cases. Furthermore, time is expected to be a relevant factor, as previous research has shown that parents' capacity to change is an important part of the assessment for professionals making decisions on adoption.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1358 - GETTING OUR VOICES HEARD CROSSING BOUNDARIES BY EMPOWERING PEOPLE WITH LEARNING DISABILITIES TO INFLUENCE ADULT SAFEGUARDING POLICY

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In order to achieve independent living, people with learning disabilities should have the same choice, control, dignity and freedom as other citizens. A major issue impacting on their experience of independent living is the risk of harm or abuse. In response, social work practitioners must avoid over-protective or under-protective responses whilst balancing the individual's right to autonomy and choice with a professional duty to intervene and protect.

Moreover, it is imperative that disabled people have direct influence on the policies that affect their lives. The evidence base advocates for better understanding of policy development processes, and greater involvement of adults in shaping polices which will impact them.

This project crosses boundaries by empowering disabled people to have direct influence on policymaking. It examined the development of adult safeguarding policy from the perspectives of both policy makers and those who have influenced policy, across the four UK Nations: England, Scotland, Wales and Northern Ireland. Recommendations on how disabled people might exert influence on adult safeguarding policy, including the identification of barriers and enablers, were made.

Methods

The project utilsied a participatory disability research design involving peer researchers with learning disabilities. The existing evidence on approaches to influencing adult safeguarding policy were critically reviewed and a qualitative approach taken to obtain the insights and experiences of a range of stakeholders. A co-production approach was central; the project was co-delivered with people with learning disabilities, who were recruited and trained to undertake the role of peer researchers in the following phases:

• Conducting semi-structured interviews with senior policy makers and/or politicians in each UK Nation: England, Scotland, Wales and Northern Ireland.

• Completing four organisational case-studies, one in each UK nation, identified as a 'best-case' example of influencing adult safeguarding policy

• Completing an online survey with relevant organisations who have contributed to policy consultations.

• Coproducing an impact strategy and action plan in order to influence adult safeguarding policy at local and national levels across the UK

Findings

Recommendations are provided from policy makers/ politicians indicating how organisations and disabled people can be most effective in influencing policy. These centre on the importance of building sustained relationships with policy-makers, providing personal stories and high quality consultation responses. Recommendations arising from the organisational case studies and online survey include the importance of giving disabled people time to respond to consultations, utilising high quality easy read material

Conclusion

Based on the findings of the research, and building on policy theory and the current evidence base around policy making, recommendations will be made around how best to maximise the influence of people with learning disabilities on adult safeguarding policymaking. Implications will be made for social workers and lessons learned in crossing boundaries in policy development.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1378 - UNDERSTANDING SOCIAL WORKERS' DECISION MAKING THE COMPLEX COMBINATION BETWEEN DELIBERATIVE AND NON DELIBERATIVE PROCESSES BY EXPERTS IN USA AND PORTUGAL

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Background and Purposes

Although studies on decision-making in social work have been gaining relevance in recent years, the nature of the professional judgment and practical wisdom are still superficially understood (Ebsen, 2018; Nyathi, 2018; O'Sullivan, 2010; Proctor, 2002; Taylor, 2010, 2017; Webb, 2016; Whittaker, 2018, etc.). Why, in some situations, do professionals decide to invest more time, hope and resources than in others? Why do they sometime choose to ignore the rules of their organizations and professional standards of 'objective distance' and emotional control? In order to understand these choices, this study expands upon the 'classic' dichotomy between intuitive and deliberative reasoning processes in order to consider organizational factors and the roles of intuition, emotion and professional experience. To shed light on the 'special nature' of social workers' professional reasoning, the authors present data from research across national boundaries. The focus is not on the kind of decisions taken or the rationality models that justify them, but rather on how, in concrete and dilemmatic situations, deliberative and non-deliberative processes combine to determine a given course of action and moral discernment.

Methods

The study has a qualitative-interpretative research design. Twelve social workers, eight from the USA (Athens, Georgia), and four from Portugal (Coimbra and Lisbon), were interviewed (2018). Participants were intentionally chosen from different practice settings. The average age is 42 years old and all of the interviewees have more than 5 years of professional experience. Semi-structured interviews provided an in-depth understanding of social workers' perceptions about their practice, present and past, and about the way professional experience contributes to a greater awareness of the factors associated with a particular judgment process. This convenience sampling and the number of interviews does not allow the transferability to other practice fields.

Findings: The study shows that, across disparate geographical contexts, social workers build their judgment by combining affective heuristics, intuition, and analytical thinking. This combination gives rise to a 'wise judgment' which underpins decision-making and is guided by a kind of ethical atunement. Evidence suggests that discernment about the 'appropriate' decision often leads to an overcoming or reinterpretation of the rules and institutional mandates when the welfare and rights of clients are at stake. Deep reasoning, beyond automated and by-the-book responses, is associated with factors such as experience, informative receptivity and reflexivity.

Conclusions and Implications

The study underscores the importance of training social workers to attend to the ethical dimensions of their practice, and a focus on when it may be advisable to break with the organizational and/or political rules. Social workers must develop a thoughtful attention to the differentiations of power and agency, and an awareness of the invisibility of certain faces and voices. Understanding the way social workers hone their judgment and make decisions is essential to comprehending the concrete exercise of expertise. Professional judgment is much more than mere compliance with procedures and standardised tools; above all, it requires the questioning of the rules, and when necessary, creating and considering new prudentially weighted options.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1383 - FROM REPORT TO SUPPORT A STUDY OF THE MANDATORY REPORTING PROCESS IN SWEDEN

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This study examines mandatory reporting by school personnel to child welfare authorities in Sweden. As in most western countries, mandatory reporting offers a means to prevent children from being maltreated or to intervene when parents are unable/unfit to do so. Research on mandatory reporting dominates in the field of health and medical care even though reports from school personnel constitute the primary source of reports. While the duty to report has evolved in legislation and practice, it increasingly seen as an important part of an effective child protection system. Nevertheless, we know very little how reports from schools and assessments by child welfare services are carried out and documented. In this study, the report on one side and assessment on the other, are regarded as two linked processes both of which are part of an overall responsibility for vulnerable children. The study's research questions seek to answer what type of information is found in reports and assessments, what contacts are taken within the frame of the report and assessment, and how reports are submitted by school personnel and thereafter managed by social workers. The paper draws upon one aspect of a more comprehensive study on mandatory reporting aiming to answer research questions that demand different methodological approaches and different kind of empirical data. This paper however is part of the quantitative contribution to the overall study and the data consists of 206 reporting processes received in a specific time interval in five different strategically chosen municipalities. Information in the reports and assessments was codified, quantified and then analyzed using primarily descriptive statistics. Findings: Despite the fact that duty to report is personal, documentation in reports and assessments is depersonalized in in a way that makes it impossible to interpret who specifically suspects maltreatment or who made the assessment. When clarified, it is not likely an individual reference but rather an organizational one referring to concerns held by school and decisions made by the social services. Furthermore, in presenting length and severity of concerns for a child, expressions are often diffuse and indistinct. Explicit concerns were more often present in reports involving young children. Even though the majority of concerns in the study were related to the child's own behavior, information about violence and abuse was exclusively uncovered as a result of child disclosure to school personnel. Implications for field: The prerequisite for a report to result in support? This study raises questions about how a depersonalized process reflects upon actual reporting and assessment practices and how this may be experienced by children and their families. Finally, if the most severe forms of concerns are discovered due to school personnel's relation-based capacities, this study suggests that altering the reporting process into a more trust-creating process for children is essential for promoting child well-being.

O1385 - TRANSNATIONAL FAMILY LIFE AND THE ROLE OF SOCIAL WORK THE CURRENT STATE OF RESEARCH

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Background and purpose

Transnational family life or family life across borders is part of everyday life for people all over the world. This includes for instance migrants who leave behind their children in home- or transit countries as well as unaccompanied refugee minors (URMs) who are separated from their primary care givers. URMs are normally under the supervision of social services who follow the mandate to support children in their development and assist them in their individual needs. International standards highlight that the "best interest of the child" (UNHCR, 1997; IOM 2011) is the guiding principle in child care. A general aim of child protection services is that parents should be supported in the upbringing of their children in order to create positive living conditions for them (e.g., Article 18, CRC). However, including family members of URMs abroad is not common social work practice yet. It is assumed that one of the main arguments for a lack of transnational social work interventions in child welfare is that the inclusion of parents is difficult due to the physical distance to their children. Additionally, structural reasons such as precarious working conditions of social workers and work overload could hinder the involvement of family members in interventions.

Nevertheless, it can be argued that social work has a legal as well as ethical mandate to support children in maintaining their family life even though parents or relatives might be physically absent. In addition, Communication and Information Technologies meanwhile allow the maintenance of contact across borders. Such possibilities are not only of high relevance for family members, but could also play an important role in social work practice.

The purpose of this presentation is therefore to discuss the legal as well as ethical mandate for social workers in the context of transnational family life and to provide an overview of the current state of research on this topic.

Method

The method for this presentation consist of a systematic literature review of the databases Web of Science, PsychInfo, PSYCNDEX, PubMed/Medline using the following keywords: "(refugee* OR asylum* OR displac* OR exil*) AND (youth* OR young* OR adolescen* OR teen* OR minor* OR underage*) AND (psycho* OR social* OR mental*)" as well as "(transnational*) AND (parent* Or famil*) AND (unaccompanied)" In addition, various publications by (I) NGOs such as UNICEF, Save the Children, UNHCR, Human Rights Watch have been searched manually. Around 6000 abstracts have been screened and more than 400 full texts been analyzed with respect to the aim of this research.

Results and implications

The analysis of the literature shows that transnational family life is generally an issue that has been studied by various disciplines. Findings point toward the lack of social work research in this field as well as missing concepts of social work practice with transnational families in child welfare. Also research on experiences of members of transnational families, especially URMs is missing. Empirical and theoretical research on the issue of transnational families and social work should therefore be promoted.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1386 - EXPERT EVIDENCE AND DISCRETION IN NORWEGIAN CARE ORDER CASES CONCERNING VIOLENCE

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The aim of this paper is to identify and analyse the application and reliance on expert evidence in justifications for decisions made in care order cases concerning children subjected or exposed to violence in the family. Expert evidence is central for social workers and legal decision-makers concerning issues outside their professional expertise, such as assessments concerning parenting capacity, childhood psychology and development, and whether physical marks on the body is due to accidents or violence. There is a little knowledge on how legal decision-makers understand and evaluate expert evidence, but less on what is required of decision-makers to make judgements and assessments of expert evidence (Am 2013; Robertson and Broadhurst 2019; Ward 2012). The aim is to expand our understanding of the role of expert evidence for discretion in legal decision-making proceedings in a Norwegian context. Australian legislation is used to illustrate differences in policy and regulation affecting discretion, which provides opportunities for revealing normative underpinnings of discretionary spaces. Violence in the family and its harmful effects on children is internationally recognised and central for practitioners and decision-makers assessing cases. Cases of this type combined with the regulation of expert evidence and legal definitions of violence is fertile ground when investigating the discretionary space – and the accompanying normative underpinnings – when assessing the best interest of the child. The paper explores the following questions: What are the status and role ascribed to expert evidence in law and in practice; how is violence legally defined and treated by experts; and what are the implications of this for discretionary best interest considerations?

The data for the study are all available Norwegian care order decisions involving violence for the years 2016 and 2017. The analysis investigates the Norwegian cases and legal context and, through illustrations of Australia's different legislations on child protection and evidence, outlines a shape of the Norwegian discretionary space of decisions to intervene in families, appoint experts and use expert evidence. This analysis of practised and legislated discretion will provide interesting results pertaining to the issue of discretionary space given to legal decision-makers to acquire, assess, and accept expert evidence, as well as the role of discretion in obtaining and producing expert evidence. Through a critical analysis of legal decisions in care order cases by the Norwegian County Social Welfare Boards, their reliance on and assessments by expert opinions on violence, parenting capacities and child development, the paper provides knowledge on the regulation and form of the discretionary space of legal decision-makers as they decide the child's best interest.

The findings contextualise the discretionary space of Norwegian legal decision-makers' adherence to and application of expert evidence in relation to the need, interpretation and evaluation of expert evidence by decision-makers. They show how Norwegian decision-making practice – as well as policy on and regulation of discretionary decision-making, the application of expert evidence from social workers, medical professionals, and psychologists – could benefit from a different approach to accountability and transparency praxis, as illustrated by different child protection policies and legislation in Australia.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1412 - RISK AND RELATIONSHIP IN MENTAL HEALTH PRACTICE

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Extant research in relation to risk assessment and management in mental health services often focuses on the technical process of this role and the structures available in which to locate it (Wand, Isobel and Derrick, 2015). Some has focused on how mental health practitioners conceptualise risk and consequently place service users within risk categories based on characteristics (Stanford, 2010). Other research has considered how organisational cultures impact the individual practitioner (Robertson and Collinson, 2011), with some exploring the experience of mental health practitioners in managing complexity (Hood, 2015). Less is known about the emotional effect of the risk-related aspects of the mental health practitioner's role. This presentation will report the findings of a doctoral research study that considered, 'How do mental health practitioners working in adult community mental health settings respond emotionally to the assessment and management of risk in practice?'.

Using grounded theory, the study explored how mental health professionals conceptualised risk, the emotional effect of assessing and managing risk and, the role of their relationships with colleagues and service users in emotion management.

Participants represented disciplines usually present in multi-disciplinary teams in statutory adult mental health care in the UK; the findings contribute to understanding current challenges and benefits of mental health practice across disciplinary boundaries. Data collection was via in-depth, semi-structured interviews with 18 multi-disciplinary participants. Data analysis was in keeping with grounded theory.

Remodelling of organisational contexts to focus on efficiency is creating a practice ethos in which practitioners feel less value is placed on their experience, skills and collegiate relationships and, consequently, their own emotional safety. Participants' described fragmented teams, losing connection with colleagues and a sense of isolation. This presentation highlights that a consequence of professionals' lack of emotional safety is that they over-estimate risk posed by service users. Enabling practitioners to feel emotionally anchored can facilitate the emotional management of the effect of their role. The benefit for service users will be a greater focus on recovery and less risk averse approaches.

The presentation offers a model for situationally connected practice. It is shaped by the experience of multi-disciplinary participants, related to their specific disciplinary role, and so has relevance across discipline boundaries. The conclusion provides learning in relation to policy and practice of mental health service delivery, identifying that greater attention to facilitating situational connection for practitioners can contribute to the creation of safer conditions for practice.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1143 - MULTIDISCIPLINARY AND INTER AGENCY CHILD PROTECTION PRACTICE AND EDUCATION IN SLOVENIA

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Child protection is inter-agency and multidisciplinary practice in which good cooperation between professionals and institutions is essential for safety and recovery of children (Alfandari, 2019; Daniel, 2004, Frost et al., 2005, Scott, 2010). In Slovenia, social workers in social services are responsible to coordinate collaboration, although the main responsibility for child protection is their normative obligation. The main obstacles to cooperation are as much personal as they are institutional (Munro 2011) and one of them is a lack of training in child protection. In order to design training program for professionals working in child protection, the interdisciplinary group of researchers conducted a research with the main objective to learn more about the obstacles and the needs of practitioners. The main research questions was what kind of knowledge is needed in order to improve cooperation and increase successfulness in child protection practice, meaning that successful are cases where the child can fully recover from violence and maltreatment.

We have used qualitative methodology to obtain data. We did a desk review of curricula on child protection from different universities and departments in Slovenia. We have reviewed 13 university curricula in the field of Law, Pedagogy, Social work, Psychology, Criminal justice and Security and Medicine. Further we conducted 3 focus groups with researchers, policy makers and practitioners (37 participants) and 8 interviews with youngsters and children that experienced child protection intervention. We coded interviews and all data were subject to the thematic analysis.

We have found out almost complete lack of contents and courses on child protection at the BA and MA level. Even though there are some lectures on violence, children are more or less not considered. The only elective course on child protection is taught at the Faculty of social work. Focus groups also pointed to the lack of knowledge, skills and willingness to cooperate. Agencies are distrustful to each other or do not have capacities to cooperate and good practices depend mostly on personal engagements and community ties. They have a need for holistic and multidisciplinary knowledge but they also need to know what are the competencies and boundaries of each sector. Interviews with youngsters pointed to the problematic practices and to the lack of child-centred approach that will consider children as active agents and not passive victims. They emphasised the lack of attentive and respectful attitude to children, the need to be heard and encouraged to be involved in all decisions about themselves. They emphasised the need for support and that adult will advocate for them and provide them with safety not exposing them to danger and institutional malpractices.

Research result were used for designing a multidisciplinary and inter-agency training programme for child protection professionals. University teachers and practitioners that are coming from social work, law, medicine, pedagogy and criminology and students are coming from social welfare services, schools, police, prosecution and courts and are from governmental and non-governmental organisations. The detailed curricula will be further discussed in the presentation.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1419 - FAMILY LIFE FOR CHILDREN IN STATE CARE. AN ANALYSIS OF THE EUROPEAN COURT OF HUMAN RIGHTS' REASONING ON ADOPTION WITHOUT CONSENT

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In this paper, we study how a child's right to family life is understood and interpreted by the European Court of Human Rights (Court) for children that are in public care without prospects of being reunified with their birth parents. The empirical material of the study includes all judgments (n=20) until 2018 of the Court that concern children who have been adopted from care. Our research focuses on adoptions that stem from the voluntary or involuntary placement of children into public care, and the subsequent decision to place children for adoption that is resisted by the birth family. Parents who feel that their human rights have been violated by the state (right to respect for family life, Article 8 of the European Convention of Human Rights in our cases), can bring their case before the Court. We wished to find out how the Court approaches and understands the child's right to respect for family life in these cases.

Societies have long accepted, morally, legally and politically, that parents can give up their children to be raised by others, and even adopted by others so that de jure and de facto responsibility for a child is transferred from birth parent(s) to another adult(s). In Europe, there are many million children that have been removed from their parents due to abuse and neglect, and many of them will live most of their childhood in public care (Burns et al 2017). When the State interferes with parents' freedom and authority in these situations, for instance by limiting or terminating parental rights or adopting the child into a new family, controversies on moral, political and legal grounds are raised.

As an initial and general observation, our findings suggest that the Court's consideration of "family life" focuses on the rights of parents and predominantly biological parents. Nevertheless, we identified and analysed main child-centric factors the Court used to specify the interests and needs of the individual child. These factors include: relationship between de facto and de jure family and the paramount interests of the individual child; advantages of adoption in comparison with foster care; importance of the time factor as connected to the child's need for stability; child's relations and attachment; lack of relations with the birth parents; parent's willingness to use support and engage in social services; recognition that the specific child's vulnerability, needs and interests depend on age, previous experiences and personality; contact with birth family after adoption. Lacking in these judgments are the child's views and general absence of independent representation for the child.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1426 - WHAT MAY BE THE VALUE FOR CHILD WELFARE POLICY DEVELOPMENT OF KEEPING TWO SOCIAL PROFESSIONS THE CASE OF NORWAY.

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According to Walter Lorenz, social work and social pedagogy are two important social professions for social policy development. Norway has adopted a modified version of German and Danish social pedagogy, something that has led to a division of social work education into two separate professions programs at both bachelor and masters` level. Social pedagogues originally worked with children, young people and their families in residential care, while generic social workers related to a broader scope of social problems and population groups. Today, these two professions work side by side both in residential childcare and child protection/ welfare.

Yet the double-tracked system has been heavily debated. One debate has been on which of the two branches that merit the professional hegemony within child welfare. Another debate has been revolving around the legitimacy of including social pedagogy into the broader concept of "social work"; much in line with the three positions presented by Juha Hämäläinen: i) the two professions differ completely from each other ii) they are identical and iii) they complement each other.

Moreover, there have been different views on how to define, confront and solve social problems. The social pedagogical profession place importance on child protection, children's rights and learning processes, while social work emphasizes self-determination, empowerment and fair distribution of goods.

In our paper, we intend to present a scoping review of literature that may contribute to insight into the roots of those debates and discuss the fruitfulness for social policy development of the double-tracked system. As this is a work in progress, no results have yet been summed up.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1460 - EXPLORING THE PERSPECTIVES OF LAW ENFORCEMENT OFFICERS AMONG CASES INVOLVING SEX TRAFFICKED VICTIMS IN OHIO

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Background and Purpose: Sex trafficking in the United States has received an increase in attention since the passing of The Victims of Trafficking and Violence Protection Act (TVPA) in 2000. The mass responsibility with implementing this policy has fallen onto local law enforcement with preexisting case overloads and tight budgets, which has resulted in additional challenges within the fight to end sex trafficking. Because of this, there is a need to understand the strengths and concerns of law enforcement officers. Previous implementations have suggested a need to train more officers on human trafficking response calls as well as developing protocols on the identification and approach to sex trafficking victims. However, little research has addressed law enforcement's awareness and experiences on the process. This paper addresses this gap by exploring law enforcement officers' experiences with victims of sex trafficking to understand their awareness, observations, and perceptions on sex trafficking cases.

Methods: In-depth, qualitative interviews were conducted with law enforcement officers who have experience with sex trafficking cases and currently work on a human trafficking task force in Ohio. Participants were recruited through email and snowball sampling was used to identify additional participants. Interviews took place in-person or over the phone and lasted between 30-70 minutes. Participants discussed topics such as how they identify victims, what happens after they identify a victim, and what training and support has assisted their ability to work on sex trafficking cases. Interviews were all audio recorded, with the consent of the participant, and transcribed verbatim. NVivo 12 was used for thematic coding to identify codes and overarching themes.

Results: Six interviews were conducted with officers working on human trafficking task force in Ohio with titles such as detective, sergeant, special agent or victim advocate. Identified themes include substance use, gray areas, and victim focus. Officers discussed how a large number of victims identified had a dependency on substances; this often hinders the identification of victims. Discussion about the gray areas of cases, such as unclear definitions of manipulation and coercion, are not included within the policy definition. This hinders the ability to identify victims, but also to train future officers. Lastly, participants identified trust as a key component to providing assistance to the victims, and social support between the officers was identified as the main source to obtain information.

Conclusion and Implications: This study identifies the strengths and challenges law enforcement officers on human trafficking task forces face when working with victims of sex trafficking. Through analyzing the need for law enforcement to build trust, more officers have the ability to approach victims as such, rather than as criminals. This study also explores gaps in the TVPA and allows for the exploration of collaborations with social services to improve services delivery, especially pertaining to substance abuse and mental health.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1511 - GEOGRAPHIES OF SPACE THE OFFICE OF HEALTH SOCIAL WORKERS AND ITS MEANING. REFLECTIONS FROM ROMANIA

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Health social workers are deemed to work in multidisciplinary teams. Whilst medical staff (doctors, nurses) are deeply rooted in the geography of the hospital with own offices, social workers' place is not always stable or even visible for others. Health settings propose a unique geography of space with professionals intruding personal spaces (e.g. of clients/ patients) while patients interfere with professionals' semi-private offices. Based on field notes of interviews with health social workers and ethnographic accounts during a two year research project we reflect on the geography of space of social workers' offices (e.g. in the basement, next to the morgue, close to the laundry, in a container or within a hospital pavilion) and possible meanings in a wider organisational and societal context of Romania. All these instances of space seem to mirror a quasi-marginal role of (health) social workers at micro-, meso- and macro- levels.

O1536 - EDUCATIONAL PATHWAYS IN A DIVERSE SOCIETY

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The presentation will introduce an ongoing qualitative study in Germany. The research project inquires on the educational pathways of young migrants in Germany who have chosen to build a professional career in the elderly care work sector. Goal of the research is to build an in-depth understanding of their social realities and to understand the perspectives, challenges, agency and practices of coping and navigation through (educational) structures in an urban German community.

The methodololgical approach of the research is an ethnographic design which will be embedded in a training project for young migrants. The participatory observation will be based in a formal educational setting of a classroom in a vocational school.

A circular pattern of data collection and analysis of the data material will be basis for the development of a data-grounded theoretical concept. The theoretical positioning of the research approach is the interpretative paradigm that understands society and social realities as practices of communication and interactive constructions.

Preliminary concepts, methodological issues and findings will be presented to the participants.

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O1542 - ANTI OPPRESSIVE SOCIAL WORK PRACTICE LESSONS FROM A PARTICIPATORY ACTION RESEARCH WITH MIGRANT EXPERIENCED USERS.

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Dominelli (2002) and Baines (2011) highlight the preoccupation of anti-oppressive practice with the implementation of social justice to improving the quality of life or well-being with individuals, groups and communities calling for a holistic form of social work practice which engages with social divisions and structural inequalities. This paper aims to presents some lesson from a experimental Participatory Action Research with migrant experienced users, adopted in VeSTA (Verso servizi territoriali accoglienti: Towards Welcoming Services), a project funded by the EU's Fund for Asylum, Migration and Integration (FAMI 2014-2020) in north Italy. The aim of the VeSTA project was to improve public services for refugees and other migrants via training social workers and others professionals working with migrants, and strengthening the network linking up these various actors. Overall 687 employees of reception centres for asylum seekers, social workers from institutions, social and health services took part in VeSTA. There were 55 sessions and 330 hours of training, held in 7 different towns in the region by 13 trainers. 63% of those who took part had not taken part in training on the themes covered in the last 3 years. A particularly innovative part of the project was the involvement of 16 migrants as 'experts in the relationship with the social services', who participated with lecturers in certain sessions, in a participatory action approach. After brief training (12 hours), the 'expert migrants' participated with lecturers in certain lessons, making proposals for an anti-oppressive approach to social services. Methodologically, this experiment follows principles of the participatory action approach (PAR) (Winter & Munn-Giddings, 2000) which strives to engage relevant stakeholders in joint action research. Using biographical narrative interviewing and migration timelines in a focus group the group extracted 9 tips to suggest to social workers to build an anti-oppressive approach in their organizations. In the evaluation of this second part of the training programme, 95% of participants responded 'Yes' to the question 'was involving migrant experts useful?' To the following question, asking which particular aspects were useful, the great majority of respondents identified one of three dimensions: identifying problems with the system; learning more about the needs of migrants; improving the system of reception and the system of communication. Finally, 99% of respondents would recommend the experience to a colleague. The results suggested that social workers were less likely to adopt stigmatizing attitudes after this contact. Among the limits of this innovative experiment were the relatively short time devoted to the training of the 'experienced migrant users' and the risk that social workers – if not systematically supported – would return to contemporary dominant practices, focusing on individual social work and overlooking structural issues.

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O1570 - ADVOCACY IN ACTION PRACTICE OF SOCIAL WORK IN POLAND

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This presentation aims to present social work as a practice protecting the rights of people suffering from the processes of marginalisation. It takes as its point of departure two models of advocacy structuring multiple types of activity in this field, ranging from work with particular individuals to political engagement at the macro level. In the light of analysis of the obtained data, the practice of advocacy in social work emerges as one focused on providing direct assistance in the form of financial and non-financial benefits.

Purposes

This article aims to provide some answers concerning the status of advocacy in social work in two different dimensions. Firstly, I discuss theoretical models that adequately capture the variety of advocacy practices: one proposed by Paul Freddolino and his collaborators (Freddolino et al. 2004), who classify them according to the pattern of control over the ends and the means of such intervention, and the other – by Jack Rothman (2007), who considers their nature in community and community practice. Secondly, the status of advocacy in social work can also be captured by providing a summary review of attitudes of social workers to its nature and functions, and presenting their opinions on these issues. The study which I conducted for the purpose used a bottom-up perspective focusing on the experiences of social workers in Poland.

Methods

The following part of this presentation presents the results of a quantitative study of social workers employed at local social welfare centres (ośrodekpomocyspołecznej), conducted on a regional sample in the Wielkopolska region. The data was collected using a mixed-mode survey design, a procedure whereby the same information is obtained from different respondents by means of different techniques. In this case, 100 interviews were conducted over the telephone using the computer-assisted telephone interview (CATI) technique. Those who refused to take part in the telephone survey were offered an opportunity to complete the questionnaire online (computer-assisted web interview, CAWI), which brought answers from representatives 118 local social welfare centres.

The results of study in summary form and conclusions

The majority of the respondents view advocacy involvement in terms of micro practice –helping people in need to gain more control over their lives. Accordingly, they also identify facilitating access to services and benefits as their principal task.

They are reluctant to take on political roles and publicly articulate the interests of groups which are marginalised in society.

Advocacy interpreted as organisational or financial support to groups which pursue the interests of minority and disadvantaged populations is even less popular.

The paper present social workers' attitude to social rights and their opinion as to which of them require particular protection. What comes as their priority is old-age care and childcare as well as minimum income benefits, particularly to elderly people. The rights concerning social integration and involvement of marginalised groups are far from the top of the list.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1576 - SOCIAL WORK COMPETENCIES MAPPING AND ITS IMPACT ON STRENGTHENING THE WORKFORCE

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Background

Competency-based approach (CBA) emerged as an important philosophy in the labour market and in higher education institutes (HEI) because employers need social workers having adequate training, and at the same time, HEI need focusing on the individual result instead of abstract knowledge in the field. Therefore, a competency framework contains a list of essential skills that one must have in order to perform the tasks of a specific job. In the field of social work, there has not been an extensive assessment of the competencies for the workforce although there are several models used.

Method

The study is a part of the project „Strengthening the social work workforce in Romania" financed by UNICEF Romania during 2018-2019. Nine competency clusters, i.e., demonstrating ethical and professional behavior, acknowledging diversity and difference, using a human rights perspective, using evidence-informed practices, policy development, engaging with individuals, families, groups, organizations, and communities, assessment, direct practice at different levels, and evaluating practice were analyzed using the statistical software SPSS. The study deployed a quantitative research design of 740 respondents using an online questionnaire.

Results

Competencies of social workers have a significant impact on the quality of services delivered. Among the nine competencies analyzed, the most important were engage diversity and difference in practice (M = 9.38), advance human rights and social, economic, and environmental justice (M = 9.29) and evaluate practice with individuals, families, groups, organizations, and communities (M = 9.29). With high values as well, but perceived as less important were engage in practice-informed research and research-informed practice (M = 8.18), engage in policy practice (M = 8.39) and engage with individuals, families, groups, organizations, and communities (M = 8.39).

Conclusion

The study concludes with specific implications based on research findings which can be used for further research and developments in the area. The study is beneficial in the field of competency mapping, social work institutions, professional organizations, higher education institutions providing initial training, and researchers.

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O1595 - GETTING CO PRODUCTION OFF THE GROUND THE EXPERIENCE OF SERVICE USERS AND SOCIAL WORKERS WHO HAVE TRIED

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Introduction
The term coproduction has recently re-emerged in Northern Ireland health and social care policy and there is a renewed interest in supporting the meaningful involvement of service users in statutory social services. Opportunities are available for service users to get involved in more ways and at more levels than ever before. There are increasing expectations that social workers involve service users to an extent that goes well beyond what the profession traditionally considered as partnership approaches. This paper provides some insight into the experiences of service users who have availed of opportunities to become involved in coproduction type activities with statutory social services. It also draws on the direct practice experience of social workers who work to involve service users in a variety of ways in their efforts to make coproduction a mainstream activity in social work practice.

Methods
This paper reports on a small-scale, coproduced qualitative study that explores the implementation of coproduction in statutory social services. A group of service users who have significant coproduction experience informed the research design and the analysis phase of the study was conducted in partnership with one member of the group. The study involved thirteen participants in twelve semi-structured interviews: six service users and seven professionally qualified social workers. The qualitative data from interviews was collected systematically and findings were organised into key themes using computer based data analysis software.

Findings
From the study findings, three main categories are identified and discussed, these are; meaningful involvement, challenges/barriers and work place culture. Although, there were diverse experiences in terms of how meaningful the process was, it was evident that coproduction has potential to empower service users and social workers to collectively make positive differences in the planning, design and delivery of social support services. The study also finds a range of challenges and barriers that are well established in previous research, that unaddressed will slow or even deter progress to the implementation of coproduction as a mainstream social work activity. An overwhelming finding related to the current climate in which social workers practice, a combination of work pressures and lack of time to build relationships with service users greatly affects their capacity to integrate the approach into their practice.

Conclusion
Although, this was a small study, it provided a platform for service users and social workers to voice their experiences of coproduction. Whilst mainly positive, the critical perspectives give an insight into what is not working and will inform innovative and creative ways to overcome them. It is evident that the workforce is under significant pressure and that more resourcing and funding is needed to sustain social work support services. It is very clear that social workers are concerned about paperwork and processes detracting from time with service users. Significant, organisational support is required to address the issues raised and enable social workers to have the time and space required to develop coproduction as a core social work method.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1633 - DEVELOPMENT OF INTERCULTURAL WORK IN THE CZECH REPUBLIC – PREMISES AND CHALLENGES IN ESTABLISHING AN INTERCULTURAL WORKER PROFESSION THAT PROMOTES MIGRANTS PARTICIPATION IN CIVIL SOCIETY

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Objectives

Over the last 10 years, the involvement of migrants in the helping professions in the Czech Republic has tended to increase. This trend has helped to develop specialised interdisciplinary approaches that interconnect the interpreting, counselling and intercultural mediation skills. The names of the new jobs have appeared depending on the projects of various specialised organisations. The most widely used terms include: community/social interpreter, socio-cultural mediator, intercultural mediator, intercultural assistant, intercultural worker. Since 2014, two main streams have become prominent - community interpreting and intercultural work. The aim of the presented paper is to answer the question: How is the profession of intercultural worker and its legitimacy developing within the framework of the helping professions in the Czech Republic?

Methods

The article employs a case study approach, including theoretical review of intercultural work followed by an online survey. The theoretical overview summarizes the development of intercultural work in the Czech Republic since 2010. Online survey was realised in May and June 2019. It focuses on the situation of intercultural workers in the two largest cities in the Czech Republic, Prague and Brno. The sample consisted of all organizations in Prague and Brno which employ intercultural workers (11 respondents). These two cities have the largest population of settled migrants and are leaders in social innovation in the field of migrants' integration. I have drawn upon the outcomes of projects conducted by various organisations developing the intercultural work, strategic documents, and my own work experience.

Findings

A generalised profile of intercultural workers in all 11 organisations is of 85% formed by migrants with university education in humanities (but not necessarily in social work) who have a history of work in NGO and informal help to their compatriots. Only one full-fledged course for intercultural workers has been undertaken so far. The main activities intercultural workers perform are assistance and interpreting, basic social counselling, community and outreach work. The professional codification of the intercultural worker is supported only in non-mandatory strategic documents within Czech integration policies and the National Qualification System. Searching for new paths to the systematic establishment of the intercultural work and ensuring the proper education has been a concerted effort of esp. non-governmental organisations.

Conclusions

The trend of involving the well-motivated migrants, who often lack adequate formal education, in the helping professions, occupying the role of intercultural workers and community interpreters, is increasingly demanded by NGO´s and public authorities. It corresponds to the situation in the traditional EU countries where priorities of the integration policy - particularly at a local level - include continuous support and professionalization of services performed primarily by people with migration history and command of multiple languages and cultures.

In the Czech environment, there is an ambition to establish intercultural workers as a distinct profession that works closely with social workers. The discussion on the professionalization of intercultural workers is still open to question.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1636 - EXPERIENCES OF STUDENT SOCIAL WORKERS WHO FAILED A PRACTICE PLACEMENT A CROSS BORDER STUDY

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Practice placements have been identified as the most important element of social work education, as that is usually when professional suitability becomes most apparent. Protecting service users and the profession from those not deemed suitable requires rigorous gatekeeping but fair assessment. Despite the centrality of practice placements in social work training, there is a paucity of research that explores reasons for placements terminating, or the experiences of failing placement from a student perspective. This research aims to add to the existing body of academic literature and provide findings from a cross-border perspective.

This study consisted of two phases: (1) anonymous quantitative data on 63 students who failed placement during January 2015-2019 in Northern Ireland (Queen's University Belfast and Ulster University) and cross-border in the Republic of Ireland (Trinity College Dublin and University College Cork (UCC), and (2) 11 qualitative interviews with consenting students.

Quantitative findings from phase one, which were analysed using SPSS, indicated an over-representation of male students failing (19/63), poor understanding of the social work role (59%), poor time management (53%), poor written work (48%), inability to follow guidance (42%) and poor professional conduct (32%). Despite social work students learning about data protection, six students breached data protection legislation and their professional standards. Pre-disposing factors (44%) created blocks to learning (i.e. relationship breakups, disabilities or health issues and medical emergencies involving relatives), which practice teachers felt prevented students from fully embracing their placement.

Qualitative findings from phase two, which were analysed using Braun and Clarke, revealed six themes: The impact of personal problems; the importance of positive working relationships; the use and misuse of power; lack of clarity around assessment and decision-making processes; the importance of developing insight and receiving useful feedback. Recommendations include the importance of academic/professional tutors knowing their students well and creating repeated opportunities to connect during placement. Practice Teachers accessing a wide range of evidence for ongoing assessment and offering regular feedback to students. Encourage students to disclose disabilities or health issues to allow reasonable adjustments to be made, and to create opportunities for reflection on how personal or health issues are affecting learning and progression. Given the widening participation agenda, it is important that academics and agency partners feel confident and competent in supporting students with health issues within the parameters of their job role and professional regulations. Greater clarity around the scope and purpose of formal decision-making meetings, such as mid-point review meetings, action plans, Practice Assessment Panels and Exam Boards. The importance of support plans for students who take a temporary leave of absence, which empower students to seek support for issues that influenced progression, and gain a greater insight into their own learning journey. Greater support networks for students who feel embarrassed or stigmatised by not successfully completing their practice placement or graduating with their peer group, and preparatory support or occupational health assessments for students prior to attempting a repeat placement.

O1640 - THROUGH OCCUPATION'S LENS CHILD MALTREATMENT MANDATORY REPORTING JUDGEMENT AND INTENTIONS OF SOCIAL WORKERS NURSES AND PHYSICIANS IN COMMUNITY CLINICS

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Background and Purpose

States' commitment to guarantee children's protection from maltreatment had been realized from the 1960's by governments worldwide, endorsing mandatory reporting laws. Since then, a considerable emphasis in the literature is put on ascertaining whether mandatory reporting rules and guidelines are being followed by particular occupations, and on ways to enhance fidelity with legislation. In this study, we investigated reporting practices across professional groups. Furthermore, the force here was on professionals working in community health services, a setting which is still under-researched.

We examined how the profession, being a physician, a nurse, or a social-worker, influences assessments regarding suspected child-maltreatment, intentions to consult on the case, and intentions to report the case. We further investigated the effects of heuristics such as child's ethnicity, gender, and family socioeconomic status on professionals' judgments.

Methods

The study used an experimental design within a cross-sectional survey framework. A series of vignettes were constructed, describing a child at risk. Three factors were randomly manipulated: child's ethnicity (Jewish/Arab), child's socioeconomics (Middle-Class/Low-Class), and child's gender (Male/Female). Each participant was asked to respond to five randomly selected vignettes (from a pull of nine vignettes). Participants were asked to assess the likelihood of suspected child maltreatment, their intentions to consult on the case, and their reporting intention for the case.
The sample was a purposive convenience sample, intended to maximize variation, consisting of 357 participants: 143 medical doctors, 168 nurses and 46 social-workers working in community-based HMO clinics, in Israel. Linear and logistic regression-analyses were carried at the vignette level, controlling statistically for within participant clustering using robust-standard-errors within a Generalized Estimating Equations (GEE) model.

Results

Findings show that profession had significant effect on the suspected child maltreatment assessment and intention to consult on the case. Being a nurse decreased the likelihood that child's condition will be identified as the result of maltreatment and being a physician decreased consultation intentions. Manipulated factors had differential effects for each profession. Physicians' assessment of child maltreatment was significantly affected by the child's ethnicity, gender, and socioeconomic status; nurses' assessment was affected by child's gender and socioeconomic status; social workers' assessment was only affected by the child's gender. Being a girl, Jewish, and belonging to low socio-economic class increased the likelihood that case will be suspected for child maltreatment. In addition, child being a girl significantly increased physician's intention to report the case.

Conclusions and Implications

This study shows that heuristics effect professionals' construction of child maltreatment, yet in a differential way according to profession and type of decision. The results are discussed in terms of their implications for professional socialization and qualification. It is recommended that future research will address the efficacy of multi-professional child protection training programs.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1658 - LIKE A SPAGHETTI JUNCTION. WORKING ACROSS SEVERAL BOUNDARIES WITH PARENTS IN FORCED MIGRATION IN SOCIAL WORK PRACTICE

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The increasing complexity and cultural diversity of Italian society represent one of the main challenged social workers must face. Working with migrant single parents and/or families is part and parcel of their experience. Our research is part of "Constructions of Parenting on Insecure Grounds: What Role for Social Work? (COPING)". The scope of the project is to explore how parents - on insecure grounds (in general) and in forced migration (in particular) - represent their parenthood as well as to explore social workers' representation of the parents. Furthermore, the research aims at exploring how these social workers can be supported in developing their skills and abilities and in the delivery of services and interventions.

Parenthood in forced migration is a complex and multidimensional life situation. It is defined by several factors: personal biography, duration and timing of the migration, motivation and life projects, experience of the migration journey, institutional factors for settling in the chosen country, cultural and social that can facilitate or hinder processes of integration in the host country.

The overall question guiding the research is "identifying, across social, cultural and professional boundaries the strength and weakness of social work with forced migration parents". To address this question, after a systematic review, an empirical research has been carried out in four stages: feasibility study; engaging social workers; engaging forced migrated parents, analysis, and discussion.

Several methods within the qualitative paradigm were used. In the first stage a feasibility study allowed to map the field, to identify the network of service provision and to build relations with the main stakeholders across Italy. In the second stage 18 social workers (working nationally, at the least for the last three years, with parents in forced migration in the public agencies and third sector organisations) were interviewed using a semi structured questionnaire. In the second stage in-deep interviews were conducted with 50 parents (refugees who had competed the process of asylum seeking at the least in the last three years, who live across Italy) with a personal experience of forced migration. One of the criteria is being a parent of children between 3 and 15 year-old. The Grounded Theory drove the stage of data analysis.

The initial results show the difficulties but at the same time the possibilities of working across a series of boundaries. Social workers and parents share the limits of understanding each other across cultural boundaries. Social workers experience, at the same time, the challenges of working across discipline, professional and organisational boundaries. Interprofessional and interorganisational work appears to take particular emphasis.

The initial conclusions of this research are: a) the needs of the parents with an experience of forced migration can be met by service not very much different from those for native parents but at the same time by specific service that are aware of this parenthood as "a transition in the transition"; b) in order to support social workers working in this area specific methodological, educational and organisational approaches need to be designed and developed.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1693 - TEAM TALK AND TIME; KEYS TO SUPPORT COMPLEX CARE OF OLDER ADULTS AT HOME

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Introduction and aim
This study investigates pros and cons of a multiprofessional care team work for older adults with complex care needs. The goal is to diminish hospitalization and instead carry out high quality care at home. The new project is a cooperation between the municipality and the region to further develop safe and secure home care, and the local university has been asked to investigate how home care work is proceeding.

Method
Six focus group interviews, were carried out, half in the start of a new team work method, half after one year of work. 25 nurses/assistant nurses and one each of OT and PT participated. The empirical material was thematically analyzed.

Results
Preliminary results show that through this new way of multiprofessional teamworking expectations were that the older adults with complex care needs would clearly benefit when professionals from the different health and social care organizations cooperated. By receiving more time from a smaller group of care staff, the important feeling of being safe would be secured. Staff would be enabled to give time and attention to the person first and foremost but also to next of kin who often are partners in care. By having the combined nursing competency, rehabilitation professionals and social care personnel in the team, unnecessary hospitalization was proven to diminish. For assistant nurses the positive difference in working in this team in comparison with ordinary home care was strongly emphasized. Dilemmas are yet to be solved, regarding stability of staffing within the team as well as how to remove still existing boundaries between health and social care sectors, for example in using different documentation systems creating communication barriers. According to the participants in the focus-groups rehabilitation professionals and physicians need to be involved more in home care.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1695 - BEHAVIORS COPING STRATEGIES AND PERCEIVED E LEARNING CHALLENGES IN SOCIAL WORK EDUCATION AT THE BEGINNING OF THE COVID 19 PANDEMIC A STUDENT BASED PERSPECTIVE

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The shift from in-person education to online instruction, brought numerous challenges to the forefront. According to Almaiah (2020), some of the challenges encountered by the students, faculty, and administrators are as follow: (1) technological challenges, (2) individual challenges, (3) cultural challenges, and (4) course challenges.Other perceived challenges are related to: (1) mental health issues (e.g., depression), (2) clear communication issues, (3) heighten levels of stress & anxiety, and (4) inability to adapt traditional leadership strategies and styles to an online context (Goffee & Jones, 2000; Heifetz & Laurie, 2001; Lima et al, 2020).

The beginning of 2020 brought several challenges to the forefront of our attention all related to what is now known as the COVID-19 Pandemic. As the virus was spreading fast globally, the need for social distancing pushed the academic world into a frenzy of solution seeking. As a result, most universities in the US and in Europe decided to move their in-person classes to online.

Methodology

This is a binational quantitative pilot research study looking at students' perceived challenges, coping strategies, and preparedness (or lack thereof) for online instruction at the beginning of the COVID-19 pandemic when they were forced to . The data was collected at two public universities, one in Spain and one in the United States of America, at the end of the Spring Semester 2020. All students enrolled in the courses taught by the two researchers had an opportunity to participate in this research study. However, the participation was voluntary. Data was collected through the use of SurveyMonkey.

Findings

The findings are divided in the following parts: Demographical size; preferences in online course; Attempts made by students to succeed in the new environment. Experienced Challenges and Coping Strategies. Firstly, the results obtained are related with the following issues: provide students with better technological instructions; 2) Provide students with coaching regarding resilience; 3) Incorporate in the online instruction healthy coping strategies; 4) Incorporate in the online instruction organizational tips for success; 5) Encourage students to implement self-care strategies in their personal, academic, and professional lives;6) Provide students with scholarships and financial aid during the pandemic; 7) Assist students with other pandemic related needs: food, shelter, safety, health, etc

Limitations of the study

This research study represents a snapshot in time within a very critical time-frame. Thus the sample size is relatively small. As a result, no generalization to the entire student population who experienced the transition from in-person education (traditional or hybrid) to fully online instruction can be made. The researchers had to develop a new instrument that included some coping scales. Given the uniqueness of the situation regarding the pandemic context and the very short time available for data collection, the instrument as a whole was not tested for validity and reliability. The research study focused only on the students' perspective. Anecdotally, when speaking with colleagues, we found that similar themes emerged from our informal conversations. Further research needs to be done with this population.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1699 - A MATTER OF OCCUPATIONAL PROFESSIONALISM MEANINGFULL ACTIVATION WORK AT FRONTLINE SERVICES IN NORWAY AND PORTUGAL.

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The receipt of welfare benefits has become increasingly conditional on activation measures, and with that stricter benefit sanctions have intensified across OECD countries (Eleveld, 2018; Watts & Fitzpatrick, 2018). Frontline workers at welfare offices are those who implement, mediate and co-produce such policies in their everyday encounters with clients (Lipsky 2010; Brodkin 2013). Despite the lack of a common educational background, the social work profession recurrently appears in discussions about the professionalisation of activation work. While some question social work's compatibility with activation work (Hasenfeld, 2010), others sustain it can conciliate (Hansen & Natland, 2016; Nothdurfer, 2016), which is an under-researched topic. This paper explores occupational professionalism in activation work by examining how frontline workers perceive meaningful work in social assistance. More specifically, what kind of professional rationales frontline workers invoke when they impose benefit sanctions and how these relate to policy implementation in two different countries. Studying this in two contexts allow us to understand different forms of activation work but mostly the common understandings guiding activation practices. To this purpose, I draw on fieldwork and interviews with frontline workers at welfare services in Norway and Portugal; two divergent countries particularly concerning the stringency of sanctions in social assistance. The findings are discussed through the concepts of organisational and occupational professionalism (Evetts, 2009). Preliminary findings indicate that despite policy, governance and organisational differences, frontline workers tend to perceive activation as positive and legitimise their practices from social work rationales: their role is to help and motivate clients while developing different strategies to refrain sanctioning. In which degree such perceptions derive from a similar occupational professionalism grounded on social work requires further analysis.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

The impact of Covid 19 on people's lives and on social work research

O1630 - OPPORTUNITIES AND CHALLENGES OF SOCIAL WORK EDUCATION IN THE DIGITAL AGE IN GERMANY PERSPECTIVES OF STUDENTS AND ACADEMIC STAFF

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The Covid-19 pandemic had a great impact not only on social work practice and research, but also on social work education. Therefore, students and academic staff have been affected because face-to-face education had to be suspended and transferred to digital teaching. As within social work in general, different approaches of response toward shared problems exist internationally and even nationally. Thus, the purpose of this presentation is 1) to share and discuss challenges and opportunities experienced by social work students and staff at a German University of Applied Sciences during the Covid-19 pandemic and 2) to present implications for future education in social work from a German perspective.

The opportunities experienced by social work students and academic staff include the possibility of personal and professional growth including promotion of creativity, self-organisation and media competence; increased work flexibility in terms of time and space including more spare time, and the opportunity to spend more time with family; the use of various approaches to suit different student needs and learning styles including self-learning through videos, reading materials and assignments, as well as communication in live interactions, and enhanced interdisciplinary and international study content including inviting international experts to join video conferences. The challenges experienced by social work students and academic staff are specifically of a personal and social nature including an increased need to be disciplined, a feeling of loneliness and loss of social contacts; health-related issues such as concentration problems and decreased physical activity; new forms of learning and types of examinations; data protection issues and other problems connected to working from a home office, including poor technical equipment and internet connections. These are challenges that must be overcome to continue digital teaching after the pandemic. For this purpose, the potential for adopting digital teaching and learning after the pandemic will be discussed.

This presentation is based on the idea of the co-creation of knowledge by students and academic staff to broaden perspectives, encourage students' active participation, and shift towards a relationship between students and academic staff characterised by dialogue and a shared responsibility for teaching and learning that has beneficial outcomes for both parties.

O1631 - SOCIAL WORK AND SOCIAL CARE WORKERS' QUALITY OF WORKING LIFE AND COPING WHILE WORKING DURING THE COVID 19 PANDEMIC ANALYSIS OF POSITIVE COPING AND WORK RELATED QUALITY OF LIFE AS RESILIENCE AND

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Background

Lower respiratory infections are amongst the top causes of death globally. In early 2020, COVID-19 was designated as a pandemic and despite our experience of pandemics (e.g., SARS), there is limited research about how health and social care staff cope with the challenges of caring for patients while potentially putting their own health at risk. The current study therefore examined the impact of providing health and social care during COVID-19 on social workers, social care workers, nurses, midwives and Allied Health Professionals (AHPs) during May-July 2020.

Aims and Methods

An online survey using validated scales and open-ended questions was used to collect data from health and social care staff from across the UK in May and June 2020. Questions focused on the quality of working life, coping and mental wellbeing. The survey also captured information on how health and social care employers had supported staff and lessons learned for future pandemics and for ongoing health and social care provision.

Analysis / Results

The survey received 3,290 responses, mostly from social care workers and social workers, with lower response rates from nurses, midwives and AHPs. A multiple regression analysis showed that individuals using positive coping strategies, particularly active coping, emotional support, relaxation and exercise, had higher wellbeing scores. Lower wellbeing scores were associated with disengagement and substance use as coping strategies. Better quality of working life was associated with active coping, emotional support, work family segmentation and relaxation. Participants using disengagement and family work segmentation had lower quality of working life. No differences were observed between occupational groups.

Conclusions Summary and Implications

Positive coping strategies seem to be playing a significant role in health and social care workers' wellbeing and quality of working life and interventions may be needed to support those who are struggling to cope. These could take the form of training and psycho-education on coping strategies, for emergency periods, but also for 'service as usual' periods.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1642 - THE IMPACT OF COVID 19 ON SERVICE USERS AND PROFESSIONALS IN SOCIAL SERVICES FOR OLDER PERSONS

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Our presentation focuses on the impact of the COVID-19 pandemic on service users and professionals in social services for older people in Italy. The research, promoted by the National Council of Social Workers and the National Foundation of Social Workers, had the aim to give voice to the perspective of front line social workers, addressing the following questions:
a) Which challenges the social workers had to face?
b) Which was the impact of the health crisis on the lives of older persons?
c) How the social workers responded to the consequences of the COVID-19 crisis?
A social vulnerability perspective (Wisner et al., 2004) to disaster risk requires taking into account the analysis of wider socio-economic and political systems, which creates social inequalities and determine unequal access to resources. Scholars have shown how in cases of disasters social workers can use their specialized skills in different stages of the emergency management cycle (Gillispie, 2013). Some of the most important developments in the understanding of disasters come from workers on the ground, in particular those in the frontline of disaster response, reflecting upon field conditions.

During April 2020, a questionnaire was sent by email to all the Italian social workers members of the Council (n=42,765), obtaining a 48% response rate. The present study focuses on a subsample of 2,186 professionals, those working in services for older people. The questionnaire included closed-end and four open-ended questions. The data analysis was carried out, using mono-variate and bivariate analysis, and thematic analysis (Braun and Clarke, 2006) was applied to qualitative data.

Our results show how the majority of social workers has been able to find new ways to support both elderly people and families, showing the key role that social work can play in the management of a health crisis. However, the impact and the quality of their work was highly influenced by the organizational and context: several respondents described their agency as stuck, not able to react, or focusing exclusively on the physical component of health. Different territories reacted in different ways, and in some areas several interventions had been suspended. One of the main effort of social workers was to promote feelings of purpose and relationships in the lives of older people, despite the limitation imposed by the health crisis. A key intervention was the effort to increase the pool of relational ties available, even in a time in which "stay home" was the general prescription for everybody, creating connections within the community. Only a few respondents mentioned the necessity to intervene also at the macro level, to advocate for elderly rights.
Our study intends to provide insights and lay foundations for wider professional debate about what types of interventions and actions had demonstrated to be effective with older persons, and which might yet be developed, in relation to social services in collective crises, and particularly in a health crisis. Our research is therefore useful to contributing to innovation in practice and social policy for the elderly.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1645 - THE COVID 19 PANDEMIC CARE HOMES FOR OLDER PEOPLE IN EUROPE & VIOLATIONS OF HUMAN RIGHTS A CALL TO ARMS FOR SOCIAL WORK

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Throughout Europe the most damaging consequences of the coronavirus have fallen disproportionately on older people who live in care homes. While advanced age, and health-related comorbidities, is linked to a higher mortality risk from Covid-19 this does not explain the high rate of death and/or serious harms care home residents have been exposed to. A significant contributing factor is the abject disregard of older people's human rights. A critical scoping review of evidence was conducted by the authors - a group of gerontolological social work academics - drawing on research and grey literature. Using the framework of the European Convention on Human Rights (ECHR, 1950) this paper draws on examples of human rights violations - namely the right to life, liberty and security, respect for private and family life, and prohibition of torture, and general prohibition of discrimination - from care homes in seven European countries. The authors call for an urgent re-examination of the role of social work in relationship to care homes across Europe and the importance of re-engaging with human rights issues for residents. The Covid scandal has not only made visible the marginal status of care homes, and their residents, but has also exposed the abandonment of both setting and population by social workers. It is timely to explore why this is the case and how the pandemic could - potentially - act as catalyst to (re)develop social work with care home residents and their families.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1646 - RESILIENCE FACTORS AMONG COMMUNITY SOCIAL WORKERS DURING THE COVID 19 PANDEMIC
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Background: In February 2020, the corona virus began spreading all over the world, afflicting millions of people. Citizens were ordered to stay home, and to keep away from the elderly. These restrictions had consequences that harmed peoples' well-being in all aspects. Community social work departments took an active part in coping with the corona virus. There is a small body of research regarding the role of community social workers coping with emergency situations such as natural disasters or war. However, there is no data relating to the role of community social work in coping with a pandemic. This paper assists in filling this gap by examining the coping of community social workers with coronavirus. Methods: Qualitative design and methods were utilized to investigate the research question. Data came from in-depth, semi-structured interviews with managers of community social work departments in municipalities in Israel, taken in April 2020. The sample included 20 participants. A purposive sampling was used to recruit them. All participants were community social workers, with M.A. degrees and 13-39 years of experience. They were defined by the government as essential workers and continued to work during the coronavirus epidemic. Interviews were transcribed verbatim and a grounded approach was used to capture emergent themes.

Findings: Finding highlights three main themes regard community social workers' functioning during the first wave of the COVID-19 pandemic. The first theme deals with the creative thinking of the community social works, that was reflected in developing solutions, both for the general population and for special groups with unique characteristics, and in fundraising. The second theme was the community social workers' functional flexibility. Community social workers were called upon to assist with the roles ordinarily fulfilled by the individual care social workers. Their abilities, together with their willingness to broaden their area of practice, made them helpful to the functioning of the social services during the first wave of the pandemic. Third, the relationships and cooperation that were promoted by the community social workers in their daily work were found to be essential and necessary to the municipalities' ability to assist people. Local social networks in the neighborhoods were the source for locating needy people, and assisting them by delivering food and medicine. Prior cooperation with business and civil society organizations enabled quick access to resources such as computers and games.

Conclusions and implications: Findings highlight the unique qualities and personal resources that may have enabled the community social workers to cope well with the pandemic, all of them are in keeping with the literature regarding resilience contributors. Whereas confusion reigned in the municipalities, the community social workers were able to be a significant factor in social service departments' ability to cope with the effects of the pandemic. Findings suggest that decision makers should view community social workers as integral partners in coping with the coronavirus during both crisis periods and during recovery time. Furthermore, courses and training of community social workers in emergency situations would increase proficiency in this field.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1657 - THE CHALLENGES AND OPPORTUNITIES OF CONDUCTING SOCIAL WORK RESEARCH IN THE COVID 19 PROCESS

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Background and purpose:While the lockdown and measures that emerged with the COVID-19 process deeply affected the lives of individuals and communities, these processes also made it difficult to conduct research studies in social sciences. In this study, it is aimed to make visible the methodological difficulties and opportunities encountered in a research process, which was conducted in order to discover what the difficulties faced by families with job / income loss, how the roles and responsibilities in the family were transformed, and how individuals' coping practices were, regarding the gender-based and right-based approaches. Methods: In-depth interviews were conducted with 24 individuals who experienced job / income loss through semi-structured interview form through using qualitative methods between July and December, 2020. Due to pandemic conditions and risks, 8 of the interviews were done face-to-face, 16 of them over the phone. In this research, the field notes taken on the difficulties experienced in the planning and realization of these interviews were used as primary data resources. Those field notes are such as: Direct Observation Notes, Inference Notes and Personal Experience Notes. Findings: This research has encountered challenges and opportunities regarding the overall methodological process. Three challenges detected during the study, which are accessing sampling groups, interviewing and data analysis. However, the opportunities can be classified as accessing geographically diverse sampling groups, effective budget management, and (despite some drawbacks) productive research team collaboration. These categories will be discussed in detail. In addition, coping strategies of researchers will also be addressed. Conclusions and Implications: It has been observed that usual research methods are being changed and becoming difficult under limited circumstances such as a pandemic. In addition to these methodological difficulties, it has been found that some opportunities also arise. The field research experience of the researchers, a gender-sensitive research team composed of five people (2 females, 3 males), the problem-solving skills gained through social work discipline made it easier for researchers to deal with the methodological difficulties in pandemic processes. This research has revealed the importance of adopting and experiencing methodologically innovative approaches in social science research conducted under changing conditions such as the pandemic process.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1661 - NEEDS ASSESSMENT MEETINGS WITH OLDER COUPLES IN TIMES OF COVID 19 CHALLENGES FOR GERONTOLOGICAL SOCIAL WORK

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Background and purpose
In Sweden, Covid-19 has affected elder care and the services provided for older people to a great extent. In the needs assessment process, care managers are facing an indefinite closure or limitations of support and services to offer older people. Also, as older people in Sweden are encouraged to isolate themselves, care managers are now performing assessment meetings via telephone rather than face-to-face. The purpose of this project is to explore communicative strategies employed by care managers in order to conduct needs assessment meetings with older couples during Covid-19.

Methods
The data for this study consist of 20 audio-recorded telephone meetings between care managers and older couples. The meetings are either needs assessment meetings or follow-up meetings regarding the couples' needs for services and support from elder care. The data was collected during the Covid-19 pandemic. The data is analyzed by means of conversation analysis, which departs from the participants' understanding of 'what is going'. For this study, excerpts which deal with talk regarding "corona", "covid-19" or other wording which regards the current pandemic time were analyzed at micro-level.

Findings
The results show three different approaches that the care managers employed in the needs assessment meetings with older couples in this current time. The approaches are referred to as "business on hold", "exploring new options" and "joint speculation". In the first approach, the meetings unfold as if all regular services were still possible to offer the older people, only to be utilized once Covid-19 has passed. In the second and third approach, care managers use professionalism in relation to the discretion embedded in their role as social workers to find solutions outside the regular system. Also, in the third approach, care managers take a more symmetric position in relation to the couples, and offer to jointly speculate on the current situation and the potential support and services.

Conclusions and implications
The results indicate that care managers adopt different strategies when making assessments of needs for older couples during this time of Covid-19. The strategies affect the support and services offered to the older clients, as Covid-19 is treated as an abruption of the ordinary business of elder care in one and a potential long-term situation the other two strategies. At practice level, the findings suggest further support of innovative approaches for making remote assessments. The findings add new knowledge as they suggest allowing and encouraging care managers to use their relational competence more in meetings with older clients, as well as initiating technical education. As such, the presentation will contribute to the debate on managing the challenges embedded in this new digital landscape surrounding gerontological social work in times of Covid-19.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1666 - THE RELATIONSHIP BETWEEN ELDERS LIVING IN RESIDENTIAL SERVICES AND THEIR FAMILIES LESSONS FROM COVID 19 IMPACT

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Background

The relationship between elders in Residential Services and their families seems of pivotal importance, even if many social, psychological, organizational and practice circumstances can hind it over the time (Afram et al., 2015). Covid-19 pandemic is having a dramatic impact on this scene.

In Italy Elderly Residential Services were hotbeds for Covid-19, with a 9.1% average mortality rate from February to May 2020 (ISS, 2020). Family members' access was forbidden to reduce contagion risk, making them worried and helpless. Sometimes, they openly accused Services of not doing enough to protect their loved ones (Marocchi and Pasquinelli, 2020).

There are some Italian quantitative studies about Elderly Residential Services during the pandemic (NNA, 2020), but little is known about family caregivers' and elders' experiences of isolation and difficult contacts with their loved ones. This contribution aims to explore this topic.

Method

The study engaged seven Residential Services of Northern Italy, different in dimension, contagion's levels, forms of management and urban or rural placement.

Forty-six semi-structured interviews with coordinators, staff, residents and family members were realised, when possible in person, otherwise online. Interviews were audio/video recorded, transcribed and subjected to content analysis.

Findings

The physical distancing due to the pandemic is described as a painful and destabilizing experience for both the elderly and family members, disconfirming stereotypes regarding Residential Services as sad places where relatives "abandon" their elders. Cases have been reported where the relationships impoverishment seemed to lead to severe forms of depression.

For family members who had a dying older person, the impossibility to participate at his/her end of life was a challenging experience, with repercussions on the grieving process and on the relation with the Service's staff.

On the other hand, the study highlighted the staff's creativity in finding alternative ways (e.g. video calls, remote meetings in the Services' gardens, funeral wakes from the windows at the ground floor) for maintaining contacts between the elderly and their families. Family members seemed to understand and appreciate the staff's commitment, mostly when a relationship of trust had previously been built.

The changed circumstances required staff a role as mediators/facilitators of the relationship between residents and families, previously seen as something private, outside the staff's tasks. The interviewees reported both the positive sides and many difficulties related to this "new" function.

Conclusion and implications

When an elderly is living in a Residential Service, his/her family relationships inevitably change. The pandemic enlightens that supporting this transition and the whole subsequent relationship is very important for users, families, and staff. However, we need to know better how to realised such support: an investment in further research and training is required.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1681 – RETHINKING FRONTLINE SOCIAL WORK – CRISES DILEMMAS AND CHALLENGES IN PANDEMIC TIMES

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Background and purpose
The weaknesses of Europe's welfare states are exposed by the SARS-CoV-2 pandemic, as the crisis revealed inadequacies of social policy responses. This paper draws from preliminary results of a cross-national qualitative study exploring the challenges of social workers in Poland, Romania and Germany during the pandemic. We examined perceptions of social workers over the state's capability to respond with policy and procedural measures meant to support their frontline work. It identifies good practice indicators that social workers creatively evolved while contending with immense responsibilities, limited resources, and conflictive policy directives.

Methods
This cross-national qualitative study consists of 30 semi-structured interviews equally sourced from each participating country. It employed purposive sampling of frontline social workers with at least a year of work experience in diverse sub-domains. Interviews were recorded and transcribed verbatim, with exceptions when participants refused audio recording. Transcriptions of interviews performed in non-English languages were translated into English, followed by thematic analysis undertaken collaboratively by two coders.

Findings
The emerging themes are:
(a) Neoliberal backlash - Budgetary constraints compelled organizations to cut personnel hiring. The economic viability of service organizations rather than the needs of vulnerable sectors determined policy decisions.
(b) Professional dilemmas - social workers function under increased professional stress, due to changes in workplace arrangements (excessive workloads, job insecurity, health risks, or in some cases financial difficulties resulting from shortened working hours) and to reconfigurations of the client-worker relationship and modalities of service provision. Social workers are in the double-bind of alleviating the situation of clients, while themselves experiencing similar risk-situations.
(c) Procedural/regulatory instability - Social workers in each practice setting experienceda lack of clear and practical guidelines while dealing with unprecedented situations directly or remotely with beneficiaries.
(d) Digital exclusion - Disparities in client's access to technology and the general lack of integrated digital platforms across social service agencies have created difficulties in maintaining the client-social worker relationship.

Conclusions and implications
Our research has implications on what lies ahead for social work. The experiences of social workers during the COVID-19 crises open pathways to deeper critical questions about the consequences of neoliberal policies. Understaffed and under-resourced service organizations operate on budgetary "life-support-systems". Procedural effectiveness requires the development of guidelines that are clear and integrated for remote working. Others include close contact with colleagues and superiors; updating workplace facilities to conform to current legislation; introducing on-call duty in permanent teams to avoid the spread of infection and observe isolation procedures; and regular screening of field workers. Appropriate technological equipment and digital skills are needed for maintaining and creating relationship with clients during the pandemic. Coordination among social work agencies primarily at the local level is necessary. Assist in accessing external specialists (e.g. psychologists, therapists, etc.) should be maintained at pre-pandemic levels given the increased digital exclusion of clients Austerity politics have a long term impact on the fragile welfare state. This research exposes multiple binds social workers contend with, when balancing legitimate personal interest with professional duties.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1682 - STAYING AT HOME ON THE SUBJECTIVE INTERPRETATIONS OF HOMELESS PEOPLE DURING THE COVID 19 PANDEMIC

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Background and purpose

Early in the global COVID-19 pandemic, homeless people were declared to be a particularly vulnerable group. As the pandemic progressed, people often talked about, but rarely talked with, homeless people about the impact of the pandemic on their daily lives. In our research, we reconstruct the interpretations of homeless people on their everyday life during the COVID-19 pandemic. Therefore, we analyse the heterogeneous lifeworlds of homeless people in shelters, hostels, and on the streets, while we focus on their subjective experiences, their ambivalences, and their patterns of action during the pandemic.

Methods

The basis of this qualitative research is 18 narrative guided interviews with homeless people in shelters and on the streets. The interviews were conducted from April to September 2020 in Nuremberg, a 500.000 inhabitants city in the Southern part of Germany. To minimize the risk of infection for interviewers and interviewees, interviews were conducted by telephone or in presence with hygiene concept. To analyse our data, we used a mix of a grounded theory approach and sequential analysis.

Findings

The pandemic changed the daily lives of homeless people, while their experiences diverge strongly. Some problematize loss of income from begging, through empty inner cities, or through being stigmatized as possible sources of infection. The limited services offered by the homeless assistance (e.g. reduced food distribution, lack of counselling and support), in addition to increased living costs (e.g. due to sold-out, low-priced food at supermarkets), also made their everyday life more difficult. The pandemic-related state of emergency at the competent authorities delayed many processes, leading to longer waiting times for official or medical documents (e.g. for cost coverage or determination of the ability to work), and thus to a perceived 'idle time in the biography'. The uncertainty caused by these prolonged waiting times, together with the social isolation in residential homes due to social distancing, sometimes led to psychological problems such as anxiety or panic attacks, and even illnesses such as depression.

But homeless people do not perceive themselves only as victims of the pandemic. The increased focus of politics, media, and society on the living conditions of these people is interpreted positively, as are social donation campaigns (gift fences) or new welfare state innovations (hotel accommodation, single occupancy). Since the pandemic affects the lives of all people, it can also be experienced as a shared fate and lead to an increased sense of belonging in society.

Conclusions and implications

To cushion the negative influences of the pandemic on the everyday lives of homeless people, it is important to avoid perceived idle times in the biographies, for example, due to waiting times at the authorities. Concerning social work, great relevance is attributed to the maintenance of assistance services and the reopening of closed services for the homeless. With such results, this study aims to contribute to application-oriented strategies for crisis management of homeless assistance institutions.

O1685 - SOCIAL WORK AND CHILD PROTECTION FOR A POST PANDEMIC WORLD THE RE MAKING OF PRACTICE DURING COVID 19

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The Covid-19 pandemic presented social workers and managers in child protection with complex practical and moral dilemmas about how to respond to children and families while social distancing. This paper draws on our research into practice during the pandemic. We followed the same sample of 29 social workers, 10 social work managers and 9 family support workers in four different social work departments across England for nine months, from April 2020 soon after the pandemic began, until December 2020. We interviewed them remotely, gathering their views and experiences of the impact of COVID-19 on their work and the families. We also interviewed 21 parents and one grandparent about their experiences of social work and the pandemic, many of whom (17) were involved in the longitudinal case-studies we tracked with the practitioners. Our aim in this paper is to show the creative ways social workers responded, and to provide theories and concepts that can help to account for how such change occurs. Drawing on psycho-social theory and anthropological uses of the concepts of 'contingency' and 'improvisation', we show how social workers creatively 're-made' key aspects of practice. This was done by recognising inequalities and providing material help, through digital encounters on screens and practicing in hybrid ways that varied in-person and digital interactions, through movement and walking encounters that shifted social work away from the interior of the home, and by going into homes, taking risks by getting close to and tactile with children, or by emotionally holding them and their parents from a distance. It is vital that such improvisation and remaking and how they occur are learned from and sustained post-pandemic as this can renew practice and enable social workers to better enhance the lives of service users.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1690 - SOCIAL WORKERS IN THE FRONTLINE VOICES OF THE FIRST 15 DAYS OF THE PANDEMIC IN BARCELONA

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In March 2020, Barcelona (Spain) was one of the most affected areas worldwide by COVID-19 and social workers faced a challenging situation to minimize the impact of pandemic on people´s lives, particularly on vulnerable groups. However, the public discourse tended to make their work invisible. The objective of this study was to capture, analyze and make visible the immediate responses of social workers to cover the most urgent social needs in the uncertain scenario of the first days of the pandemic in the city and surrounding urban areas.

The qualitative study includes 23 semi-structured interviews developed between 20th-27th March 2020 to social workers from the fields of intervention of primary care, health, ageing, homeless and justice. The participants were 19 women and 4 men with different lengths of service in social work and diverse ages. All of them were informed about the research and provided electronical written consent. Considering the pandemic context, the data collection procedures included interviews by telephone and WhatsApp, and each team member was responsible for recording and taking notes. The analysis included the identification of transformative and exclusionary dimensions in twelve analytical categories, some of them defined by the team and others resulting from the dialogues with the participants.

The results show the ways the pandemic impacted on vulnerable groups and how social workers provided effective response to cover their most urgent social needs. Particularly, in this paper we focus on the analysis that shows: 1) the improvement of communication channels, not only among social workers but also between vulnerable groups and their families; 2) the creation of networks of solidarity to increase preparedness, support social care and provide protective material; 3) the role and interventions of social workers that saved elder lives.

This study illustrates the role of social workers to alleviate the consequences of COVID-19 in vulnerable groups in the case of Barcelona during the first days of the pandemic. The outcomes show effective strategies in social work that can contribute to improve preparedness in current and future health emergencies. Furthermore, the outcomes also contribute to make visible the role and voices of social workers in these challenging and difficult times.

O1708 - THE IMPACT OF THE COVID 19 PANDEMICS ON ALCOHOLICS ANONYMOUS COMMUNITY

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While alcohol addiction is a significant social problem in Romania, there has been no research into support groups, such as Alcoholics Anonymous (AA) in the context of COVID-19 pandemic. Due to COVID-19 restrictions physical support groups have been replaced with online AA meetings and social contact between AA members has become a rarity making them prone to relapse. The purpose of this study was to explore the usefulness of online support groups in attaining and maintaining sobriety, the importance of social support and to highlight the effects of isolation and loneliness experienced by alcoholics in the context of the COVID-19 pandemic. A convenience sample of individuals suffering from alcohol use disorders from Romania who attend AA meetings (n=107, 69 men and 38 women) completed an online questionnaire in October 2020 in order to analyze the intricate bi-directional relationship between COVID-19 and sobriety and to identify risk factors associated with relapse. This study investigates the influence of social support, affiliation to AA, involvement and perceived stress on attaining and maintaining sobriety.

Results indicated that online AA meetings are perceived as less useful than the physical ones and that social distancing is a major risk factor for relapse. For 77% of the alcoholics attaining and maintaining sobriety since the COVID-19 pandemic started is more difficult. New comers find it harder to affiliate to AA, to involve in AA services and activities and to attain and maintain sobriety. Although only 23% of the participants had relapsed, 40% out of those who maintained sobriety, experienced craving. Alcoholics who attended more AA meetings the past 12 months before the COVID-19 pandemic, reported 10 times more chances to maintain sobriety. Most of the subjects have experienced anxiety and feelings of loneliness since the beginning of the COVID-19 pandemics and almost half of the participants felt they cannot overcome the difficulties they faced. Commitment to AA became harder to realize since alcoholics do not get involved so easily in AA and do not invest as much time and energy in AA activities as before the COVID-19 pandemics. The findings suggest that those working in the area of substance abuse should pay more attention to the influence of social support in attaining and maintaining sobriety and find innovative ways to improve online support groups, as these appear to play an important role in becoming and maintaining sobriety.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1709 - DIGITAL PARTICIPATORY RESEARCH WITH ADOLESCENTS IN YOUTH SERVICE RESIDENTIAL CARE UNDER COVID 19 CONTAINMENT MEASURES A MESSENGER BASED DIGITAL RESEARCH METHOD

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Research Question

In order to conduct participatory research with adolescents in residential care about their everyday needs worthy of support, originally it was planned to conduct workshops, participant observations and joint explorations of the living space as an action research approach. Covid-19 pandemic measures such as bans on entering social work facilities halted the planned collaboration. Digital survey and participation methods were sought. While some research exists on safe online counselling, a lack of literature on safe digital methods for social work research can be stated. As soon as a digital tool becomes part of a research process as a mediator and medium, all data runs via the service provider. However, research ethics as well as GDPR require a protected, anonymized handling of research data, which must not reach third parties. Which communication tools are suitable for digital participatory research with adolescents in residential care?

Study design
1. Criteria for selecting an appropriate tool for communication and data collection together with adolescents were developed. Criteria for promising youth participation included dissemination, availability, cost, technical requirements and usability, diverse data formats, expected probability of implementation and use, and especially data protection.
2. Tools such as phone, file storage, email, messenger, post mail were then analyzed.
3. A research method around the tool was re-designed.

Findings

Popular services like email, Skype, WhatsApp, Viber, and cloud services like Dropbox, etc. transmit and process unencrypted sensitive data like contacts, metadata or even the content. Disadvantages of Email (no default encryption), post mail and telephone (lack of diverse data formats and asynchrony) were found. Messengers fulfilled many criteria, however, data protection of sensitive research data has to be examined. Threema Work is a Swiss messenger, was found to fulfill criteria best and protect research data.

After choosing the medium for remote participatory research, a research method was needed. Crossing boundaries of disciplinary research, we re-designed cultural probe kits from computer science into a digital messenger-based cultural probe kit as a remote method of co-creative exploration of everyday life in the residential care with the young people. This was performed in interdisciplinary collaboration between researchers from social work, computer science and service design. The young people received game-based research assignnments and transmitted their own observations, reflections and ideas about their everyday needs in residential care as narratives, photographs, pictures and ideas, using the ThreemaWork messenger.

Conclusions

The entry ban under Covid conditions lead to the interdicsiplinary development of a digital remote research method for social work research. A need for standard deployment of safe tools by social work research institutions (universities) was detected for communication of sensitive research data in social work with external partners. Further participatory digital research tools and suitable research methods must be developed so that digital participatory research is possible and meets the requirements for the protection of research data and the participation of the clients.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1711 - UNEMPLOYMENT AND PSYCHOLOGICAL DISTRESS AMONG YOUNG PEOPLE DURING THE COVID 19 PANDEMIC PSYCHOLOGICAL RESOURCES AND RISK FACTORS

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The COVID-19 pandemic is an ongoing event associated with growing uncertainty, major economic crises worldwide, and continual effects on people's work and social lives. Although the pandemic constitutes a low direct threat to the physical health of young people, it has direct and wide effects on young people's lives and their wellbeing through, among other things, its impact on their labor market activity. In Israel, as in other Western countries, young people have been one of the groups most affected by the current economic crisis, as many of them experienced removal, either temporary or permanent, from their jobs. Moreover, current indications show that most of them have not yet returned to work. Against this background, we examined (1) the association between unemployment, occurring upon the coronavirus outbreak, and psychological distress (PD) among Israeli young people (20–35-years-old); (2) the associations between various psychological resources (perceived trust, optimism, and sense of mastery) risk factors (financial strain and loneliness) and PD; and (3) whether these resources and risk factors were moderators in the unemployment-PD link. A real-time survey based on snowball sampling was conducted during the first wave of the pandemic in Israel (N = 390). We employed hierarchical linear models to explore associations between unemployment, psychological resources, risk factors, and PD. Unemployment was independently associated with greater PD. Perceived trust, optimism, and sense of mastery decreased PD, whereas financial strain and loneliness during the crisis increased this distress. The effect of unemployment on PD did not depend on participants' resource and risk factor levels. Policymakers must develop and extend health and social initiatives aimed at alleviating the mental health consequences of COVID-19-related unemployment and to promote measures targeted to ensure the material wellbeing of the unemployed, both through existing social security programs (unemployment benefits and income support schemes) and measures targeted to self-employed people whose businesses have been harmed. Moreover, active labor market interventions can assist young people who may not be able to return to their former line of work but are able to integrate into the job market. Fast-tracking of vocational training and skills acquisition in areas which held steady or even grew stronger during the crisis can be an effective route. Advanced employment service placements that will increase both the rate of return and job matching are necessary as well. The vicious cycle of unemployment and poor health can be broken only by the combined effects of available healthcare, special health-promoting measures among the unemployed, and public interventions aimed at relieving economic distress. All three are needed now to help young adults manage this crisis both financially and mentally.

Theorizing social work and or social work research

O1113 - WHEN COMPROMISES ARE NOT POSSIBLE ON THE WORK OF MEETING MULTIPLE AND CONFLICTING DEMANDS IN PROFESSIONAL DECISION MAKING

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In this paper, I analyse how conflicting evaluation criteria of professional decisions are combined in organizational decision-making processes. In the attempt to make professional decisions better, more accurate, efficient and measurable, social work organizations have increasingly integrated accounting tools and practices into their work. This is not least a consequence of the New Public Management (NPM) reforms characterising the end of the 20th century. With NPM an agenda was set for all public organisations to prove their ability to return value for money spent. Correspondingly, multiple and often conflicting systems for measuring the "value" of social interventions work back to back in Social Work organizations. The accounting system might measure the decision as good, when the expenditure is kept below cost limits, at the same time an audit of legal procedures might measure the decision as bad, because of mistakes in the procedures. The aim of the paper is to analyse how statutory social workers navigate these multiple and conflicting evaluation criteria on a daily basis.

Based on a one-year ethnography of statutory decision-making in the child protection department of a Danish local government, this paper analyses how decisions are made good, when there a multiple and conflicting valuation criteria of "good" decisions. The fieldwork material consists of 402 hours of observations, 17 observations of client meetings, 35 interviews with caseworkers, managers, politicians and family members. Inspired by recent turns in Science and Technology Studies (STS) of valuation practices, I coded the material according to what caseworkers do to make decisions good.

The analysis shows that decision-making processes are shaped according to five categories of valuation criteria concerning the cause of the problem, the rights of the children, the needs of the children, the costs of interventions and the timing of the process. These five categories of criteria are meticulously coordinated into co-existing by sequencing the activities of decision-making into each their time and place. In this way, caseworkers avoid clashes, when compromises between conflicting criteria are not possible. This does not happen to the detriment of taking the needs of the children into account. Rather the caseworkers skilfully sequence the five categories of evaluation criteria in ways that make it possible to make the decisions good according to all five of them. With these finding, the paper adds to social work research on organizational decision-making by suggesting that decision-making is as much a spatial arrangements as it is a linear process.

The theoretical implication is that the distinction between for instance costing and caring is not as clear cut as it is often made out to be in social work research. The practical implication is that statutory child protection workers – at least in the case of Denmark – should be recognised for their ability navigate multiple and conflicting criteria rather than being pushed in the direction of one and not the other. For policy makers and managers this implies that decisions are made better through multiplicity and not through rationality.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1119 - INSTITUTIONAL ETHNOGRAPHY AS A FEMINIST APPROACH FOR SOCIAL WORK RESEARCH

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Institutional ethnography (IE) is a research approach or framework that has been developed by the Canadian feminist sociologist Dorothy E. Smith ever since the 1980s (e.g. Smith 1988 and 2005). She calls it "a sociology for women/people". Its main commitment is that instead of abstract scientific concepts and theories, the inquiry should start from a standpoint in the everyday world, where we are bodily and socially acting as knowing subjects. According to Smith, social sciences should be grounded in the local actualities of people's lives and their material conditions, which offers 'a point of entry' to larger social and economic processes and relations of ruling organising these actualities (Smith, 2005 pp. 54–57). IE has been widely adopted, discussed and debated not only in sociology and gender studies but also in education, nursing and social work research, where it has been used especially in Canada and the US, but also elsewhere. The aim of this paper is to introduce how institutional ethnography has been used in social work research and what makes it as a valuable approach for social work.

Institutional ethnography focuses on institutions and social relations of ruling instead of individuals and allows studying social work as an institution. IE has been used to study how its institutional practices transform the experiences and daily lives of its service users into generalised categorisations and definitions. In social work research, it is important to analyse and problematize such institutional categorisations and how they work. Smith emphasises how this often happens mediated by different texts. Also in social work, it is important to study the use of different written guidelines and procedures and textual practices of recording and documenting. Social work research often studies the experiences of either service users or social workers, and it easily happens that they are positioned against each other when taking the perspective of one or the other. Instead, IE allows showing how professionals and service users are embedded within the same institutional relations.

In conclusion, the author argues that IE shares and fits well with the critical, emancipatory and empowering aims of social work practice and research, especially those of feminist social work (research). What makes IE a feminist approach is not primarily the topics or participants that are studied, but rather its commitments.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1146 - "A WIDER REPERTOIRE OF IDEAS ABOUT THE PROBLEMS OF LIVING" INVESTIGATING CONCEPTUALISATIONS OF THEORY IN SOCIAL WORK RESEARCH AND PRACTICE

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Background and purpose
The role of theory and its relation to practice in social work is a vexed but important question. This paper aims to address the theme of "theorising social work" in education, arguing that students often have their first encounter with theory in their social work studies, which can set the tone for their subsequent engagement as scholars, practitioners and researchers. The theory and social work project, based at Curtin University (Aus) and the University of Manchester (UK), aims to assess the conceptualization of theory by social work academics and students. Social workers work with the most vulnerable members of our community and the knowledge and theory in use by workers has been shown to impact on how people access and receive services. Social work educators supervising students on practicum also play an important role in the education and training of future social workers. This study will contribute to understanding what theories are currently informing contemporary social work practice, education and research. The project takes a comparative approach, examining data from both Australian and English social work education and research, to investigate what is meant by 'theory' in different contexts and examines how it is brought into play within social work agencies and universities.

Methods
This paper will present findings from a pilot study looking at the way theory is conceptualised and adopted in social work research, education and practice. It is based upon a conceptual review of the literature and analysis of research data derived from three focus group interviews with UK Master's degree students and nine individual interviews with key social work academics in both countries. The students were self-selecting from a cohort and were interviewed in groups across a whole year of their studies. In the UK, three prominent social work professors from the various UK nations were chosen because they had written on aspects of theory and because the researchers surmised that their theoretical perspectives may have shifted over their careers. In Australia, academics who have published or teach specific theory related subjects were recruited for interviews. Qualitative data was thematically analysed to enable a cross country analysis of theory-to-practice application.

Findings
We present an analysis of the existing literature and interview data to examine theory's "troubled" or ambiguous place within social work and highlight the contested versions of theory produced in students' and academics' accounts. This includes whether students feel able to raise questions about theory in practice, how their notions of theory shift, and how academic participants negotiate questions about 'the intellectual' within social work. We also explore how academics conceptualise theory, and any challenges they experience in teaching social work theory.

Conclusions and implications
We draw upon theory's troubling role to propose some methodological, ethical and epistemological suggestions for future research into this area, and we consider our findings in relation to questions about social work research, education and policy.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1175 - OLDER PEOPLE IN SOCIAL WORK CASE FILES HOW IS FOREIGN BORN BACKGROUND AND GENDER DESCRIBED
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This presentation departs from the ongoing debate on the role that documentation plays in the clientization of older people within social work (Reamer 2005; Zimmerman 2016). It is based on a study of documentation within the context of need assessment practice in Swedish elderly care. The aim is to shed light on whether foreign-born background and gender have any relevance to the ways in which older people's needs are described in the case files that are used in this practice. The data – which has been analyzed using qualitative content analysis - is comprised of case files (n=202) containing investigations (n=488) into requests for welfare services. Half of the case files concern Swedish-born older people and half foreign-born older people. The results of the qualitative analysis show that, on the whole, the documentation adheres to a standardized template including set headings under which older people and their needs are described. However, in the parts of the assessment that deal with social relations and health status, there are clear differences between how Swedish-born older people, and foreign-born older people, are described in terms of the information that is presented, and the amount of detail that is documented. The case files that concern foreign born older people contain more extensive and detailed descriptions of their health status and social networks. The case files of Swedish-born older people are presented through descriptions that are, in contrast, more factual in tone. Regarding the parts where judgments and decisions are made, there are differences in terms of how decisions are justified and presented: foreign-born older people's assistance needs are more often connected to the care workload that their relatives take on as a result of these older people's needs. The results partially support the critical debate about how clients are constructed in social work documentation. The study adds, however, new knowledge since it shows that categories such as gender and having a foreign-born background can make a difference in relation to the way in which needs get documented. As such, the presentation will contribute to the debate on the challenges that institutional categorization pose for documentation practices in social work, and raises questions about the manner in which welfare services are allocated.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1183 - FLEXIBLE RIGIDITY AND CARING DISTANCE. DISCRETION IN WORKING WITH YOUNG PEOPLE IN COMPULSORY CARE.

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The concept of discretion can be understood in different ways and discretionary practice can vary widely. In this presentation we will focus on how discretionary practice is understood by the staff in a context of what the sociologist Erving Goffman has called a total institution. This is a setting with very fixed frames, but still with some discretion for the staff in the everyday activities. What from the outside could be seen as a rigid system have shown to have continuous room for decisions on what to do and how to interact in this limited space.

The aim of this study is to further the understanding of discretion in human service organizations. From that, we have put the following questions:
- how do practitioners in special residential homes for young people under compulsory care reason about their professional role and work?
- how do they argue about handling the rigidity that comes with working in a looked up institution?
- how do they describe how they relate to the young persons the work with?
The empirical base for the presentation derives from a larger mixed-methods project with several sub studies. In this presentation the material consists of six group interviews with in total 16 employees at two state-run special residential homes for young people under compulsory care in Sweden, one home for girls and one for boys. 2-3 persons participated in each group.

Based on a content analysis of the transcribed group interviews we show how staff argue about their role and discretion in group with their colleagues. We have found that they emphasize the specific characteristics in their role in terms of the ability to combine the rigidity demanded of the setting with flexibility in the interaction with the young persons. The staff also balance between care and distance in the interaction, which they describe as a sensitive and successful way of handling everyday situations.

We will show how they argue that flexibility is used in order to uphold the institutional life in a way that most conflicts are avoided, and that the rules are upheld through their discretion. We will also show how they take pride in managing keeping calm, and how this is said to help their work in this setting. For understanding their specific role we elaborate with the two concepts of "flexible rigidity" and "caring distance". These two ambiguous concepts defines the professional role in this specific setting as a way to use discretion for coping.

The results can contribute to an understanding of how people manage their work in compulsory care, but also how they through their discretion uphold the total institution through forms of caring power, or what Foucault called pastoral power. This knowledge is important for better understanding what is needed for getting staff to enjoy their work in this kind of setting. It is also important for understanding the problems both staff and young persons face in this setting and thereby better understanding know why things turns out as they do.

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O1316 - EXPLORING FORMS OF CARE IN SOCIAL WORK – TOWARDS A CONTEXTUAL SENSITIVE AND CRITICAL THEORY OF CARE

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During the recent decades, new trends and concepts have entered into welfare and social policies, social services and social work in Europe. For example, the push for evidence based research and practice, for measuring cost-effectiveness and cost-benefit of social services, for implementing strategies of social investment and for digitalisation of public and social services shows how European welfare states seek to respond to broader economic, social and demographic changes including changes in how welfare services are legitimized. Within this realm, the idea of 'innovation' be-comes an apparently attractive overall term for how welfare states can reform themselves and become more equipped to face future challenges (European Commission, 2017; Torfing, 2018). Recent research has shown that in Denmark where these trends have been embraced an intensified focus on economic productivity has emerged and becomes translated into effort to mobilize and utilize undiscovered resources, not only in the life of citizens but also in the everyday practices of social work. The assumption is that it is possible to create more and better welfare for the same or less resources (Nissen et al., 2018, Nissen 2018; 2019). Such contextual conditions makes it relevant to ask, from what knowledge base and point of view social work can innovate and evaluate itself? This paper presents preliminary findings from a Danish research project currently underway: Does Social Work Care? Exploring the relational, emotional and embodied practices in social services for vulnerable children and their families. The purpose of the project is a) to develop empirical knowledge about care practices in social work, and b) to use this knowledge to develop a con-textual sensitive and critical theory on the forms and possibilities for care in social work governed by such trends. In the project, we assume that by exploring and identifying basic forms of care in social work, we may be able to constitute a relevant basis for innovation of social work addressing and critically reflecting contextual conditions for making care possible (cf. Engen et al, 2018). The project is conducted as an ethnographic field study closely following and observing how social workers practice and reflect on the forms and possibilities for care across three types of social work: statutory social casework, home based counselling and family treatment. The findings identify forms of care within these everyday contexts of social work. At the same time we will try to make analytical generalizations transcending these contexts by indicating a contemporary 'infra-structure' of care that reflects how care is embedded in a context of power (Nissen & Engen, 2020), of ruling relations (Smith, 2005), and in the politics of care (Tronto, 2013). From this point of view, we will discuss how exploring, unfolding and making forms of care in social work more visible can contribute to innovation of social policy and social work practice.

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O1345 - ALIMENT RESEARCH ON HOW SOCIAL WORK WORKS

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Inspired by the CAIMER theory of Blom and Morén (Blom & Morén, 2010) we designed a research project with the same ambition, namely explaining how social work works, but with some variation in epistemological, methodological and theoretical orientation. The main difference is that we work on that same question with a systems theory approach, including the ontology of Mario Bunge (Bunge, 1979) and our own general theory of Social Work (Sommerfeld, Hollenstein, & Calzaferri, 2011) based on systems theory as well. The research methodology basically is Grounded Theory (Strauss & Corbin, 1996) but adapted to the systems theory perspective.

The project has been financed by the Swiss National Science Foundation. The sample includes three organisations of Social Work in the health sector: a huge autonomous organisation working with drug addicts, a department of Social Work inside a psychiatric hospital, including community care, and a department of Social Work in a centre for paraplegia. The data collection included document analysis, observations of the daily professional and inter-professional processes inside the organisations, interviews with professionals and repeated interviews with users, finally a longitudinal study on quality of life (using Seiquol) and capabilities (using Oxcap). We use a mixed-methods design to analyse these different sorts of data.

The project is still running until autumn 2020. At this stage, the analyses have resulted in a promising model of the complex causal and dynamic processes that we would like to present for discussion. The model will be introduced on the basis of two trajectories of users in the context of the addiction field. As in the Caimer theory, we have studied the interrelations of contextual conditions, actors and their activities, mechanisms and the effects in terms of development (outcome). Consequently, it will be very interesting to compare and discuss our findings with those of Blom and Morén. Opening the black box of how social work produces its effects (and eventually not intended side effects) still keeps many open questions at hand. Our model provides a deep understanding of the dynamic, interactive, and timely stretched character of social work interventions. Therefore, it has implications for future effectiveness research. If the model is as explanative as we think it is, it may serve as a generative model for the development of effectiveness research in the sense of evidence-based practice. Another implication, which we might present in some short flashes, is how practice (our practice partners in the addiction field) make use of our findings for developing their program theory and eventually their interventions.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1374 - UNPACKING THE RELATIONSHIP BETWEEN POVERTY CHILD ABUSE AND NEGLECT AND CHILD PROTECTION INVOLVEMENT

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Background and purpose
Several decades of research have demonstrated a strong statistical correlation between poverty and child abuse and neglect (CAN) and between poverty and children's chances of becoming involved in child protection interventions. A significant portion of these studies points to various economic variables that correlate with different forms of CAN and with involvement in child protection interventions. Yet there is scant research that attempts to portray the ways in which parents and practitioners in the child protection system perceive and understand the relationships between these phenomena, the causal mechanisms through which they interact in their everyday lives, and the complex ways in which they do so. Moreover, there is a dearth of research that addresses this relationship in light of the growing body of knowledge known as "critical poverty knowledge," which points to the relational and symbolic dimensions of poverty, including the impact of wider policy discourses and services that 'other' and shame people in poverty.

Based upon and informed by the theoretical framework of critical poverty knowledge, this study's aims were the following: a) to describe parents' and practitioners' perspectives on the pathways between poverty, child maltreatment, and child protection involvement and b) to conceptualize the links between the material, social, and symbolic/relational dimensions of poverty, child maltreatment, and child protection involvement.

Method
In order to achieve these objectives, and considering the paucity of knowledge regarding the views of parents and practitioners on the relationships between poverty, child maltreatment, and child protection involvement, this study adopts a qualitative methodological approach. It consists of 30 in-depth interviews with parents and social workers that took part in two small-scale family preservation programs in Israel. The data was analyzed using systematic content and thematic analysis.

Findings
Based on the theoretical framework of critical poverty knowledge, the analysis of the interviews revealed a matrix of relationships between poverty, child maltreatment, and child protection involvement that I conceptualize as the child protection-poverty matrix. In my presentation, I will demonstrate how this matrix makes it possible to map the harsh repercussions of poverty on parents and children in the child protection system. The matrix, which is characterized by an overarching experience of stress, consists of three main dimensions—the material, the social, and the symbolic/relational. Each dimension has three realms of influence—the child, the parents, and the child-parent relationship.

Conclusion and implications
The study makes three main contributions. First, it enables social workers to portray a more accurate, less individualized, and less blaming understanding of families' situations and of the occurrence of CAN. Second, it integrates the evolving framework of critical poverty knowledge into the discussion on the pathways between poverty, child maltreatment, and child protection involvement. Third, it reinforces the notion that poverty is a child protection issue and therefore anti-poverty policy practice is a necessity. The presentation is strongly linked to the central theme of the conference in relation to the potential of the research to contribute to innovative and poverty-aware child protection policy and practice.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1431 - CONFLICTING IDENTITIES AND EMOTIONAL REGIMES IN THE SWEDISH SOCIAL SERVICES.

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The situation in the Swedish social service has been described as problematic. Overwhelming caseload, high staff turnover and stress related illnesses and high sick leave rates have been reported in almost every service district in the country. One in four social workers are reporting psychological strains such as sleeping disorders and anxiety. As in many other European countries, the Swedish welfare state has undergone profound changes in organization and governing during the last decades, often referred to as New Public Management. It has been said that - in the name of effectiveness - work recovery, empathy and sensibility has been rationalized away. Somewhere between the ethical principles and core values' (almost poetic) description of the profession, and the bureaucratic time and budgetary constrained reality, tensions seem to rise. These could be seen as inherent in social work, and are often referred to as a battle between different kinds of logics or professionalisms, such as occupational logics versus organizational logics. What is often overlooked in organization- and management studies is that professional life- and identity are highly emotional affairs. However, the social function and dynamics of emotions in the welfare state is an area of growing interest to social science scholars. Yet, in most Swedish research on emotional aspects of human service organizations, emotions are regarded as ideologically neutral, internal sensations, or an effect of a social phenomenon – mainly as bio-psychological responses to events. This instrumental interest in emotions often has the purpose of learning how to control them. This view is in line with a tradition of research in organizations that have ignored the social functions of emotions: how they shape and are shaped by social structures, norms and values in organizations.

Emotions serve generally to calibrate selves and how identities are perceived, which is also true for the organizational self. In organizations emotional regimes regulate which emotions are appropriate in different situations and relations. The presentation depart from an ongoing ethnographic study of the everyday practice in a municipal social service office. Research questions include: Which emotions emerge and has bearing on everyday practice, and what happens when emotions "clash" due to contradictory demands? Which emotions are collectively and individually sanctioned within the organization and why? What are the emotional regimes in the social services, how are these maintained, and when are they rebuffed, opposed, and reshaped? During the presentation, some preliminary results relating to these research questions will be discussed, such as emotional tensions emerging when cooperating other welfare professionals (health care, school, police); how "personality" is commodified within the organization through elevated capacities such as social skills and emotional competence, e.g. when negotiating wage; and how policy and law often collide with "knowing what is right for the client". In the coming dissertation the aim is to integrate organizational social work studies and sociology of emotions into a theoretical dialogue in order to understand the emotional welfare state.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1545 - LONGITUDINAL STUDY OF TRAJECTORIES AND RESEARCH TRANSITIONS OF CHILEAN SOCIAL WORKERS

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During the last twenty years public funding for the development of scientific and technological research has increased in Chile, which has expanded the possibilities of research for social sciences in general, including social work. In addition, the number of social workers with a PhD degree, and the offer of postgraduate programs in social work and related areas have grown in a significant way. All these changes have resulted in the expansion of the academic community of researchers linked to social work in Chile. Drawing upon the preliminary findings of a longitudinal study of Chilean social workers' trajectories of research (Project n°1190257, National Commission for Scientific and Technological Research, Chilean Government), this presentation aims to discuss the processes of knowledge production within Chilean social work, examining the type of research generated and the impacts that such research has on disciplinary debate and development.

The longitudinal study has enabled the research on trajectories of those social workers who have contributed to the generation of knowledge within and outside the discipline, from a perspective that allows us to distinguish changes and trends over time. The study seeks to analyse in a diachronic way the research developed by social workers in the last 20 years, examining its specificities and contributions to disciplinary development. It pays special attention to the reflections that researchers build on their task: How do Chilean social workers do research? What type of research are they developing? Where and how is their research located in the academic field? How does their research relate to social work practices? This purpose is especially relevant if one considers that research practices in social work have frequently been made invisible in historical accounts of the profession, possibly due to the nature of applied discipline and stereotypes built around the position of women in the field of intellectual production and academic work. Hence the relevance of identifying and reconstructing the research trajectories of Chilean social workers and documenting the scope of their research in the production of knowledge.

This presentation will describe social work research developed in Chile in the last 20 years, analysing its specificities and contributions to disciplinary development. A comparative analysis of the processes and practices of research considering gender, age and geographical area will be also discussed. These findings are analysed considering insights provided by international literature related to social work research, aiming to contribute to the debate on the challenges and opportunities of social work research, its connections with practice and capacity building in the current societies.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1608 - TRAUMA INFORMED PRACTICE AND THE CAPABILITIES APPROACH TOWARDS A MORE HOLISTIC UNDERSTANDING OF TRAUMA RECOVERY AND WELLBEING.

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Trauma-informed approaches (TIA) to practice with children, young people, and adults have been developing for decades, though much remains unknown regarding how it is understood and practised, particularly in relation to evidencing how trauma-informed practices actually make a difference in the lives of traumatised service users. To date, much of the literature evaluating TIAs has focused on clinical outcomes using quantitative measures of post-traumatic stress and behavioural functioning, which may not sufficiently capture the myriad ways in which TIAs can be conceptualised more broadly as ways of promoting well-being and holistic human flourishing.

This paper draws upon qualitative data from an evaluation of a TIA in a large voluntary sector organisation in the United Kingdom where interest is growing but very limited research on TIAs exist. Subsequent to reporting on the evaluation, a secondary analysis was undertaken to further illuminate the ways in which young people and staff understood and described elements of choice and control in organisational and relational contexts. The data for this secondary analysis were drawn specifically from the 10 focus groups involving 9 managers, 22 members of frontline staff, and 18 young people. A theoretical, or deductive approach to thematic analysis was undertaken, as the primary interest was in how the concepts of choice and control - two key principles of trauma-informed practice- were evident within the data. Through this reanalysis of the data, it became evident that the way in which choice and control were described by staff and young people seemed to align with how these constructs are defined and understood within the Capability Approach (CA) though to date, the CA has not been considered in the context of TI practice. The CA was then used as an additional analytic framework for further investigating, and reflecting upon, how elements of choice and control can be understood as a way of moving TI practice forward, towards a more holistic understanding of human wellbeing.

Through a newly conceptualised 'Trauma-Informed Capabilites Approach' (TICA), these ideas are integrated to facilitate thinking about trauma-informed practice through the lens of the CA and thus enable practitioners and researchers with a way forward in developing TIAs that move further away from conceptualising trauma responses as embodied psychological problems and towards seeing young trauma survivors as whole people, with strengths and capabilities that can be accessed to promote both trauma healing and holistic wellbeing.

O1629 - WHERE IS THE "SOCIAL" IN SOCIAL WORK AN ANALYSIS OF SOCIAL WORKERS' USE OF THEORY IN PRACTICE

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Background & Purpose

Theories, along with the use of empirical research findings, serve as the guiding knowledge in informing assessments and the choice of practice interventions in social work practice. Theories used in social work practice have evolved from knowledge developed within social work as well as theories from other human sciences. Thus, theory plays a critical role in social work practice and social workers should be cognisant and analytical in their meticulous application of theory to practice, particularly as their work moves forward the social work aims of social change and social justice. This study sought to explore the use of theories by social workers in New York City (NYC), in the United States (US), the underlying purposes of the social workers' choice of theory, and the extent to which social workers' practice had a focus on social change and social justice.

Methods

This exploratory, qualitative study involved conducting individual interviews with twenty social workers in NYC. The interview schedule consisted of three main questions: (a) Tell me about a recent case in your practice; (b) Is there any perspective or theory that you feel was guiding you, generally, when you worked with this case?; and (c) What interventions or methods did you implement with this case? Follow-up questions further explored the factors that influenced their choice in perspective or theory. The data were analysed by both authors using a summative content analysis approach (Hsieh & Shannon, 2005) following the data analysis steps as suggested by Lune and Berg (2017). In particular, the participants' identified theories were mapped against Cox et al.'s five theory purposes, which ranges from problem-solving on an individual level to social change. Demographic and work characteristic data were analysed using descriptive statistics.

Findings

Data analysis results revealed social workers to predominately apply theories to practice that have a purpose to problem solve on an individual level (n = 18). Only one social worker applied theory with a purpose of empowerment and social change, and two social workers applied theory with a purpose of social change. Such findings demonstrate how the social workers were predominately concerned with individual functioning of their clients and the choice of theory supported a central focus on individual problem solving; they failed to mention how the individual was situated within her/his/their environment or how larger systems and societal structures could be helping or hindering the individual in alleviating the presenting problem.

Conclusions & Implications

The findings are considered against the global definition of social work, which promotes social change and social justice as key aims of social work. Social work practice in this study is found to reflect individualism, neoliberalism, and capitalism and recommendations are considered to redefine social work practice to be more widely committed to social change and social justice.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

O1664 - BURNOUT IN SOCIAL WORK. WHAT IS KNOWN WHAT IS MISSING

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Context

Burnout is a persistent problem in child protection services, which leads to adverse consequences for child protection agencies and their workers. According to the Judgments and Decision Processes in Context model (JUDPiC; Benbenishty et al., 2015), and the Decision-Making Ecology Model (DME; Baumann, Dalgleish, Fluke, & Kern, 2011; Graham, Dettlaff, Baumann, & Fluke, 2015) worker-level factors influence judgments and decisions for children and families. Therefore, the importance of studying the issue of burnout in child protection workers.

Method

Through a scoping review, 46 studies were examined in order to compile and describe the triggers of burnout that have been researched.

Findings

Organisational factors appeared most often in the literature. Moreover, individual factors are also identified as triggers of burnout; however, not much research has been done in this area. Individual factors such as attachment, mood, resilience and personal history were identified least often in the research literature. In contrast, organisational factors such as excessive work overload, work-family conflict and role conflict appear to be the most researched factors contributing to the development of burnout in child protection workers.

Discussion

Future research should focus on studying individual factors (attachment, mood, resilience, personal history of abuse) that combine with organisational factors triggering burnout.

POSTER ABSTRACTS

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Challenges and opportunities for social work research practice policy or education in contemporary contexts

P1016 - LIVABLE AND AGE FRIENDLY COMMUNITIES A SCOPING REVIEW OF CONCEPTUAL FRAMEWORKS
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Around the world, the number of older people is increasing and is expected to quadruple by 2050. This increase in older people will cause a shift in the community in terms of the way in which individual needs are met, most notably the delivery of health and social services, as more individuals want to remain independent and age safely in their homes. A push for greater innovation will be necessary to create communities that not only support people as they age, but create inclusion and collaboration. Such a shift benefits not just older people, but people across the age spectrum and the community as a whole by developing integrative districts that meet the needs of all of its residents. That is, one that is "livable" and "age-friendly."

A more precise understanding of the frameworks used to define livable and age-friendly cities can inform future research and shape how communities are assessed. This review addressed this gap in the literature by: (a) identifying frameworks for livable and age-friendly communities in the literature and summarizing the themes found; (b) exploring the extent to which the two concepts share similarities and differences in their indices; and (c) providing future directions for how a framework can be used to develop an inclusive community and provide the means to evaluate their effectiveness in improving health and well-being.

A five-step scoping review framework was used to identify how the components of livable and age-friendly community indices are conceptualized in academic and gray literature. Results from 21 articles/websites revealed that frequently included elements were: health, housing, safety, social participation, and public transportation, with any given index including between two to 13 factors (M = 6.7); however, in any one component of the framework, many different elements might be encompassed. For example, AdvantAge Initiative (n.d.) couples "basic needs for housing and security" together, and this one component includes: access to information about services, neighborhood safety, financial security, and housing. Moreover, multiple indicators are often used to measure just one component. For example, AARP's (2018) "environment" factor includes three measures for air quality (i.e., regional air quality; near-roadway pollution; local industrial pollution) plus quality of drinking water to create one score. Finally, an equal number of livability and age-friendly models (four each) incorporated citizen's perspectives albeit with different types of methodologies.

As the population is aging, communities will need to shift resources toward supporting people within the community so that they may remain in their homes as they age. Developing strategies for assessment to facilitate allocation of resources will be paramount, but "livability" indices fall short of reaching this aim. Age-friendly frameworks, which are more inclusive of both subjective indicators of community livability and the voices of older people, will be necessary to create community change. This scoping review has highlighted the ways in which livability and age-friendly communities are conceptualized, and the findings point to recommendations for how these frameworks can be used for development of inclusive communities.

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P1116 - YOU SHOULD NEVER BE ALONE. SOCIAL WORK CROSSING BORDERS AND CULTURES IN CHILD PROTECTION AND DISABILITY RIGHTS. EXPERIENCES FROM A CURRENT MULTINATIONAL RESEARCH PROJECT. FIRST RESULTS

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Background and purpose

Social service providers in the Greater Region report that many children in need of special care and social assistance find themselves in cross-border situations (EUR@Qua, 2019). The legal regulations and practices for the care of children and adolescents can vary considerably from country to country. This can cause delays, breaks or deterioration in the quality of support and sometimes irreversibly worsen the child's situation. Depending on the situation, diagnoses and access to social, medical-social or legal services can change considerably. The EURQUA project (http://www.interreg-gr.eu), launched in 2016, deals with cross-border child protection and disability rights within a multinational perspective (within Belgium, France, Germany and Luxembourg on an interdisciplinary exchange basis.

Methods: study design

Statistical data collections based on the analysis of national reports attempt to give a quantitative overview of crossing boarder cases. From this analysis a clearer understanding of the causes and patterns of crossing border situations emerge. By means of structured interviews with professionals, families, and children, patterns challenging social work will be identified. For this purpose, the interviews were evaluated using qualitative content analyses. In a triangulation of the research approaches, different perspectives have been related to each other in order to be able to distinguish certain patterns and to generate appropriate support offers.

Findings

Initial results show, that the number of cases varies widely across the countries studied. There are distinct sending countries as well as recipient countries, with large fluctuations being observed over the years. A frequently recurring pattern, relates to a recognized lack of adequate accommodation or treatment for a specific problem (disability) justifying a foreign placement. In Addition, by crossing borders professionals often deplored a breaking off in communication with care providers and administrations at the home country. As a result, a return to the original life context desired by the clients seems hardly feasible (EUR&QUA 2019). Furthermore, practitioners expressed concern that diagnoses and support needs were formulated with a targeted focus on care in a neighbouring country. Some cross-border placements may be derived less from optimal child protection and disability rights than from neo-liberalism, managerialism and austerity.

Conclusions and implications

Behavioural problems and educational issues coincidently with the lack of suitable offers in one's own country are mostly cited as justification for a cross-border measure. Due to the breaks in care and service provision associated with border crossing, the number of cross-border cases should be kept to a very minimum. But even then, specific training in transnational social work is necessary in order to be able to offer optimal care and socio-educational support. The establishment of a corresponding pluri-national and multilingual university course is envisaged for this purpose. In particular, the issue of maintaining contact with the parents or guardians of the child and the involvement of parents in decisions should be addressed intensively by this international programme on social work in transnational care issues. Research on the implementation of the programme must show whether it achieves the objectives of successful cross-border social work based on the well-being of the child.

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P1155 - "MAYBE WE CAN DO IT " COLLECTIVE PARTICIAPTION TO ENCOUNTER HOMELESSNESS. RESOURCES AND IDENTITY

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User participation is a central value in the Norwegian strategy to combat homelessness and housing exclusion, specially highlighted when it comes to people with problematic use of substances, new housing projects and inter-disciplinary cooperation where non-profit sector is highlighted because of close relations with the users. Earlier research on «user-led» housing projects revealed that both "users" and partners struggled to explain and define what users actually had to decide, (Ausland, 2010; Eriksen, 2017; The National Board of Health and Welfare, 2006). The discourse on participation is claimed to have been put in a neoliberal framework (Kamali & Jönsson, 2018). Homelessness and substance abuse are issues often met with fatalism and constructed as an identity problems (Parsell, 2010; Selseng & Ulvik, 2018; Teixeira, 2017), which limits autonomy and opportunities for participation.

This presentation is based on a case study of a project initiated by homeless people to establish their own temporary housing accommodation, based on participatory action research following the emergence and organization of the project over a period of 3 years.

The case shows an example of participation that expands the understanding of what participation can be in the homelessness and substance use area. At the same time, real user involvement is a resource-intensive and person-dependent process in which democracy, autonomy and self-help are developed over time in collective processes. In this process, both the opportunities for identity formation and access to resources and organizations play a role. However different discourses of participation among the participants gave different possibilities and challenges. The study also presents challenges with linking user-organized initiatives closely to established organizations and short-term projects. Non-profit sector can provide crucial resource for user involvement, but it also involves challenges for the organizations and the risk of co-optation for self-organized movements. This calls for a critical discussion about tension between the symbolic capital and the value of user participation in non-profit sector.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1168 - THE IMPACT OF THE LABOUR MARKET CRISIS ON BIOGRAPHIES OF EXCLUSION HOMELESSNESS CHANGES IN SPAIN

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This work aims to analyse the impact of the Great Recession that arrived in Spain in 2008 in terms of increasing and transforming social inequalities in general, and homelessness in particular. In this regard, this work examines the processes of Spanish labour market changes that have arisen since that time in order to analyse their effect in the transformation of the life pathways that have led to homelessness in the city of Madrid (Spain).

Method

A qualitative methodology was used in the form of a biographical approach involving 10 life stories from the homeless population of the city of Madrid. Taking sociostructural representativeness as a fundamental principle, this research approach was adopted in an attempt to discover the sociohistoric determinants that underpin the new forms taken by homelessness in the context of the crisis and her recent processes of social change.

Findings

The research has produced significant results, permitting an understanding of how changes on Spanish labour market are affecting the life stories that result in homeless realities in the context of the Great Recession. An analysis is carried out of such life stories in the context of the social change processes. In this respect, the main results point to life stories involving the development of situations of homelessness that are marked by the employment crisis (unemployment, precariousness and labour segmentation), but also by the erosion of the protective capacity of social protection systems, and by the residential problems that find their most dramatic expression in evictions and mortgage foreclosures that have happened in Spain since the crisis started.

Conclusions

The main conclusion arising out of the study is that the transformations that have occurred in the Spanish labour market have increased their impact on the occurrence and transformation of the homeless reality. In the biographies presented, these changes materialize in the form of chronic unemployment, limitations to the social protection network, and precariousness and labour market segmentation (temporality, underemployment, wage inequality and a lack of protection for self-employment). The study confirms that the processes of social, political, economic and legislative change experienced in the Spanish context since the start of the crisis have generated new situations, different from the traditional ones, involving risk of extreme social exclusion.

All of the above has important implications for social work, for social intervention and for carrying out future research. There is a need to pay more direct attention both to the homeless population and to analysing the sociostructural factors that comprise the foundations of the new forms of social inequality created by the crisis, as well as their effect on homelessness. Only in this way policies for eradicating and preventing situations of extreme social exclusion can be developed.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1256 - THE ROLE OF THE SOCIAL WORKER AS A RESEARCHER IN THE PROCESSES OF CITIZEN PARTICIPATION.

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The poster presented is the result of a research carried out in the city of Zaragoza (Spain) in order to evaluate the citizen participation in the process of the City Council 2018 participatory budgets, developed by a mutidisciplinary researching team, made up of social workers and sociologists.

A mixed methodology has been used, which combines the quantitative and qualitative perspective. Regarding to quantitative techniques, data provided by Zaragoza City Council was analyzed to identify the level of participation relative to four dimensions: design and planning of the process; deployment and development thereof; Participants mobilized, and effects and results. In the analysis of these four dimensions, qualitative techniques have also been incorporated; In particular, we have carried out in-depth semi-structured interviews with experts on the subject, as well as key informatives from entities directly involved in the participatory process.

The results of the research show an improvable participation, as well as the difficulties in the implementation of the process, what is usual in this type of initiatives. In addition, the fact that the intensity of the participation is different according to the analyzed variables has been confirmed. Nonetheless, it is a positive process in terms of the participatory and democratic culture in the communities, just as some of the interviewees expressed.

It is important to emphasise the role of social workers in this type of researches that, as the Deontological Code indicates, must have a noted presence in the planning of services, programs and policies for groups and communities, contributing to promote social participation and citizens empowerment.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1368 - STUDENT'S THOUGHTS TOWARDS THE FUTURE OF THE SOCIAL WORK PROFESSION

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Although social work education has begun in the late 19th century within the historical process, it has just begun in Turkey in 1961 that is late in comparison with European countries. Notwithstanding that there are 47 social work departments in Turkey, while the number of graduate students is increasing, the chance of finding jobs decreases every passing year. Erbay and Sevin's study on social work students' expectations for the future in 2013 inspired this research.

The purpose of this study is to reveal the thoughts of social work students towards the impending dangers and future of the social work profession. The hypotheses of this study are that social work students think unemployment and the number of graduates are the main dangers of the social work profession. In this study, I applied the quantitative research method. I chose the population of this study according to snowball sampling. The sample of this study comprises 116 social work students across Turkey. The data was collected between May 2019 - July 2019 and analyzed by a computer program called SPSS Statistics 20 (Statistical Package for the Social Sciences). According to variables per cent values, I identified average values and standard deviation values.

The findings identified that most of the social work students (75%) agreed that the social work profession doesn't get the attention deserves. Almost half of the social work students (41%) think an increasing number of social work graduates cause unemployment jeopardizes the future of the social work profession. This is followed by other dangers such as placing other professional staff in the social work staff (19%), lack of value and demand for social work (13%).

As a result, the social work profession needs some policies about decreasing the graduate number and creating new job openings for social work graduates as a need for a social state. To achieve these goals, it is necessary to decrease the number of social work departments and to increase the quality of social work education.

Reference:

Erbay, E , Sevin, Ç . (2013). Hacettepe Üniversitesi Sosyal Hizmet 4. Sınıf Öğrencilerinin Eğitim Süreçlerine Ve Gelecekteki Meslek Yaşamlarına İlişkin Görüşleri. Toplum ve Sosyal Hizmet , 24 (1) , 25-40 . Retrieved from https://dergipark.org.tr/tr/pub/tsh/issue/48410/613369.

www.ecswr2020.org

P1394 - PARENTING PRACTICES AND SOCIAL CLASS. A QUANTITATIVE STUDY OF PARENTS IN CONTACT WITH THE NORWEGIAN CHILD WELFARE SERVICE

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Ntnu, Social Work, Trondheim-Norway [1] Sintef, Health Research, Trondheim- [2]

The aim of this article is to gain knowledge about how social class and other forms of inequality, can influence parenting practices among parents in contact with the CWS. The main question asked is how does social class shape norms about parenting, among parents in contact with the Norwegian child welfare service? With the aim of combining both structural, psychological and cultural perspectives, we apply a complex approach to parenting and parenting practices in a child welfare context.

The Norwegian Child Welfare Service (CWS) is increasingly taking decisions on measures based on "lack of parenting skills". On one hand, knowledge about the importance of parenting skills that supports children's development has expanded broadly. On the other hand, the extensive use of parent counselling in the Norwegian CWS has been problematized. The Norwegian CWS is currently more focused on prevention than it has been before. This has resulted in an increased number of families receiving measures from the CWS, and it has been argued that this also has increased the middle-class bias in the CWS evaluations and decisions (Kojan & Fauske 2011).

Working class parents, parents without employment, single parents and ethnic minority parents are overrepresented in the Norwegian CWS (Kojan & Fauske 2011; Fauske et al. 2018; Stær & Bjørknes 2015; Storhaug et al. 2012; Berg et. al. 2017). Nevertheless, when social class is controlled for, the degree to which ethnicity predicts contact with CWS decreases (Staer & Bjørknes 2015; Berg et. al. 2017). Immigrant families are overrepresented when it comes to supportive measures, not when it comes to placing children outside the home (Statistics Norway, 2016).

There exists a great amount of research in several fields, on how social class affect parenting. There is however little research done on parenting practices among parents in contact with child welfare services, - despite the extensive use of measures that are aimed at improving these practices.

The sample in the study consists of parents (n = 256) in contact with the CWS, recruited from nine CWS offices in Norway. The data in the study consists of a survey with a broad set of question about family situation, reason of immigration, level of education, stress, health and general living conditions, contact with the child welfare service, and child rearing. To analyze the data, we will use factor analysis and multiple regression analysis. We control for ethnic minority background, stress, family structure, age and gender, as all these factors are well known to influence parenting. It will be of particular interest to see whether the parents answer about parenting practices along class lines, or if they tend to answer more according to the middle-class norm of parenting.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1401 - CHALLENGES AND OPPORTUNITIES IN COMMUNITY SOCIAL WORK WITH THE ULTRAORTHODOX JEWISH COMMUNITY IN ISRAEL

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Background

In recent years, there has been growing interest among social workers in Israel regarding treatment in the Ultraorthodox Jewish community: a closed religious community. The scientific literature has focused mainly on individual care, with very little data about communal intervention provided by community social workers among this population at large. The author, based on her experience as manager of a community social work (CSW) department in an urban Israeli city (95% of which is inhabited by Ultraorthodox Jews), along with colleagues in managerial positions from other Ultraorthodox Jewish cities, wish to integrate practice and theory in order to shed light on CSW in the Ultraorthodox Jewish community in Israel. The main points of the presentation: 1. First, we will present the unique characteristics of the Ultraorthodox Jewish community in Israel and the main challenges created by these characteristics.

2. Second, based on Rothman's intervention models, we will examine the way these models should be applied to this specific community, focusing on challenges and opportunities. For example:
• Planning/Policy. The spiritual leaders are the ones who decide which problems should be addressed, and by whom, making the planning/policy implementation mainly a "top down" affair. It is therefore a challenge for community social workers to promote planning/policy in a "bottom up" manner, while simultaneously cooperating effectively with the spiritual leaders.
• Community capacity development. In this homogeneous community there are high levels of solidarity. Although groups who violate community norms (e.g., divorced women) may be excluded from the community, they still consider themselves to be part of it. The challenge is to promote community capacity that extends to the excluded groups.
• Social advocacy/social action. In a closed community such as the Ultraorthodox Jewish community, the community social worker faces the additional challenge of putting sensitive issues (e.g., sexual vulnerability, substance abuse) on the public agenda.
3. Third, we will define the goals of CSW in the Ultraorthodox Jewish community and offer several principles guiding CSW practice.
Addressing the conference aims and sub-themes: The presentation will address two of the conference's sub-themes. It will focus on challenges and opportunities for practicing CSW with a unique minority group. Moreover, it will be clear that the basic community practice models that are presented cross cultural boundaries, giving them universality

Conclusions and implications: We will present for the first time the unique guidelines for CSW as practiced in a closed religious community, showing how they both resemble and diverge from the principles that underlie CSW in general. This conceptualization will show how community practice can be accommodated in unique communities and will also provide the basis for a future research program.

Reference
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Band-Winterstein, T., & Freund, A. (2013). Is it enough to 'speak Haredi'? Cultural
sensitivity in social workers encountering Jewish Ultra-Orthodox clients in
Israel. The British Journal of Social Work, 45(3), 968-987.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1433 - THE CONSTRUCTION OF CHARACTER IN SOCIAL WORK NARRATIVES OF PRACTICE WITH UNDOCUMENTED

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Context
Undocumented migration is a global phenomenon. Previous studies examining social work with undocumented migrants have predominantly described practice as poor. In this article, we offer an alternative reading, focused on social workers' narratives, to examine how practice with undocumented migrants is constructed through language.
Methods: Drawing on interviews with 13 social workers in England, we explored the construction of character in social workers' practice narratives about undocumented migrants. We used a narrative approach to analysis to explore the relationship between language, character, and social work practice.

Findings
We found that undocumented migrants were weakly drawn in social workers' narratives. They were largely constructed as passive in comparison with other powerful characters, such as those who facilitated migration journeys and arranged illegal work on behalf of undocumented migrants. Despite their passivity, most social workers held undocumented migrants, in part, morally culpable for their migration status. Tension between social workers' moral claims about undocumented migrants and their personal empathy led to the construction of social workers as characters enmeshed in emotional conflict.

Applications
We argue that a narrative approach to the study of social work practice with undocumented migrants offers a more optimistic framing of social workers than the characterization common in the current literature. This alternative reading can contribute to the development of frameworks for practice with undocumented migrants that are responsive to the ethical and emotional complexities of the work.

P1507 - TODAY'S CHALLENGES FOR SOCIAL WORK IN WORKING WITH FOSTER FAMILIES. RESEARCH ON THE ITALIAN SITUATION

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"federico Ii" University, Politic Science, Naples-Italy [1]

Context And Purpose

Description of the problem. In Italy the practice of foster care is not very developed. One of the causes of this difficulty is the inadequacy of the work of accompanying foster families by public social services. Services that should be "meta-relational", guides to generative relationships (Folgheraiter, 2006) but which often remain distant from people, unable to move "from the use of force to consensus" (Federico, 2007).

Study objectives. The study explores the level of satisfaction of foster families with the work carried out by public social services, referring in particular to social workers who should be the first promoters of caring for foster families.

Research questions. The study explores the main critical aspects of the work of Italian social services and - within these - of social workers, in accompanying foster families.

Methods

Study design. A qualitative survey was designed on the opinions of foster families, through a semi-structured interview, articulated on 9 questions, on the quality of the accompaniment of social services and on other aspects of family fostering.

Description of the participants and selection strategies. 25 families (with one or more foster care experiences) were interviewed, identified by agreement with 9 family associations, from different places in Italy: AI.BI., ANFAA, Papa Giovanni XXIII, Famiglie per l'Accoglienza, CAM, GenitoriAmo, M'aMA, Progetto Famiglia e UBI MINOR.

Data collection procedures. The interviews - of about 40 minutes - took place by direct contact (in person or by telephone) with each foster family.

Measures and approaches to analysis. The analysis of the data took place in two phases: unwinding of the audio recordings; content analysis based on survey areas.

Results

The relationship with social services is often described as negative. Few respondents were satisfied, limited to the sensitivity of individual operators. The main critical points are:
- family fostering interventions started in a non-gradual manner and not supported;
- lack of information provided on minors and their families;
- self-reference, antagonism or decision-making de-responsibility of sociale service;
- high turnover and overload of social service.

Conclusions And Implications

The research, although statistically unrepresentative, highlighted a strong dissatisfaction with social services. The identified criticalities represent a clear stimulus to operators and, in particular, to social workers, to adopt the necessary corrective measures. It will be useful to carry out further research that deepens each of the critical points highlighted in more detail, highlighting the specific contribution that social workers are called to make and aiming to identify best practices within the panorama of Italian and foreign social services.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1590 - THE FAMILY LIFE STORIES PRACTICE INITIATIVE ADDRESSING THE DANGERS AND MAXIMISING THE BENEFITS OF PUTTING ADVERSE CHILDHOOD EXPERIENCES RESEARCH INTO FRONTLINE CHILD WELFARE SOCIAL WORK PRACTICE

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Background

Adverse Childhood Experiences (ACE) research demonstrates a strong graded relationship between childhood adversities and negative outcomes across multiple domains over the life course (Felitti et al.,1998; Bellis et al.,2015). Many parents/caregivers involved with child welfare services are known to have experienced multiple childhood adversities themselves (Bunting et al.,2017). ACE-awareness has the potential to help practitioners become curious about parent and children's lives beyond presenting referral concerns. When used well, it offers different ways to understand parent/caregiver behaviours, consider how childhood experiences have influenced parental life stories, the impact on their current situation, and their wishes for their own children.

While ACE-awareness offers opportunities to child welfare social work practice, it is not without dangers for statutory practitioners where their involvement may be uninvited and unwelcome (Atwool, 2019). Identified risks include an over-attention to deficits, insufficient attention to socio-economic circumstances and structural inequalities, and knowledge of parental/caregiver childhood adversity used to predict poor parenting (Gillies et al., 2019). This can lead to re-stigmatising parent/caregivers, exacerbating feelings of shame and blame, accentuating power differentials and making the influence of poverty invisible in professional practice and decision-making.

Main points of the presentation

Based on systemic practice and narrative therapy principles, the Family Life Stories workbook and guidance was developed in Northern Ireland (Mooney et al., 2019), and delivered to over 800 social workers as part of a regional ACE initiative. The workbook uses participatory mapping activities to assist practitioners have purposeful conversations about childhood experiences with parents/caregivers in ways that promote engagement, increase awareness of the impact of adversities and maximise the benefit for child, parent/caregiver, and whole family wellbeing while maintaining a focus on child safety. Practitioner feedback was collated during training and implementation.

Conclusions

When used in a reductionist manner in child welfare contexts, ACE-informed practice risks amplifying parental/caregiver powerlessness and making poverty and structural inequalities invisible in professional decision-making. This may inadvertently contribute to detrimental outcomes. Practice initiatives are required to support child welfare practitioners hold the tensions of parent/caregiver and child wellbeing, and use ACE research in a manner which promotes social justice and human rights for both. The Family Life Stories workbook and guidance is one such initiative.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1692 - GROUP THERAPEUTIC DOCUMENTS AS A STRATEGY TO UNITE GROUPS LETTERS FROM ES REFUGI USERS TO SOCIAL WORK STUDENTS

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The experience presented is framed during the development of the research project "Recognizing the potential in the Es Refugi homeless shelter users through an intervention from social work with groups". The main objective sought to incorporate new knowledge and perspectives on how the participants contemplated their experience after confinement in the residential centre "Es Refugi" (March-June 2020). This project was financed by the Balearic Islands government and the University of the Balearic Islands (UIB).

The project participants and protagonists were all men (n = 12) between 32 and 73. The groups worked from a group methodology of collective narrative practices, such as creating therapeutic documents. The sample was divided into two intervention groups (GD1 and GD2) of 6 participants each. Each group made a letter addressed to the UIB Social Work students that consisted of a re-narration of their experience since the arrival of covid-19. Through the letters, they shared how their coexistence in the centre had been and their relationship with confinement restrictions. They responded questions as, what had they discovered about themselves? What values do they consider to have, and are they helpful in their day today?, what is the legacy that you want to leave to future generations of social workers?

Once these two collective letters had been constructed, they were read to the social work students of the UIB. The students showed high levels of interest in responding to these letters and sharing their experience and impressions with Es Refugi users. Three groups of students of the subject Processes and Techniques of Group Social Work, voluntarily, responded by writing the letters. They wanted to thank them for the valuable legacy that they had dedicated. Also, the students want to share the problematic situation of their lives as young people (difficulty being able to become independent, work, and obtain a decent salary, frustration due to the pandemic). The students' letters were read to the users of Es Refugi and were received with surprise and enthusiasm.

The experience was evaluated as very satisfying and emotional for both students and users. The users felt that their story had been heard and that, despite being a vulnerable group, "we have a lot to contribute even to university students" (@ 1_GD1). The writing of letters by the users of Es Refugi was a way of enriching their perception of their group experience, having the opportunity to hear and recognize themselves. They were able to highlight their intrinsic strengths and beef up the positive knowledge acquired during the pandemic. Accordingly, the creation of group therapeutic documents can be presented as a useful strategy to socialize groups, initially very different.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Connecting social work research and practice including co creation of knowledge

P1248 - WHAT WORKS IN PARENTING SUPPORT KNOWLEDGE OF THE EXPERIENCE OF PARENTS AND PROFESSIONALS

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For their psychosocial development, children benefit from satisfied and competent parents who are embedded in a supportive network. This is not self-evident for every parent. Therefore it pays to invest in parents' parenting skills and in creating supportive parenting networks. Especially when parents live in social isolation and/or have to deal with one or more risk factors (single parenthood, divorce, poverty, unemployment) and parenting questions. We call them 'burdened' parents. If these parents are stronger in their parenting and are supported by others, this will help to prevent psychosocial and behavioural problems of their children.

However, we don't know exactly what youth professionals do, why they do it this way and what the effective factors are in their activities and practices. What do youth professionals do in practice to support and strengthen burdened parents without being patronised? How do professionals and parents experience the support? And above all: What practices and activities do the youth professionals, parents in charge and their children experience as successful in the innovative practices and what are the working factors that lead to supportive parenting networks and a strong parental role in these practices?

In this project, three innovative practices have been investigated. The three practices are: 1) a daily living room setting; 2) Early childhood education and parenting support; 3) Single mother groups. A so called living lab' has been set up in each practice, in which researchers/teachers and students, youth professionals and parents in co-creation reserach that practice. The research question was answered in three steps: 1) interviews in which stories about experiences of parents, volunteers and professionals are the focus (storytelling), 2) analysis of the stories to determine effective factors 3) validation of the findings in reflective groups of various youth professionals, volunteers and mothers to further determine the effectiveness.

Through stories from mothers, professionals and volunteers about their experiences in the three practices, we have learned a lot about what works in parenting support. What is important? First of all, professionals who work in a demand-oriented way (listening, stimulating and building a bond with the mothers). These professionals offer structure (appointments and program in consultation with the mothers, no strings attached) and ensure a good group dynamic (safe atmosphere, equality). The mothers indicate that they benefit greatly from the social contacts they gain in the groups (supporting network, helping each other). The mothers learn a lot from each other (giving each other parenting advice, practical tips) and they experience the groups as relaxation (time for yourself, fun activities possibly with their own child). Providing accessible support is an art that the three present practices understand. This knowledge of experience is elaborated in a guide for professionals who offer parenting support. In addition, the knowledge will be of great importance for social youth professionals in training, so that they recognise this, know it and know how to act accordingly.

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P1317 - PAST EXPERIENCE WITH MATERNAL PARENTING AMONG MOTHERS OF PRE SCHOOL CHILDREN AND MATERNAL ACCEPTANCE REJECTION THE MODERATING ROLE OF THE CAREGIVING SYSTEM
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Background

One of the main challenges facing practitioners working with mothers of pre-school children is how to deal with the way the mothers' childhood experiences, particularly experiences of maltreatment, shape their current parenting styles, including acceptance-rejection of their children (Belsky, 1984; Pears & Capaldi, 2001). Based on Bowlby's (1973) attachment theory and on acceptance-rejection theory (Rohner, 2004), the present study aimed to examine how the mothers' acceptance-rejection of their preschool children is shaped by their own experiences with the maternal relationship in childhood (their mother's parenting style, and the trauma of abuse in childhood), as well as by personal characteristics (age, number of children, economic status, and education), and levels of avoidance and anxiety in the caregiving system. In addition, the study examined whether levels of avoidance and anxiety in the caregiving system can moderate the relationship between the mothers' experience with maternal parenting in childhood, and acceptance-rejection of their children in the present.

Method

After receiving approval from the Ethics Committee of the School of Social Work at Bar Ilan University, a convenience sample of Israeli mothers with pre-school children (aged 0-6) was drawn. The criteria for participation in the study were that the mothers had children aged 0-6, and that they were able to understand and fill out a questionnaire in Hebrew. The sample consisted of 150 Israeli mothers, who were asked to complete self-report questionnaires relating to: maternal acceptance-rejection; experience with maternal parenting in childhood; caregiving system; and personal variables.

Findings

The findings indicate that maltreatment experienced in childhood contributes to the mother's acceptance-rejection of her children in the present, and that an avoidant caregiving style moderates the relationship between permissive maternal parenting in childhood and the mother's acceptance of her children in the present.

Conclusions

The findings provide insights into the intergenerational transmission of maternal parenting experienced in childhood to maternal acceptance-rejection in the present. In this connection, social work practice should be "informed by knowledge of the latest theory and research" (Munro, 2011, p. 23). In this vein, the current study highlights the importance of actual and preventive interventions among mothers with young children, whose experience of maternal parenting styles was not beneficial. However, because the tendency toward intergenerational transmission also exists among mothers who experienced beneficial maternal parenting styles in the past, social workers working with mothers of young children also need to reinforce and strengthen the positive parenting experiences. In addition, the findings can be used as a basis for mapping the personal protective variables that would contribute most to beneficial parenting.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1339 - EDUCATING ART AND AGEING FOR BEING AT HOME IN THE WORLD

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My PhD-project is about art, the ageing process – the process of getting older, contrary to ageing in terms of 'the external signs of ageing' – and art education in a social pedagogical way.

As a visual artist and an art teacher, I am interested in what working with images in a social work profession can mean to people who are in their later years. In my own profession, I have seen how visual art can affect people and how this seems to instigate an interest for understanding. When students are educated on the theme of finiteness, in their social work profession awareness about the art of relating to life can arise, which may lead to insights and understanding about ageing related existential questions.

Overall ambition
In this project, focusing on existential dimensions, I aim to develop, trial and monitor the ability of students working with visual art with people in practice, asking for support, and by this to contribute to curriculum development.

Research design
Educational Design Research, Illuminative Evaluation

Research question
How can future social workers use visual art to address existential questions, while encountering people asking for social support?

Part 1 – To express arguments, developing a theory-based research frame for positioning the role of visual art in the education of social workers in three areas: [1] The process of getting older (in relation to all of us) [2] the character of social pedagogical work concerning working with images and [3] visual art.

Part 2 – Developing, trialing and monitoring a new module for Social Work students that focuses on visual art and existential dimensions, conducted by co-designing a curriculum with students for the engaged application of images with ageing people:

• Creating, experiencing and understanding images
• Experiencing the value of existential dialogue
• Recognizing ageing as an existential experience

Part 3 – Interviewing stakeholders about the 'state of the art' concerning the position of the process of getting older and the character of social pedagogical work on utilizing images in the curriculum and in professional practice. I want to discuss the challenges and dilemmas they see when it comes to their views and opinions regarding responsibilities to students, existential elements concerning the process of ageing, enhancing professionals with this in mind and the role of visual arts.

Part 4 – Conducting a period as a researcher-in-residence in order to communicate my findings from part 2 and 3 in actual practice. In this part, I want to gain insight into what occurs in encountering, making and perceiving images, by working with the professionals, participating and immersing myself in practice for a month.

Finally, a theoretical discussion will contain a critical analysis of:
1. Education of social pedagogical workers – relating oneself to images, in a world-oriented instead of solution-oriented way
2. Social pedagogical work – getting generations in (a) dialogue by using arguments in the image
3. Enhancing professionalism – integrating a pedagogical approach for ageing people

P1414 - ROL FROM THE OUTSIDE TO THE MIDDLE. TOWARDS VALUABLE WORK REFLECTIONS THROUGH THE CAPABILITY LENS.

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Our poster presents a case study of a local practice in the city of Antwerp (Belgium) on the impact of theatre methods to enhance the capabilities and participation of vulnerable target groups in forms of valuable work.

KUZO (Art and Care) is an open social-artistic workplace in the hearth of the city that connects to the strong tradition of political theatre. The KUZO approach is based on learning by doing. Through artistic creation participants regain control of their situation, gain awareness about the structural dimension of their life challenges and (re)connect to what they see as a life they value in terms of 'doings' and 'beings'. The workplace involves in public debates and participates in the grass-roots democratic movements that aspire a just and fair society.

We discuss the intermediate results of an ongoing monitoring and evaluation research in a KUZO-project entitled 'ROL' (Role). ROL prepares and connects participants to forms of work they value with reason. In ROL they form a community of practice, in which they reflect on their own life challenges in terms of personal, social and contextual constraints and possibilities towards meaningful work. During the process participants gain control, build competences and bridge towards valued forms of work. A consortium of social, educational and artistic organizations supports the participants to realize their goals.

Based on the intermediate results we critically reflect on this community-based hybrid practice in which we unveil strengths and constraints in the project on the thin line between informality and formality. We structure our findings and formulate recommendations in an evaluation model adopted from the Capability Approach as underlying theory driven framework (Sen, Nussbaum.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1446 - TOWARDS SOCIAL INCLUSION OF CHILDREN AND ADOLESCENTS IN FOSTER CARE LIVING IN OUT OF HOME CARE CENTRES DIALOGIC LITERARY GATHERINGS

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Universitat Rovira I Virgili, Departament Of Pedagogy, Tarragona-Spain [1] University Of Zaragoza, Department Of Psychology And Sociology, Zaragoza-Spain [2] University Of Barcelona, Department Of Sociology, Barcelona-Spain [3] Ramon Llull University, Department Of Social Education And Social Work Pere Tarres, Barcelona-Spain [4]

Research shows an existing educational gap between children and adolescents in foster care living in out-of-home care centres and their peers, influencing their future expectations. This paper analyses the impact of the Dialogic Literary Gatherings (DLG), as a Successful Educational Action supported by the FP6 project INCLUD-ED (2006-2011), to overcome this gap. Specifically, it shows how the DLG contributes to improve the academic skills of children and adolescents in the context of out-of-home care centres. The DLGs implies to read and discuss classical literature books, approaching readers to highly valued culture, which is especially important for vulnerable groups such as the children and adolescents in foster care living in out-of-home care centres. The discussions are based on the principles of the egalitarian dialogue, which occurs when all contributions are equally valued regardless the position or the educational level of the participants.

The case study presented in this work was conducted in a foster care centre implementing DLGs. We used the communicative methodology for this research, characterized by equalitarian dialogue between researchers and participants. The methodology was useful to identify not only the elements that are involved in the perpetuation of situations of exclusion, but also those factors that are transforming the situations of inequality.

During the study, the book Oliver Twist was read by children and adolescents, as a result of the agreement between the management team of the out-of-home child care center and the DLG participants. A total of 12 adolescents between 12 and 17 years old from an out-of-home child care center participated in the study. For the data collection, 5 communicative observations and 12 standardized open-ended interviews have been conducted. The standardized open-ended interviews were carried out to all the participants at the end of the DLG sessions.

This research shows that DLGs changes the way youth in foster care relate to academic learning and enhance their academic skills, which contributes to reduce the gap in academic attainment.

These findings have two implications. First, the suitability of introducing DLG in out-of-home child care centers to reduce the risk of educational and social exclusion that these children and youth face. Second, a new context for the implementation of DLG has been tested with positive results, adding evidence to the definition of DLG as a successful educational action that contributes to educational success in any context where it is implemented.

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P1587 - TRANSFORMATIONS TOWARDS RESILIENT KINSHIP CARE FAMILIES

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Placement in kinship care is one of options when child is removed from biological family. A number of researches provide evidences of advantages and challenges in kinship caregivers every day life – unclear roles, communication with biological parents, dysfunctional patterns, control from child institutions of child protection, attitude from society. One of significant discussion in field of social work is about support system for kinship families.

There are many cases when stories include adversities, negative or painful events from past and it can lead to avoidance of cooperation in non-governmental organisation to protect their interests. No organisation of kinship caregivers can be found in Latvia, while foster families have professionally working organisations in every region. Kinship caregivers are social group without voice in social policy and media.

During interviews based on resilience approach there is possibility that caregivers get insights how to improve well-being for their own families and for kinship caregivers as a social group. Interviews can be seen as transforming process. Questions about resilience factors shift focus from deficits and adversities on family strengths. Process of research can be seen process of empowerment and strengthening kinship caregivers as a social group.

This paper will focus on practical experience and theoretical discussion how resilience as a theoretical framework can be used to empower kinship caregivers as individuals, as family system and as a special social group with specific needs.

P1623 - PEER WORKING MOVEMENT RESEARCH FOR INNOVATIVE PRACTICES AND SOCIAL DEVELOPMENT

Daniela Soitu [1], Contiu Soitu [2]
Alexandru Ioan Cuza University, Sociology And Social Work, Iasi-Romania [1] Alexandru Ioan Cuza University, Sociology And Social Work, Iasi-Romania [2]

Peer working is a new innovative movement in Social areas. This study reflects the results of a challenging project recently realised by two universities - one from Romania and one from Norway. The project was focused on opportunities for innovation in the welfare system and health care for the elderly and disabled. Our study-analysis searched for perceptions and opportunities for involvement of peer support workers - former service users -, as equals who can provide help in supporting innovative services based on needs and oriented reintegration, rehabilitation, risk mitigation, respectively towards development. Data were collected by interviews, but new ways of co-creating of knowledge have been used: direct interaction between teachers and students of the two universities, between specialists in the field of social and public health in Romania and Norway, together with the beneficiaries, health and care service providers and peer workers. Thus, we have succeeded to develop joint research capacity, to discover mechanisms for effective collaboration between social welfare and public health systems in Romania and Norway. Results raised the challenge of peer working as a new approach that might conduct to significant changes in the welfare system, in education and practice. We conclude with a critical analysis of the challenges of co-creating innovation in the welfare and health system and a new dynamic of services for disabled and elderly persons in both countries by the peer working approach lens.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1660 - TREE OF LIFE USING A STRENGTHS BASED APPROACH IN SOCIAL WORK WITH GROUPS.
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The tree of life is a narrative practice developed primarily by David Denborough (Dulwich Centre Foundation, Australia) and Ncazelo Ncube (NGO in South-Africa). This collective narrative tool has been used in social work with vulnerable children in Africa (Lock, 2016), but also in western countries (Hughes, 2014).

The tree of life was used in one group session in a social work practice setting, located in a town in the Balearic Islands (Spain), with 15,000 people. The current group session was implemented in autumn 2020. These groups were formed to offer participants a space to reflect on their current situation. All those sessions aimed to increase their commitment to a process of change. The tree of life session, specifically, aimed to enable participants to reflect on their ongoing processes, eliciting and helping them to enhance their strengths and capacities.

Despite each person's idiosyncrasy, all participants shared a high degree of communality in their situations, such as chronicity (years related to social services without significant changes in their lives); financial struggling; social isolation; lack of support from extended family; unemployment.

The sample in this action-based research was mostly Moroccan people (90%). A total of three groups were formed (N=42), one of them, including only Moroccan women who did not speak Spanish (N=22). In this particular case, an interpreter was required in all the sessions of this group.

Each group carried out between 14 and 16 sessions, depending on their particular process. The facilitator was a social worker. Different professionals guided the group during seven sessions to work on specific issues (health, labour, and self-esteem).

The tree of life session, developed at the end of this group process, was conducted by the first and second authors. The session started with participants drawing their trees. Through several questions, participants filled the different parts of the tree. Thus, they reflected about: a) their place of origin (ground); b) essential people in their lives (roots); c) their capacities and values (trunk); d) their hopes and dreams (branches); significant people that are supporting them in this process of change (leaves); any gifts received in the preceding weeks (either material or emotional) (fruits). After this individual work, participants shared their common values and dreams. They also reflected on different strategies to continue their path of change, even when the process group was almost finished. This session allowed a space to share their local knowledge and learn new strategies that other participants had found useful to overcome difficulties derived from their social isolation and lack of informal support.

This poster aims to explain the procedure to carry out the session itself, and some suggestions to optimise results.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Exploring the impact and effectiveness of social work practice

P1136 - HOW TO GAIN INSIGHT INTO THE IMPACT OF YOUTH WORK A MIXED METHODS RESEARCH.

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Background and purpose

Over the past decades the increased use of specialized youth care in Dutch society has led to increased expenditures. A focus on prevention and strengthen youth's and parents' own capacities, must decrease the use of the specialized youth care services. Youth work is a preventive service, focused on vulnerable youth. Youth workers get into contact with young people, organize group activities, identify special needs in an early state and refer if specialized care is needed. An important question is how to gain insight into the results of youth work as a collective development-oriented service. Research into effectiveness of youth work is still at the early stages. Only few studies are available of which most of them are qualitative (McGregor, 2015). Insight into effectiveness is required to know what youth work contributes to the prevention of problems and positive youth development. This paper will present the findings of a mixed method study into the contribution of Youth work to strengthen self-esteem, ownership, social network and enhance social participation of young people. By combining the quantitative study with a qualitative approach we aim to substantiate the impact of youth work.

Methods

We used a combination of a longitudinal multiple cohort study (four measurements) with a multiple case study. Data was collected in collaboration with 150 youth workers, who were all trained in using the research protocol. We observed 1597 young people at an age between 10 to 24 years old. Reasons of non-response have been recorded. Linear mixed models is used for longitudinal data analyses. Twenty-one youth workers participated in a multiple case study, they followed the development of 23 young people. In the period of one year youth workers kept a logbook monthly and they participated in five intervision meetings. By using qualitative comparative analysis we identified patterns between the 23 case studies about the way youth workers work methodic, and how this contribute to the development of young people.

Results

The cohort study shows significant differences at the outcome measures between groups that vary in duration of participation in youth work. The level of development is higher for young people who participate longer in youth work. The multiple case study shows that young people can develop positively with support from youth workers in particular if young people receive individual support in addition to participating in group activities. In the two studies we found that both the presence of a meaningful relationship and adaptability are very important principles for positive change.

Conclusion and implications

We conclude that youth work contributes positively to prevention and strengthen youth's own responsibilities and opportunities. The results indicate the importance of paying more attention in youth policy for the preventive value of youth work. Youth work can be an important partner to decrease the use of specialized youth care services. This study also yields how mixed method research makes it possible to gain insight into the effectiveness of social work, the circumstances in which the effects occur and to increase the validity of findings.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1352 - ROLE OF SOCIAL WORK IN FOSTERING YOUNG WOMEN'S PARTICIPATION IN THE PROMOTION OF SEXUAL AND REPRODUCTIVE HEALTH RIGHTS A CASE STUDY OF UGANDA YOUTH DEVELOPMENT LINK IN KAMPALA UGANDA

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Background and purpose

Sexual and Reproductive Health Rights (SRHR) address social work foundations and principles, which promote social justice and empowerment of people. Sexual and Reproductive Health (SRH) implies that people can have a satisfying and safe sexual life, and the capability and freedom to reproduce and decide if, when, and how often to do so. Women face many challenges in realising SRHR in Uganda and in Kampala. Previous studies have focused mostly on the problems and associated vulnerability among the youth; there is a literature gap regarding how the youth, specifically young women, participate in planning, implementing, evaluating, and promoting SRHR services in Uganda. The current study examined how young women supported by Uganda Youth Development Link (UYDEL) in suburban areas of Kampala participated in the promotion of their SRHR and more specifically, the role of social work in this process.

Theoretical framework and methods

I adopted the empowerment theory with a deeper focus on Pedagogy of the Oppressed from Paulo Freire as theoretical framework. I conducted a case study involving clients of UYDEL, a Non-Governmental Organization that operates with vulnerable youth in Kampala and other areas of Uganda. The study was carried out in Bwaise III and Nateete, two suburban areas of Kampala. I used a qualitative approach. The study population was selected using purposive sampling; it comprised ten young women, aged between 18 and 24 who were receiving SRH services from UYDEL. I conducted ten in-depth semi-structured interviews, two focus group discussions and four key informant interviews with UYDEL's staff. I analysed data based on thematic analysis.

Findings

UYDEL offered several activities and spaces to encourage youth participation like informative sessions with experts, peer education, initiatives against commercial sex exploitation of children, life skills trainings, community dialogues. Young women in UYDEL were active participants mostly at the implementation stage and they had space to complain and propose suggestions. Social workers could contribute in encouraging young women participation in their SRHR using specific tools and methods such as counselling and motivational interviewing, promoting peer education interventions, being there for their clients with a non-judgemental and patient approach, and participating in recreational activities with the young women.

Conclusions and implications

In Kampala, there are not only challenges but also several opportunities to realise the success of SRHR and spread this to the rest of the community. The contribution of social workers in organizations that deliver SRH services plays an important role in providing effective interventions and in reaching young people. The social work profession should focus more on SRH issues due to the huge potential to enhance youth participation, improve life conditions and help people in making significant changes in their life. Consequently, social workers should receive adequate training on SRH during their academic education and throughout their professional career. Moreover, for organisations that operate on SRH issues, it is recommended to engage social workers as part of the staff.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1380 - ASSIGNING ACTIVE LABOUR MARKET PROGRAMMES IN TIMES OF SUPERDIVERSITY PERSPECTIVES OF EMPLOYMENT COUNSELLORS AND MIGRANT JOB SEEKERS

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Although wide gaps in labour market outcomes between groups with and without a – particularly non-European - migration background have been documented repeatedly, only a limited body of work has addressed the role of employment counsellors in assigning active labour market programmes (ALMP's) and how this impacts the daily practice of migrants. Today, most literature on ALMP's is dominated by research that focuses on output (employment opportunities of job seekers and the effectiveness and efficiency of activation measures) and offers only a fragmented picture of the criteria that influence the decision-making process of case workers. The goal of this research is twofold. Firstly, with particular focus on their discretionary power, this research looks into the decision making process of employment counsellors regarding their choice for ALMP's for migrant job seekers by conducting 15 in-depth interviews with employment counsellors in three Flemish public employment offices. Secondly, through in-depth interviews with 57 migrants in Flanders, this research also aims to bring into account the experiences and perceptions of this group during their employment counselling. Our results yield three main conclusions. First, differentiation in the assignment of ALMP's by job counsellors, is mainly driven by counsellors' personal assessment of job seekers' self-reliance. This assessment however does not respond to the needs of more vulnerable groups, such as migrant women, who face various thresholds in their labour market trajectory. Consequently, job seekers might be confronted with a lack of motivation to enter the labour market, with implications for the effectiveness of certain ALMP's.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1557 - SOCIAL IMPACT ASSESSMENT WHAT ARE THE CHALLENGES FOR SOCIAL INTERVENTION

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Background and Purpose: We intend to present the preliminary results of the current research about the social impact of the Local Social Intervention Network (RLIS), reflect on the opportunities of network governance approach and social impact assessment methodology for the social policies and programs improvement, in order to develop a social impact assessment model for the implementation of Portuguese social policies based on the governance models.

The social impact assessment has gained scientific, political and social relevance in the last decades (Burdge, 2002, 2003; Esteves et al., 2012; Gertler et al., 2016; Lockie, 2001; Silva, 2012; Vanclay, 2002, 2003). Now it is becoming more and more important to measure the "utility"/value of political, economic or social intervention and identify the indicators of change achieved by them, compared to its absence (Force, 2013; UN Development, 2009). Social impact assessment and governance are cross-cutting themes, that have been adopted at global, European, national, regional and local levels in multiple sectors. Meuleman (2015, p. 5) analyses the relation between Social Impact Assessment and Governance using the "metaphor of the owl and the beehive". However, the way to combine social work's mandate and values and the evaluation of practice results is currently a major issue in Portugal and Europe.

In Portugal, there has been a paradigm change in the implementation of social policies, which are progressively adopting a logic of governance and territorialisation. In this context, the Local Social Intervention Network has emerged as an archetype of decentralization (integrated intervention, sharing of responsibilities with different actors), proximity, flexibility and social innovation (new mechanisms of action and different strategies of action to combat poverty and social exclusion, adequate to current social needs and territorial specificities).
Methods: In the context of the ongoing research, questionnaire surveys were performed to extensively characterize the RLIS. Two electronic questionnaire surveys were sent to all RLIS (a total of 128), one directed to front-line professionals and one to coordinators. So far 105 professionals and 45 coordinators from 60 different Portuguese municipalities have completed the questionnaire.

Findings: The primary findings shows the possibility to draw a Portuguese governance profile based on the perceptions of the institutional participation strategy of each institution, the type of relationship established, the Institutional engagement, among other variables, that will be the basis of the creation of a social impact assessment matrix.
Conclusions and Implications: The current transformation of social intervention, forcing it to fit into the paradigm of management and evidence-based practice, faces the need to preserve the specificity of social intervention. Outlining impact assessment instruments and matrices tailored to the social sector and not to the management and economic sectors, as the present study intends, can contribute to building a balance between the social impact assessment and demonstration requirements and the nature of the social worker's practice, which is not always measurable and is often ambiguous and uncertain.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Methodological development innovation and capacity building in social work research

P1076 - PHOTOVOICE AS A REPORTING TOOL IN THE FRAMEWORK OF AN INTERNATIONAL SOCIAL WORK TRAINING SEMINAR

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Background
Illustrating the adaptation of new and creative methods in international social work education the poster will present a working model for the use of photovoice methodology as part of a daily training seminar during an international field placement for Israeli students. In addition, the poster will present findings on the contribution of the use of the Photovoice methodology to the student learning experience.

The purpose of the study
The purpose of this study was to examine the contribution of the photovoice methodology as a daily reporting tool on the learning experience of students participating in an international social work program during their stay abroad.

Method
Thirty students who participated in an international social work program at the School of Social Work at Sapir Academic College from 2016-2019 participated in the study. Every year, ten of the students went on a three-week expedition abroad, half in India and the other in Ethiopia.

The study was based on a qualitative-phenomenological approach in which students were trained in ethnographic research methods for data collection: reflexive field diary management, participant observation and documentation according to the photovoice methodology. Each day, students presented their daily learning experience during their stay abroad, as part of a two-hour daily seminar, using the photovoice methodology. Each student presented an image and narrative in accordance with the built-in SHOWeD (Wang & Burris, 1997) adaptation protocol for the learning objectives of the program. At the end of the program, students wrote travel diaries about their learning experience, incorporating selected photos from the Photovoice presented at the daily seminar.

The materials were analyzed by the team of researchers, who accompanied each group during their stay abroad (India / Ethiopia) and was the facilitator of the daily seminar.

Findings
The contribution of the use of the photovoice approach as a reporting tool is expressed in three key channels:
1) The encounter with the other as a mirror
2) The transition from personal-psychological discourse to context-based discourse (micro and macro);
3) Photography as a symbolic platform for various representations of the global world and global phenomena.

Conclusions
The use of photovoice has contributed to the creation of a group space of critical observation, incorporating a close relationship between personal and psychological and social and political. Specifically, the use of photovoice has contributed to critical awareness development processes regarding issues relevant to international social work, such as power relations, cultural relativism, strangeness, and otherness.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Social work history and identity as a profession and discipline

P1349 - LEARNING FROM THE PAST SOCIAL WORK COMPLICITY IN FORCED STERILIZATION

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History reveals episodes where social workers played integral roles in inhumane policies and practices. This session examines the role of the profession played in the U.S. eugenics movement and the lessons this episode offers for ethical action and resistance amid contemporary pressures to misuse professional authority, particularly with non-voluntary service users.

The profession of social work is embedded in values that emphasize social justice, integrity, and the dignity and worth of individuals. However, its history in the United States has been punctuated by episodes when these values failed to guide professional conduct. As a result, social workers played integral roles in inhumane policies and practices such as the internment of Japanese Americans (Park, 2008) and the forced sterilizations of the eugenics era (LePan & Platt, 2005). Some authors argue that such complicity is merely an extension of other, more common, impulses by which social work exerts "repressive maternalism" (Park 2008; Wagner, 2000). Whether the oppressions are on case-specific or on a national scale, non-voluntary service recipients are particularly vulnerable to such misuse of power and disregard for the profession's purported values. Between the 1920s and 1970s, the eugenics movement in the U.S. endorsed the forced sterilization of some 60,000 Americans. While the practice and policies varied across all 50 states, the practice was endorsed by a U.S. Supreme Court ruling, and targeted populations including "feeble-minded", "insane", "criminalistics", "epileptic", "inebriate", and "diseased" (Laughlin, 1922).

This session examines the roles that social work played in the U.S. eugenics movement and the lessons today's practitioners from all global regions can draw from that period. Specifically, the paper addresses the conditions that give rise to oppression and the characteristics that make social workers, individually and collectively, vulnerable to complicity. It explores contemporary international pressures to misuse professional authority, introduces the concepts and exemplars of moral courage and ethical action, and elucidates the strategies needed to stimulate resistance amid those pressures.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Social work research policy practice or education across boundaries – including across national social cultural disciplinary and professional boundaries

P1141 - COMPARING SOCIAL WORKER INTERVENTION WITH FEMALS GIVING BIRTH DURING SENTENCE PERIOD IN ROMANIA (TÂRGşORUL NOU WOMEN'S PENITENTIARY) AND MEXICO (SANTA MARTA SOCIAL REINTEGRATION CENTER MEXICO CITY)

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The research is a qualitative one and it has in the foreground the comparative description of women becoming mothers during the detention period in the only rumanian female prison - Târgşorul Nou Penitentiary and the largest women prison in Mexico - Santa Marta Social Rehabilitation Center (Mexico City), two countries distantly situated in space and culture and legislative terms. Subsidiary the research describes the role of the social worker and his practical intervention with this poorly represented group of people in prison population. The election of Mexico came after a preliminary analysis of data from which turned out that the legislation of no other country allows women becoming mothers during the sentence, to keep their babys with them in prison more than Mexico (6 years). In Romania the age until the baby can live in the penitentiary with his mother is 1 year but the legislation also provides the possibility of postponing the execution of the sentence until the baby is one year old.

Data was collected through semi-structured interviews, collection took place in Romania, one day each month of 2018. All women who became mothers during the sentence in Târgşor Penitentiary in number of 23, accepted to be interviewed. In Mexico City, interviews took place in July and August 2019 in Santa Marta Social Rehabilitation Center, Mexico City, where out of a total of 56 mothers, 18 agreed to participate in the research.

This comparison becomes more relevant considering the fact that in Mexico, much more than in Romania, the interviewed women see motherhood as mandatory no matter the external circumstances, considering that the role of mother is the only one that brings them validation as a person, as well because of the differences between a punitive justice system such as the Mexican one, where the longest sentence among the women interviewed is 69 years, the average sentence is about 27 (without the possibility of conditional release for many offenses) versus the Romanian restorative model where the longest sentence among the studied population is 16 years and the average sentence is about 6 (with the possibility of conditional release after performing two thirds of the sentence). In this context, the educational and corrective purpose of the mexican prison but also the desire for social reintegration at the time of release is dissolved by the discouraging multitude of sentece years, giving place to various individual adaptation and escape strategies, amongst which is found maternity during prison in case of woman. The social worker represents in any penitentiary the bridge between the prisoner and the external environment, especially the family one. His activity receives new practical but also ethical values in case of assisted convicted women who's baby is living with her in prison having diffrent rights from those of the mother.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1308 - WORKING ACROSS BOUNDARIES INTERNATIONAL PERSPECTIVES ON SOCIAL WORK WITH TRAVELLER COMMUNITIES

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Working across Boundaries –
International Perspectives on Social Work with Traveller Communities

Abstract for Presentation at ESWRA 2020

As a Social Work academic in the UK, I am responsible for preparing students for social work practice placements and for teaching students to identify and challenge discrimination and oppression in order to safeguard the wellbeing and uphold the human rights of all service users.

Social Work with travellers in the UK represents a particular challenge in terms of the need to break down barriers and re-build trust with a community that is often stigmatised and scapegoated. Social Work students in the UK are required to work in a way that is often counter-cultural, and which challenges the preconceptions that they and their peers and families may hold in relation to the lifestyle of travellers.

In seeking to improve the support and training that is given to UK students to prepare them for practice in this area, I have undertaken two Erasmus-funded study visits to Serbia to meet with Social Work academics at the University of Novi Sad to find out how they prepare students to work with marginalised communities. I also took the opportunity while in Serbia to visit local projects where social work students are undertaking practice placements with the Roma community, which have adopted a strengths-based approach and a model of social inclusion based on keeping families together, which has enhanced my understanding of anti-oppressive practice in an international context.

In this presentation I will share my learning from my visits to Serbia, with the aim of encouraging others to incorporate a more international focus in their teaching of anti-oppressive practice and to promote a world-view that is both inclusive and questioning.

In the coming year, I aim to undertake a small-scale research project to explore how social work students in the UK experience the teaching of anti-oppressive practice on their programmes and how well (or otherwise) they feel it prepares them for the reality of social work practice on placement. I hope through this presentation to inspire others to do the same.

This presentation addresses the conference theme of:
Social Work Research, Policy, Practice and Education across Boundaries
as it promotes an international focus, incorporating lessons learnt from the presenter's study visits to Central Europe, and encouraging delegates to challenge social and cultural 'norms' in their teaching of anti-oppressive practice.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1637 - TRANSNATIONAL FAMILY LIFE OF UNACCOMPANIED REFUGEE MINORS AND THE ROLE OF SOCIAL WORK THE CURRENT STATE OF RESEARCH

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Background and purpose

Transnational family life is part of everyday life for people worldwide. This includes migrants who leave behind their children in countries of origin or transit countries as well as unaccompanied refugee minors (URMs) who are separated from their parents or other primary caregivers. URMs are under the supervision of social services who follow the mandate to support children in their development and assist them to fulfill their individual needs. International standards highlight that the "best interest of the child" (UNHCR, 1997; IOM, 2011) is the guiding principle in childcare. A general aim of child protection services is that parents should be supported in the upbringing of their children to create positive living conditions for them (e.g., Article 18, CRC). Including URMs parents in social work interventions, is however not standard in social work practice yet. Besides, little is known about the families of URMS and how family life across borders is maintained and influencing URMs lives in receiving countries. Behind this background, the purpose of this presentation is to discuss the legal as well as the ethical mandate for social workers in the context of transnational family life and to provide an overview of the current state of research on URMs' perspectives on their transnational family connections.

Method

The method for this presentation consists of a systematic literature review of the databases Web of Science, PsychInfo, PSYCNDEX, PubMed/Medline using the following keywords: (refugee* OR asylum* OR displac* OR exil*) AND (child* OR youth* OR young* OR adolescen* OR teen* OR minor* OR underage*) AND (unaccompanied OR separated OR alone) AND (famil* OR relative* OR parent* OR caregiver*). Also, and to give credit to especially practice-based views, the following (I) NGOs have been searched manually: Save the Children International, UNHCR, IOM, Islamic Relief Worldwide, Red Cross International, BUMF, BAMF, Human Rights Watch. 1503 references have been identified and 1198 abstracts screened after the removal of duplicates. 253 Texts have been analyzed in full text.

Results and implications

Even though various studies mention the importance of the family for URMs, the analysis points toward a lack of in-depth knowledge on the transnational family life of URMs. Some studies provide short information on the family life before the flight whereas other studies mention the absence or separation from parents as a stress factor. However, only a few studies specifically address the topic of transnational family life and provide more detailed knowledge on how family connections are maintained across borders and how cross border family relationships influence URMs in their daily life. Only little empirical social work research is available on this topic. Empirical and theoretical research on the issue of transnational families and social work should therefore be promoted.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

P1665 - ANALYSIS OF THE CONTRIBUTIONS OF SOCIAL WORK RESEARCH TO THE HORIZON2020 FRAMEWORK PROGRAM CHALLENGES AND POSSIBILITIES

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Since its inception, research in Social Work has been closely related to other disciplines. In this relationship, Social Work has been seen as a more practical discipline and has grown in the shadow of investigations that have been directed from more traditionally investigative areas such as Sociology. Today, Social Work is fighting to change this situation and claim the investigative role of our discipline, however, we still find important differences. To deepen this aspect, and within the framework of the RETSASO project, we analyze the role of Social Work in the latest edition of the Horizon 2020 Framework Program (H2020).

H2020, with a challenge-based approach, focused on trying to improve 6 challenges that Europe was considered to be facing, for example, Europe in a changing world - Inclusive, innovative and reflective societies. In this, among other issues, addressed social exclusion, discriminations and various forms of inequalities and the issues of memories, identities, tolerance and cultural heritage (European Commission, 2014), all of them areas of Social Work.

This communication analyzes the 349 research projects that, according to CORDIS, have addressed "social problems", a field in which we consider that the most typical investigations of our discipline are found, and we characterize them based on variables such as the challenge in which is located, leadership, budget, intervention groups and derived publications, especially valuing the role, if any, of Social Work. This allows us to characterize the contributions of Social Work to FP in the last 8 years and, at the same time, contribute to establishing a roadmap for current social worker researchers. Among the results, we highlight that only 6 of these projects are defined as "Social Work", which implies that, although the topics and areas that are addressed are specific to the discipline, research in Social Work is still dominated by other disciplines and We must vindicate our role in tackling the challenges facing Europe or, as it will be in the next FP "Horizon Europe", the Sustainable Development Goals.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Theorizing social work and or social work research

P1366 - LAST RESORT OR TIME FOR RESPITE SOCIAL WORKERS' ACCOUNTS ON LOCKED INSTITUTIONAL CARE FOR YOUTH

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This presentation is about social workers' account making concerning decisions about placements of youth in locked institutional care. The empirical material derives from a research project on locked institutional care of youth in Sweden, with special focus on the practice at acute departments. The material as a whole consists of interviews and web questionnaires to two different professional groups; treatment assistants and social workers, as well as minor field visits and interviews with youth who have experienced institutional care. This presentation focuses on the interviews with (9) social workers and web questionnaire (answered by 38 social workers).

Locked institutional care in Sweden is run by the state, and the social workers may apply for a specific place within an acute department, assessment department or treatment department. Acute departments may be seen as a "first stop" in institutional care, where the youth shall spend a maximum of eight weeks, before moving on to further placements within the care system. The youths are placed in locked institutional care due to different social problems such as drugs or criminality. However, research has shown that institutional care might have little or even adverse effects on the youths' behavior, and accordingly it has been described as a "last resort", an intervention that social workers use when nothing else seems to work.

The aim is to analyze how social workers account for institutional care for youth with problematic social behavior, such as criminality or drugs. To choose institutional care as an intervention may be seen as a questionable and problematic intervention, even so, social workers must provide reasonable accounts for their decisions. The social workers also need to wish for a specific department, in a phase where the youth's situation is chaotic and their needs are not always well known. How can social workers' account making in such a context be understood? How are accounts put forward and how do they change and relate to organizational obstacles and actual discretion? Drawing on a conceptual framework on accounts and account making, the analysis shows how social workers use excuses as well as justifications to account for their decisions, but also how their account making may change during the process and in relation to organizational and institutional factors out of their control. Examples of such factors are difficulties to get hold of a placement in the right time, or at a right department, in relation to the needs of the youths. One conclusion is that social workers' decision-making is a complex process, and that justifications and excuses may be used simultaneously to account for professional assessments that are made by highly organizational dependent professions.

SYMPOSIUM

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1174 - SOCIAL WORK RESEARCH IN THE CONTEXT OF WELFARE TO WORK; CHALLENGES AND OPPORTUNITIES FOR SOCIAL WORK KNOWLEDGE SKILLS AND VALUES.

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Labour market participation plays a central role in the well-being of individuals and families. Unemployment has been linked to a wide range of problems, such as poverty, poor mental and physical health, low well-being and social exclusion. Sage (2011: 16) argues that the link is causal, with unemployment exerting an independent psychosocial effect on individuals. In addition, research has shown inequalities in who becomes – and stays – unemployed (e.g. Røe 2011). Unemployment, then, is a social problem that is closely connected to a range of other social issues, with disproportionate effects on individuals with disabilities, non-majority ethnicities, low socioeconomic status and so on.

Never the less, in many national contexts the social problem of unemployment is considered to be on the fringe of professional social work. This is likely related to developments in welfare policies across the Western world. Increasingly social work with unemployed individuals is included in welfare-to-work (WtW) efforts, "aimed at strengthening the employability, labour-market or social participation of unemployed benefit recipients of working age, usually by combining enforcing/obligatory/disciplining and enabling/supportive measures in varying extents" (van Berkel, Caswell, Kupka & Larsen 2017).

This combination of supportive and disciplining service measures has created considerable tension between social work values and institutional norms (Hasenfeld, 2010; McDonald & Chenoweth, 2009; Raeymaeckers & Dierckx, 2013). While frontline professionals in WtW contexts still have considerable room for professional discretion (Austin, Johnson, Chow, De Marco, & Ketch, 2009; Van Berkel, van der Aa & van Gestel 2010; Dall 2018), they also face ethical and professional dilemmas when determining appropriate actions (Jessen & Tufte, 2014; Lindqvist & Lundgren, 2017; Røysum, 2013). How social workers manage the tensions between institutional policies and professional values in their everyday work is crucial for the effects of policy on both the welfare of vulnerable clients and the social workers' own professional role (Solvang, 2017; Van Berkel & Van der Aa, 2012).

The symposium will include paper presentations that explore the status and development of social work knowledge, skills and values in the context of WtW, with two papers considering the role of research in development of and innovation in practice. In doing so, the symposium connects directly with the conference theme on 'Challenges and opportunities for social work research, practice, policy or education in contemporary contexts', as well as the central theme on 'Social work research: contributing to innovation in practice, policy and social development'.
Research and research-informed discussions of the realities of social work in WtW contexts are crucial in recognizing the importance of social work skills and values in supporting unemployed populations and resisting the marginalizing effects of unemployment and (some) activation policies, such as conditionality. By connecting researchers and professionals across local and national boundaries, we believe the symposium will provide a platform for ongoing research efforts to examine and support social work in the context of welfare-to-work.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1272 - RISK VERSUS RIGHTS CURRENT CHALLENGES IN IRISH SOCIAL WORK PRACTICE REGARDING ASSESSMENT OF ADULT DISCLOSURES OF CHILDHOOD SEXUAL ABUSE

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Sexual abuse in childhood is widely regarded as widespread within and across societies. Prevalence rates vary with consensus that approximately 18% of girls and 8% of boys experience sexual abuse in childhood (Mathews, 2019). Many of those affected find it difficult to disclose. Delays are common with an increasing tendency toward disclosure in older youth and adulthood leading to suggestions that services and supports should be designed to expect and account for disclosure in adulthood (Alaggia, Collin-Vézina and Lateef, 2017). An unknown number of those affected never disclose leading to the oft cited 'tip of the iceberg' analogy and highlighting the significant hurdles that must be overcome in order to disclose (Collin-Vézina, Daigneault and Hébert, 2013). Disclosures by adults of abuse which took place during their childhood are described as 'historic abuse', 'retrospective disclosures' or 'non-recent abuse'. Barriers and facilitators to disclosure have been examined in many contexts and common themes of both internal and external barriers prevail in the literature. An understanding of sexual abuse and disclosure is key to developing legal, policy and practice responses to meet the needs of those wishing to come forward and to take account of the dynamics created by both abuse and disclosure.

This symposium begins by exploring the socio-historic responses to, and understandings of, sexual abuse and, in taking a focus on the Republic of Ireland, explores how socio-historic and socio-culture factors have shaped Irish responses and interventions in respect of adults' disclosures of childhood sexual abuse. The symposium illustrates the construction of social work policy and practice in this area by presenting exploratory qualitative research conducted with social workers who assess adult disclosures of childhood sexual abuse. This research presents how, in the absence of robust legislative underpinning, social work policy and practice has focused on the protection of the alleged perpetrator's rights to fair procedures and due process and less so, it is argued, on the rights of the victim. Despite this, the research presents that frontline staff are committed to the potential preventative outcomes that can arise from appropriate assessments of this nature, and recognise their own limitations in the absence of a robust assessment and legal framework.

The symposium concludes with the presentation of an emerging theoretical and practice framework that the authors put forward as one possible approach to facilitating and supporting assessment in this challenging area of child protection practice. The findings of a study conducted with adults who have experience of disclosing to child protection services are presented. A biographical narrative interview methodology was used to gather these experiences and the symposium shows how what many of these adults felt were gaps or failings in their experiences of disclosure could be accommodated using a framework which draws on relevant theoretical underpinnings and the practical guidance of the EU Victim's Directive. Via presentation of this framework and research, it is argued that social work assessment of adult disclosures presents both challenges and opportunities for practitioners and policy makers in this complex area.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1282 - THEORETICAL AND PRACTICAL FRAMEWORK FOR SOCIAL INNOVATION THROUGH INTEGRATED RESEARCH AND APPLIED SOCIAL WORK ACROSS EUROPE

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This symposium will look at the framework and context of social innovation in social work, as being practiced, developed and researched across Europe.

As a closer look into the present literature shows, social work still receives little attention in the wider context of social innovation and social policy (cf. Baglioni/Sinclair 2018).

The session will therefore frame the topic of innovation in social work in terms of international definitions and empirical standards and share overviews of emerging trends, theoretical approaches and new initiatives in both practical and academic spheres. We will look at the different levels of social innovation and which approaches can lead to long term social change. We will also include references to how new approaches to neighborhood, cross-disciplinary and co-created services can lead to improved outcomes for everyone concerned.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1284 - CONTEMPORARY CHALLENGES AND OPPORTUNITIES FOR RESEARCH INTO DECISION MAKING ASSESSMENT AND RISK IN SOCIAL WORK THE THIRD ANNUAL DARSIG SYMPOSIUM

Andrew Whittaker [1], Jaroslaw Przeperski [2], Lene Mosegaard Søbjerg [3], Brian Taylor [4], Saša Horvat [5], Hani Nouman [6], Denise Harvey [1], Mary Baginsky [7], Idamarie Svendsen [8], Frank Ebsen [9], Judith Mullineux [4], Campbell Killick [4], Mark Gregory [10]

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Professional judgement and decision making are central components of good social work practice that presents both challenges and opportunities for researchers, practitioners, service users and policy makers. The Decisions, Assessment and Risk Special Interest Group (DARSIG) of the European Social Work Research Association has drawn together five papers for its proposed third annual symposium, representing researchers from Poland, Denmark, Croatia, Israel, Northern Ireland and England.

All of the five papers examine key issues about how the daily decisions made by social workers need to be understood within wider frameworks and processes that needed to be explored explicitly if we are to move beyond the 'taken for granted' assumptions of everyday practice. This is vital if we are to make decisions that are effective, fair and that respond to the needs of service users.

The first paper by Jaroslaw Przeperski, Lene Søbjerg, Brian Taylor, Saša Horvat and Denise Harvey addresses the opportunities presented by large data sets to inform innovative research that improves our understanding of the risks faced by service users, including how we can increase accuracy and reduce variability in professional judgements. This is balanced with discussion of the challenges and dangers of using statistical methods to quantify risks, including ethical, legal and organisational concerns.

The second paper by Mary Baginsky is an empirical study of the implementation of two assessment frameworks in children's social care services in England, Signs of Safety and the Assessment Framework. Using a large national dataset, it examines how everyday decision making is understood within the two frameworks and the extent to which they influence decision making.

The third paper by Idamarie Svendsen and Frank Ebsen examines decision patterns within children's services in Denmark in order to understand how social workers make decisions about whether children should be placed outside of their family home. Using a large recent dataset drawn from interviews, observation of case discussions and case file analysis within two Danish municipalities, the paper concludes that, although decisions can be shaped by legal considerations and organisational structures that

The fourth paper by Judith Mullineux, Campell Killick and Brian Taylor examines the role of education in promoting good risk and decision making skills. Using the example of a post qualifying course taught in Northern Ireland, the paper concludes that social workers should be taught at both pre and post qualifying level if they are to be effective and critical practitioners.

The final paper by Mark Gregory explores how social workers use supervision to make sense of their work with children and families and to aid risk assessment and decision making. Using an ethnographical approach, the paper draws upon observation of information and formal supervision and semi-structured interviews to examine supervision processes from a 'practice near' perspective.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1387 - THE CLOSE CONNECTIONS OF NATIONALISM AND SOCIAL WORK IN EUROPE HISTORIC ROOTS AND CURRENT MANIFESTATIONS

Christoph Gille [1], Jagusch Birgit [2], Steffen Poetsch [2], Kati Turtiainen [3], _Tuomo Kokkonen [3]_, Eva Grigori [4], Melanie Werner [2]
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All over Europe, new nationalistic and populist discourses and actors influence societies as well as politics. The symposium elaborates how and why these manifestations are not only taking place outside social work, but rather find reflections within the profession and discipline, too. It discusses, in how far social work profession is affected and becoming itself a player of the appearing changes. To this end, the symposium brings together theoretical as well as empirical insights on nationalistic manifestations with reference to social work from 4 European countries (Austria, Finland, Germany, Italy). In a cross-country dialogue it will be discussed in how far concepts like the nation, citizenship, populism, the (new) far right and social works as human rights profession apply and can be made fruitful for observing and analyzing the ongoing shifts. Historical and current perspectives contribute to understand the connections between social work and nationalism as continuous phenomenon. With this symposium, on the one hand we aim to strengthen the debate on the transnational character of the nationalistic movements across Europa. On the other hand, we like to enhance the discussion on the role of social work as target as well as catalysator for those developments leading to the question which answers have to be given from profession and discipline.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1406 - INTERCULTURAL SOCIAL WORK IN ITALY SPAIN GREECE SCOTLAND AND SWITZERLAND CHALLENGES FOR SOCIAL WORKERS

Elena Cabiati [1], Emilio Jose Gomez Ciriano [2], Marina Rota [3], Susan Levy [4], Clara Bombach [5]

Catholic University, , Milan-Italy [1] Universidad De Castilla-la Mancha, , Cuenca-Spain [2] Ghent University, , Ghent-Belgium [3] University Of Dundee, , Dundee-United Kingdom [4] Marie Meierhofer Children's Institute, , Zurich-Switzerland [5]

This symposium arises from the common interest of the authors in the research on Intercultural social work and anti-discriminatory practice with immigrants and ethnic minority people in need in contemporary contexts.
It's often stated that social work cannot be neutral and that promoting social justice in an unequal world is the core mission of social work.

Racialising discourses permeate social and political life in Europe. Anti-immigrant environments concern not only political government, media and society, but also social welfare organizations.
Without a doubt, structural and institutionalized racism is present in systems and services that have the mission to help unaccompanied minors, migrant families and ethnic minority people in need. Dynamics that disadvantage people determining unjust treatments can be observed in welfare systems, even if respecting diversity is an ethical imperative for social workers. The logic of fear and suspect towards migrant and ethnic minorities can affect logics of help and care too, sometimes in a routine and silent way.

The mission of Intercultural social work involves several challenges including, understanding the nature of discrimination and how it affects persons, groups and communities in need; adopting a critical approach; having intercultural competences and specific supports to manage diverse encounters such as linguistic barriers.
In an anti-immigrant climate, the challenge of helping immigrant people in need becomes extra-challenging: social workers can reproduce ethnocentrism dynamics, express defensive attitudes or experience feelings of disempowerment that can reduce or impede their ability to promote well-being.

In recent times, in Italy, Spain, Greece, Scotland and Switzerland social workers are facing important challenges to work in an ethical way in unethical environments. The social workers' ability to put into practice core principles of social work, as social justice and the commitment to the empowerment and liberation of people, is treated by restrictive policies, limiting procedures or discriminatory rules that influence the start or the successful development of helping processes with asylum seekers, migrant families, unaccompanied minors, second generation children. Despite practitioners' positive purposes, these limits determine "closing door social work practices".

Within this complex framework, each author has identified a specific contribution linked to the actual situation of social work with migrant and ethnic minority people in Italy, Spain, Greece, Scotland and Switzerland. Contributions include reflections on policies, practices and education matters.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1411 - METHODOLOGICAL CHALLENGES AND OPPORTUNITIES IN SOCIAL WORK RESEARCH AND KNOWLEDGE PRODUCTION TOGETHER WITH PROFESSIONAL PRACTITIONERS AND USER GROUPS WITH RESTRICTED AUTONOMY

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The proposed symposium aims to discuss methodological challenges and opportunities for knowledge production in collaborative practice research involving service users and professional practitioners and researchers. The symposium includes case studies from a research project on participation for user groups with restricted autonomy, from three different universities in Norway: VID Specialized University (VID), Oslo Metropolitan University and Western Norway University of Applied Sciences (HVL).

The symposium will include papers aiming to study konwledge production in implementation of innovative models for participation and user involvement in professional practice. Key challenges to develop knowledge for all the involved user-groups are connected to the power structures in the services, to professional practices, to relations between users and professional, as well as to difficulties related to autonomy for the involved users.

User participation takes place in social interaction between people with different positions in a social, organizational and sociomaterial landscape. Participation becomes a negotiated practice depending on characteristics of the service users, the professionals and the organization they meet in, but also by the legal framework and the ideology of the services. The research methodology includes action-oriented research in close collaboration professional practitioners and user groups expected to have problems with restricted autonomy. The research methods comprise different qualitative approaches, dialogue conferences, research circles, participative observation, individual and focus group interviews and literature studies.

The eight papers in the symposium involve research on participation in services in health and welfare services, with case-studies exploring methodological challenges when researching for the following groups of people with restricted autonomy:
1. Elderly people with dementia,
2. Adults with profound intellectual disability,
3-4. People with substance use problems (two papers),
5. Young immigrants and refugees, and
6. Children in low-income families.
In addition:
7. One paper present result from a literature review on research investigating the impact of collective user involvement,
8. One paper present design for studying the importance of place and space, and sociomateriality in welfare service institutions.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

Relevance to the call
The theme of the proposed symposium is strongly relevant to the main theme of the conference: Social work research: Contributing to innovation in practice, policy and social development, because:
• The presented action-oriented research includes developing innovative forms of practice for collective user-participation.

• The projects involve investigating challenges and possibilities for participation for groups of users with restricted autonomy.

The theme of the symposium is especially relevant for the last subtheme: Methodological development, innovation and capacity building in social work research.

Because the presented research is exploring different models or designs for research between the practice field and academia, in close collaboration with researchers, professional practitioners and users. Key challenges are connected to production of knowledge in different part of the collaborative research process.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1563 - MULTIPLE PERSPECTIVES ON HELPING COMMERCIALLY EXPLOITED YOUTH CURRENT RESEARCH OUTCOMES

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In this symposium we use the term commercial sexual exploitation (CSE) to refer to selling or swapping sexual favours in return for remuneration, such as money, drugs, alcohol, shelter, clothes, or other goods, by minors and young adults. Societal recognition in commercially sexually exploited youth (CSEY) as victims in need of support is on the rise in many countries in the past decade. This is evident in the growing body of research on the plight of CSEY and in some newly developed policies and interventions designed to prevent CSE of youth, as well as help them exit CSE and heal from its effects.

Whereas CSEY are at extreme risk for various psychological, physical, and social problems, helping them involves profound and unique challenges. Youth's CSE experiences, alongside other previous experiences of exploitation or abuse, may entail the involvement of multiple care and professional entities and necessitate a range of specific services and interventions. Social workers are at the forefront of developing and implementing interventions with CSEY, in both public services and NGOs.

The accessibility of CSEY to services was found to be challenged by a multitude of factors, such as professionals' lack of awareness to and understanding of CSE, miss-identification of CSEY as offenders rather than as victims, and the youths' shame, fear or lack of trust. Further, establishing a working alliance between CSEY and service providers is an extremely complex and lengthy process. The available research on intervention with CSEY is based almost entirely on professionals' views, and only little research is available on the efficacy of existing services and intervention-related perceptions and experiences of CSEY themselves.

This symposium aims to add to the limited research available to social workers on helping CSEY, based on innovative rigorous multi-method research we have conducted in Israel in the last three years. First, we will set the stage by presenting the findings of a systematic literature review on help-related experiences and perceptions of CSEY gleaned from qualitative studies with CSEY on their CSE experiences. We will then share the findings of a qualitative study based on in-depth interviews with 12 CSEY on their perceptions regarding their needs and the social services they require. In the third presentation we will share quantitative findings from a two-year evaluation of the first Israeli multi-module service for CSEY – Halev (the heart) 24/7. Finally, we will present the perspectives of the youth and young adults who were the clients of Halev 24/7 regarding their intervention experience within it.

Together, these presentations will enable a complex and comprehensive view of the needs of CSEY and the effectiveness of innovative social work practice designed to meet these needs. Further, the symposium will particularly and uniquely emphasize the subjective perspectives of the CSEY as co-creators of knowledge, only rarely included in practice and evaluation research in this domain.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1058 - TRANSDISCIPLINARY CO CREATION OF KNOWLEDGE BETWEEN SOCIAL WORK RESEARCH AND PRACTICE IN THE CONTEXT OF MIGRATION AND DEMOCRACY

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The extent to which European societies are also migration societies is a highly relevant issue since the refugee movements from 2015 onwards. In German-speaking migration research, the study of the processes of integration from different perspectives is still under construction (Westphal / Beh-rensen 2019).

For the discussion in this symposium, we assume that processes of integration of migrants with and without flight history have to be arranged in the immediate living environment, resp. in the local community. To explore these processes requires a kind of research that allows us to disclose the interests of different social groups in the community in a multi-perspective way and to relate these interests to each other (social work research)- in order to develop perspectives for change and living together (practice of social work).

The limitation of understanding processes in research with refugees and other community actors perceived in the scientific discourse, is less a question of language barriers between the research participants but more a problem of the way of research itself. To understand each other`s interpreting patterns, research designs must create room for such assurances.

In the various academic disciplines dealing with the conditions of (refuge) migration and integration, there is agreement on the essential importance of social relationships between migrants and the old-established in the community and thus for the sense of social belonging and feeling of solidarity. Exploring them does not only refer to "improving the framework conditions of social work", but in the sense of a reciprocal intervention between researchers and "researched" persons for the long-term restoration of agency (capacity to act). This close linkage of research principles and principles of social work suggests the conception of a practical research involving social groups and addressees of social work as well as the professionals of social work who accompany participatory processes. A research that enables insights for both research and the practice of social work we understand as Transdisciplinarity.

Transdisciplinary Practice Research consciously crosses the respective boundaries "between the sciences and other social areas" (Wiesmann et al., 2008. It opens the co-creation of knowledge on organising and structuring processes of communal life in the migration society. Thus, the simultaneity is captured, with which on the one hand scientific findings are generated and connected to the respective scientific discourses. And on the other hand "new options for action for social problems" (Bergmann et al., 2010) can be opened.

The symposium will present and discuss findings from three research projects that deal transdisciplinarily with processes of articulation and negotiation of interests of recently and newly arrived migrants and autochthonous citizens in urban and rural communities in Germany.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1094 - FILLING THE GAP BETWEEN THEORY AND PRACTICE. THOUGHTS FOR INCREASING THE RELEVANCE OF EVIDENCEIN THE CHILD YOUTH AND FAMILY SERVICES.

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The symposium involves four European programmes (taking programme as "any coordinated set of activities directed at achieving goals", Stufflebeam, 2001) in the field of child, youth and family services with the aim to question the understanding of their evidence. Evidence is intended as 'what works to obtain best outcomes' through a scientific method that demonstrates theories or hypothesis underpinning programmes (Serbati, 2018, Mullen, 2016). Traditionally, the definition of 'what works' (the evidence) refers to the knowledge about outcomes (if programmes respond to the needs of service users) and processes (how programmes respond to the needs of service users), with the aim to generalize such knowledge in order to help people operate efficiently and effectively. Several major evaluation reports agree that we know much about methods that are effective but in practice, practitioners make little use of them to help achieve important outcomes for children, families, and adults (Bach-Mortensen et al. 2018; Cabassa, 2016; Metz, 2016; Fixsen et al. 2005). There is a gap between the knowledge of effective methods and daily social work practices currently delivered (Gambrill, 2018).

The symposium will ask questions about the relevance of research evidence for social work practices with children and youth and will explore some possibilities for social work research to strengthen the value of the evidence produced for social work practice. Each presentation will discuss a different strategy to strengthen the relevance of evidence. Intersubjectivity, dialogues, interactions between researchers-users-professionals are common categories in the four European programmes for strengthening the relevance of the evidence. Each presentation will try to show its own way to realise it.

Presentation one (Italy) focuses on a co-research practice with experienced practitioners of a child & family programme in Italy. Research knowledge on outcomes and effective processes from the programme is used as starting point of a dialogue process between experienced practitioners from several agencies (social services, school, NGO, Health authorities), and the researchers in order to make social innovations responding to the social issues arising from the discussion of the data.

Presentation two (Norway) focuses how the knowledge provided by research need to be rearranged through interactions between researchers, users and practitioners. This gives to all the actors the possibility to develop their own legitimation for the actions, rearranging their knowledge and building new decision-making that change practice (Geertz, 1973, 1997; Soulet, 2014).

Presentation three (The Netherlands) addresses the role of social work research in supporting practitioners in their use of research evidence. It discusses design research as approach for the development of research designs that corresponds with the different and diverse aims of social work practice, education and research, instead of solely focusing on the rigor of academic research.

Presentation four (Norway) focuses the importance of dialogue between researchers, practitioners and young people and its value for developing "praxis-based theoria" (Eikeland, 2012) as valid and evident knowledge during three phases: 1) Data collection through focus groups and dialogue cafes, 2) Reflective analyze seminars and 3) Conversations about implications and change of practice.

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S1144 - PRACTICE FRAMEWORKS FROM RESEARCH TO PRACTICE AND ORGANISATIONAL CULTURE SHIFTS

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Increasingly, practice frameworks are found in children's services, the disability sector, health services and more lately in adult social care (Baron, Stanley and Romeo, in review). However, the extent to which practice frameworks are researched and conceptually understood and therefore driving good and improving practice is less than clear.

The authors present four brief papers, from three jurisdictions (Aotearoa New Zealand, England and Australia) to illustrate the practice, systems and organisational ethnographic issues necessary for success. Indigenous and Eurocentric paradigms pose particular sets of challenge and opportunities for post colonialized jurisdictions like Aotearoa New Zealand and Australia. The work is complex, and perplexes most jurisdictions of statutory social work and social care – how do we research, design and construct a practice framework that uniquely honors the day to day practices needed locally while promoting and reinforcing core professional activities.

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S1481 - BEING ETHICAL AND ACTING ETHICALLY RESEARCHING SOCIAL WORKERS' DECISIONS JUDGMENTS AND ACTIONS FROM DIFFERENT PERSPECTIVES

Sarah Banks [1], Ana Sobočan [2], Kim Strom [3]

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As the economic and political climate in Europe and worldwide gets tougher, social work is increasingly practised in conditions of austerity, managerialism and victim-blaming. This serves to isolate social workers from each other and their service users, leaving them vulnerable to complaints and blame for inadequate practice, afraid to challenge institutional constraints and increasingly ostracised in the media for making 'bad' decisions and failing to act to safeguard service users' safety and rights.

This symposium comprises three presentations drawing on empirical research relating to ethics in social work. In particular, the presentations consider: How are social workers faring in the current climate? How do they make decisions when ethical considerations are at stake – matters of harms, benefits, rights and responsibilities? To what extent are they able to resist and circumvent managerial imperatives and resource constraints? Are ethical decision making models useful, and even if they are, how and why are some ethical decisions implemented and others not? Are social workers more under the ethical spotlight than many other professions, if so why and what can be done about it? Are social workers who are under pressure seeing themselves and being seen by others as individually responsible for actions and circumstances that are organisationally and structurally determined? What are the implications for the development of decision-making models, regulatory regimes and the organisation of everyday practice?

These questions and more will be the subject of our discussion following the presentations, with an overarching question posed relating to how we generate ethical solidarity between academic researchers, social workers and service users in challenging times.

This symposium relates particularly to the conference theme: 'exploring the impact and effectiveness of social work practice'. The arguments presented in the papers strongly suggest that only social work that is practised ethically can be effective in responding to the needs and respecting the rights of service users and promoting policies for social justice. This requires a commitment on the part of social workers to undertake 'ethics work', engaging in individual reasoning and collective deliberation, alongside work on emotions and identities.

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S1689 - BEING ETHICAL AND ACTING ETHICALLY RESEARCHING SOCIAL WORKERS' DECISIONS JUDGMENTS AND ACTIONS FROM DIFFERENT PERSPECTIVES [REVISED VERSION FEBRUARY 2021]

Sarah Banks [1], Ana Sobočan [2], Kim Strom [3]

Durham University, Sociology, Durham-United Kingdom [1] University Of Ljubljana, Social Work, Ljubljana-Slovenia [2] University Of North Carolina, Social Work, Chapel Hill-United States [3]

As the economic and political climate in Europe and worldwide gets tougher, social work is increasingly practised in conditions of austerity, managerialism, victim-blaming and more recently the crisis of the Covid-19 pandemic.
This symposium comprises three presentations drawing on empirical research relating to ethics in social work. In particular, the presentations consider: How are social workers faring in the current climate? How do they make decisions when ethical considerations are at stake – matters of harms, benefits, rights and responsibilities? To what extent are they able to resist and circumvent managerial imperatives, resource constraints and the restricted practice created by pandemic conditions? Are ethical decision making models useful, and even if they are, how and why are some ethical decisions implemented and others not? Are social workers more under the ethical spotlight than many other professions, if so why and what can be done about it? Are social workers who are under pressure seeing themselves and being seen by others as individually responsible for actions and circumstances that are organisationally and structurally determined? What are the implications for the development of decision-making models, regulatory regimes and the organisation of everyday practice?

These questions and more will be the subject of our discussion following the presentations, with an overarching question posed relating to how we generate ethical solidarity between academic researchers, social workers and service users in challenging times.

This symposium relates particularly to the conference theme: 'exploring the impact and effectiveness of social work practice'. It also has relevance to the practice of social work under Covid-19. The arguments presented in the papers strongly suggest that only social work that is practised ethically can be effective in responding to the needs and respecting the rights of service users and promoting policies for social justice. This requires a commitment on the part of social workers to undertake 'ethics work', engaging in individual reasoning and collective deliberation, alongside work on emotions and identities

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1196 - METHODS KNOWLEDGE AND POWER EXPLORING METHODOLOGIES FOR RESEARCHING LONG TERM RECOVERY IN DIFFERENT INTERNATIONAL CONTEXTS

Sarah Galvani [1], Alistair Roy [2]

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Recovery from problematic substance use is a concept that has been developed and adopted by policy makers and service providers and now dominates the framing of substance use service provision in many national contexts. Much of the emphasis has been placed on the individual and their rights and responsibilities through the process of recovery, prioritising relatively short-term treatment and peer support at a time of change, and providing a language that, we will argue, is often used uncritically.

Importantly, we present a body of international work researching with, and for, people in long-term recovery which is located within a social model of substance use. The challenges faced by social work researchers in the field of substance use are deeply embedded in the construction of substance use as part of a medical discourse that foregrounds treatment and individual responsibility. Contemporary understandings of substance use, and the responses to them, provide an opportunity for social work research to draw on professional values and to step forward and highlight the wider environmental and structural influences that influence substance use.

In this symposium we consider a series of important debates about how the long-term recovery of people using substances can be understood and supported in a range of national contexts, through the lenses of methods, knowledge and power. The six papers explore the complexities of researching long-term recovery by exploring different methodologies, with different groups of people, within different national policy and practice contexts.

Our discussions recognise that the impetus for the move to recovery policy came, simultaneously, from a number of places, which included grass-root and community-based organisations that developed outside, and independent from, mainstream treatment services.

In the symposium we use the keynote listener model and each group of papers will be followed by a response from someone with lived experience of substance use issues. This is vital because there is a view that recovery can privilege a particular set of ideas about substance use, related to certain ideals of neo liberal citizenship and such ideas can easily operate – implicitly or explicitly - in research. Hence, the symposium seeks to invoke critical methodological, conceptual, policy and practice discussions about the need to broaden the horizon of possibilities for understanding recovery in diverse ways, exploring issues such as gender, age, sexuality, as well as the experiences of families, children and siblings living with the complexities of a loved one's long-term recovery from substance use.

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S1122 - CHANGING THE STORY ENGAGING PARENTS IN CHILD PROTECTION POLICY AND SERVICE DELIVERY

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There is a growing critique of child protection systems in many Western countries for being too punitive, individualised and risk averse, particularly in the context of increasing inequalities and austerity policies (Featherstone et al., 2018). Studies have found that many parents have negative experiences of the child protection system (Morris et al., 2018). Fear and blame permeate the system, and hinder the development of effective working relationships. As a result, there has been increasing interest internationally in innovative ways of meaningfully involving parents in the development of more humane and socially just child protection processes. Parent advocacy programs, also known as parent mentor, peer mentor, or parent partner programs can operate on one or all of three levels: case advocacy; programme advocacy; and policy advocacy. On case and programme levels, the core component is that parents with previous child protection experience provide mentoring, support and advocacy services for newly involved parents. On a policy level parent advocates also serve as parent representatives in different decision-making contexts, policy and education forums.

This symposium brings together four papers from the UK, USA and Norway on research and practice in relation to parent advocacy and family inclusion. It meets the overall theme of the conference by bringing together research from diverse contexts and using innovative methodologies in relation to involving families who have experienced child protection services. In relation to the sub-themes, the symposium connects social work research and practice and includes the co-creation of knowledge with parents and other family members. In addition, the papers address challenges and opportunities for social work research and practice in relation to family inclusion in child protection, and explore impact and effectiveness in relation to social work and parent advocacy.

In the first paper the context around the (fledgling) development of parent involvement in the child protection system in England is discussed and then a project presented where parents trained as peer researchers interviewed other parents and professionals about ways in which services can be more effective in one London borough. The second paper describes a parent advocacy program embedded in child protective services in New York City and presents on the case-level outcomes evidenced through a multi-year evaluation study. The third paper addresses parent partner programs in the US and presents study findings on how birth parents in these roles represent the parent voice in child protective service agencies. The fourth paper will look at how the support services are organized in Norway, new innovative services and how the services are evaluated by the service users, and organizational challenges in succeeding in developing inclusive services for families. The symposium will end with a wider discussion about the challenges and opportunities for the development of parent advocacy and family inclusion practices in child protection.

Featherstone, B., Gupta, A., Morris, K., & White, S. (2018). Protecting Children: A Social Model, Bristol: Policy Pres.
Morris, K., Featherstone, B., Hill, K. & Ward, M. (2018) Stepping Up, Stepping Down: Family Experiences of Multiple Service Use, London, FRG/Lankelly Chase.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1267 - ALTERNATIVES TO STATE CARE WHEN SAFEGUARDING CHILDREN AND YOUNG PEOPLE CONTEMPORARY PERSPECTIVES ON KINSHIP CARE ARRANGEMENTS AND EXPERIENCES IN THE UK CHILE AND SOUTH AFRICA.

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Introduction
This symposium focuses on kinship care and special guardianship for children who cannot be cared for by their parents. It brings an international perspective with contributions from England, Chile and South Africa, as well as a range of 'actor perspectives' as research from children's as well as carers and professionals' viewpoints are included. New family arrangements are explored particularly in relation to grandparents caring for children in later life, one of the most common kinship and special guardianship arrangements.

Taking an experience-near approach, this symposium introduces research conducted with people who are directly involved in being cared-for, in providing care and support, or as professionals. This research links to the first conference theme of: 'challenges and opportunities for social work research, practice, policy in contemporary contexts' and theme two, concerning practice research 'across boundaries'.

The issues which are present in this area of research, and in these presentations, are firstly struggles for grandparents and carers, financial, practical and emotional concerns about parenting at a later stage in the life course (Hingley-Jones; Allain; Gutierrez). It is a model of care which is becoming more common internationally; (Farmer, Selwyn and Meakins, 2013; Leinaweaver, 2014; Keraly, 2015). In the English legal system special guardianship is favoured as a form of permanency for children in care whereas in other countries more informal non-legal kinship placements predominate (Gutierrez; Davey). Children's perspectives are also seen to unsettle the notion that 'family' may be viewed so simplistically in contemporary policy and practice frameworks, in the UK. Instead, children's experiences suggest that they hold much more nuanced ideas about what it is to be safely connected to their carers and families (Shuttleworth). The overarching concern for this symposium therefore, relates to the concepts of 'blood ties' and family relationships and what these mean in Western contexts, South America and South Africa.

Summary
Researching cross-culturally on differing family structures and new models of care enables us to explore how children can best be cared for within their family and community networks and importantly, what children tell us about what these care relationships mean for them. This also helps us to consider support systems for family carers in later life in different cultural contexts, from a relationship-based perspective.

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Kiraly, M., (2015) A review of kinship carer surveys: The 'Cinderella' of the care system? Melbourne. Australia: Australian Institute of Family Studies.
Leinaweaver, J., (2014) Informal kinship-based fostering around the world: anthropological findings. Child Development Perspectives, 8 (3), 131-136

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S1365 - OPPORTUNITIES AND OBSTACLES IN THE EVALUATION OF HOMELESSNESS FROM A LIFEWORLD ORIENTED INTERNATIONAL SOCIAL WORK PERSPECTIVE

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Accurate and reliable information on the living conditions of homeless people, including their social and health needs as well as their psychosocial environment, would be an essential pre-condition for the evidence-based development of both social services and the 'daily' practice of social work in the area of homeless care. However, as a result of the differing national definitions on homelessness, invisibility of homelessness (occasionally as a consequence of its criminalization), and the growing geographical mobility of homeless people, it is often difficult to obtain appropriate information on the everyday lives of homeless people. Even if homeless people are visible to researchers, research with this group requires exceptional skills in the area of finding respondents, choosing the proper method as well as data collection.

This symposium aims to introduce national and international studies using qualitative research methods to assess homeless people's general living conditions. The theoretical background of the symposium is based on Hans Thiersch's 'lifeworld-oriented social work' approach that explores the daily life of the target group from the viewpoint of experienced time, space and interpersonal relationships. Lifeworld-oriented research also attempts to identify a person's institutional and interpersonal resources that are currently available in which improvement or change can be the base of the individual's or groups' later social development.

This symposium focuses on the various national, international and cross-national experiences of studies on homelessness using a wide range (or mixture) of qualitative methods like participatory observation, field observations, biographical interviews, semi-structured interviews and focus groups. Within the framework of this symposium, researchers will have the possibility to discuss their common experiences and methodological issues with other experts in the area. As homeless people belong to the most vulnerable social groups of European societies, individual presentations will specifically focus on the living conditions and special features of the 'most marginalized' homeless groups, such as homeless Roma people, rough sleepers, homeless women, children and families. Another focus of this symposium is on the ethical considerations of homelessness studies with particular regard to sampling techniques, data protection schemes, and the protection of homeless people`s sovereignty. Finally, the symposium seeks to explore the applicability of the presented projects and studies to social work practice, primarily in the field of low-threshold homeless services like street work, night shelters, soup kitchens and day services.

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S1176 - THE ROLE OF INFORMALITY FOR COMMUNITY WORK TENSIONS AND CHALLENGES

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Working with communities is considered an important key area for social work. Literature has shown that community workers develop a wide variety of activities such as the provision of services, the organization of communities with the aim to increase social capital, to develop solidarity (Bhattacharrya, 2004) and to enhance civic engagement (Sennett, 20102) among people living in precarious urban neighborhoods. Community workers also engage in structural and policy practice when they challenge social and structural inequalities and exclusion through strategies of advocacy that are adopted in close collaboration with the communities (Midgley & Livermore, 2010; Das, Neil & Pinkerton, 2015; Sjöberg, Komalsingh Rambaree, 2014). Community work is heavily influenced by principles such as social justice, equality, human rights, empowerment of individuals and communities and working in partnerships with service users (Das, et al. 2014).

Despite the widespread consensus that social workers need to engage in very diverse ways with vulnerable or marginalized communities, studies often show that the relationship between community work and social work is under pressure (Shaw, 2011). More specifically, whereas community workers build very close relationships with local and vulnerable communities, they often criticize traditional social work for being too 'professionalized' and for being too focused on individual needs without considering the structural causes and inequalities reproduced by society. In this symposium we focus on the role of community work in different countries such as Belgium, The Netherlands and Sweden, to provide an in-depth perspective on the current practice of community work. Our comparative perspective is particularly important as several research shows that the practice of community work is highly dependent on the particular societal context. We more specifically explore how the concept of informality, as coined by Sennett in his book Together (2012), could be used to provide an in-depth perspective on the complex practice of community workers. Using insights of Sennett (2012) on the work of neighborhood centers in Chicago we conceptualize 'practices of informality' as a key mechanism for community workers to build a relation of trust with participants.

More specifically, the aim of this symposium is threefold. We first aim to conceptualize diverse ways in which community workers in different countries construct practices of informality. Second, we analyze the extent to which the continuous multifaceted effort of practices of informality can be considered a precondition for a continued engagement by people from marginalized communities. We analyze how practices of informality are important to maintain the engagement of people from marginalized communities and gain the trust and the willingness to freely share experiences and identify thresholds to the realization of social rights. Finally, we aim to explore the tensions arising from the informal and process-oriented approach of community workers and the rise of New Public Management policy practices such as performance management and marketization. By comparing community work strategies between both European welfare states, some insights will be formulated about the role of specific social policy constraints on how community workers foster local informality.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1202 - THEORISING VULNERABILITY FOR SOCIAL WORK WITH OLDER PEOPLE INSIGHTS FROM THREE RESEARCH PROJECTS

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European social welfare policy for older people is underpinned by two contradictory views of older people. First as active, autonomous ageing citizens who will safeguard own well- being. Therefore older adults, in contrast to children, might be viewed as 'in-vulnerable' (Giesinger 2019: 223). Second, that older people who use health and social welfare services are a frail, vulnerable, dependent and cash- draining elderly population. The theorization of the term vulnerability, as opposed to vulnerable, challenges these contradictory narratives. It starts from a premise that vulnerability is a 'universal and constant, inherent in the human condition' (Fineman 2008:1). The term has been used widely, for example in debates around global warming which will ultimately affect all citizens across world (Engster 2019). This symposium will consider its value to the theorization of social work with older people. It questions whether older citizens are inherently more vulnerable. It argues that the focus on intrinsic changes, such as deteriorating health and mobility, is problematic. It overly medicalises people with a focus on pharmaceutical treatment; and upon discrete short-term interventions to return to them to their resilient, independent state. If return to independence is not achieved, then the focus will be on interventions that prepare them and their families for their future increasingly vulnerable, dependent state. This over-focus on intrinsic vulnerability fails to acknowledge that different older people have different views on what makes them vulnerable; and that vulnerability can be about relational elements of their lives as much as about perceived physical and cognitive decline. It also overlooks how and why some older people may feel vulnerable in certain situations and others will not. Thus whilst vulnerability may be a constant element of being human it is also a variable one. Additionally there are many extrinsic factors that increase vulnerability: poverty; family and community resources; attitudes of health and social work practitioners; and how health, social care, police and justice services have been structured. This symposium draws upon findings from three different qualitative research projects to demonstrate how social work policy and practice can engage with notions of vulnerability in more creative and innovative ways. Paper One presents older people's varied conceptions of vulnerability in everyday life. Paper Two explores how older people and services view vulnerability in situations of elder abuse. The third, and final paper, considers how notions of vulnerability affect decision-making in hospital discharge planning for older people and their families. Together they demonstrate how older people's agency can be better supported without making them more vulnerable in the process.

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Fineman, M. (2008) 'The Vulnerable Subject: Anchoring Equality in the Human Condition', Yale Journal of Law and Feminism, 20(1):1.
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S1257 - RECOGNITION THEORY SOCIAL WORK RESEARCH AND PRACTICE A CRITICAL DISCUSSION

Mary Mitchell [1], Mary Ann Powell [2], Nigel Patrick Thomas [3], Danielle Turney [4], Gerry Marshall [4], Hanne Warming [5]
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Much has been written about the fundamental importance of relationships to effective and ethical social work practice. Within this context, recognition and respect have been seen as critical elements in developing sound relationships. Despite this, the bureaucratised and risk-averse nature of social work is often seen as undermining or impeding the quality of relationships between social work professionals and people needing support and intervention.

Recognition theory provides a useful lens to help understand the nature of relationships in social work practice and is beginning to be developed as a critical theory in the social work academy. While some versions of recognition theory focus on difference and group identity, others embrace ideas of common humanity alongside the unique characteristics of individuals. Particularly interesting in this context is Honneth's post-Hegelian model of intersubjective recognition, centred on three modes of recognition: 'love' (primary relationships of emotional attachment), 'rights' (equality of respect for persons) and 'solidarity' (relations of symmetrical esteem). For Honneth this conceptualisation offers a way in which to understand the development of individuals, and of whole societies. Experiences of misrecognition are seen as providing an impetus for struggle and change, at both levels.

This symposium draws together five academics to explore, evaluate and challenge current thinking about recognition, misrecognition and relationships, particularly in relation to professional practice with children and young people. Papers will present empirical findings from research with children in a range of different settings including: children and family involvement in Family Group Conferencing (FGC) decision-making processes; young people's lives in residential care; child care and protection; and young people's wellbeing and participation in schools. These empirical studies draw on different research designs and methodological approaches.

Dr Hanne Warming has been invited to act as a discussant for the symposium. Dr Warming's work focuses on recognition in the macro encounters of social work practice and has internationally influenced the theoretical thinking and application of recognition theory in social work practice and research. It is anticipated that the critical discussion generated from the four presentations and discussant, alongside participant involvement in this symposium, will extend the theoretical and practical application of recognition theory in social work research, policy and practice.

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

S1342 - SEARCH FOR WHAT WORKS IN YOUTH WORK SOCIAL STREET WORK AND COMMUNITY WORK

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This symposium reflects on a search into the possibilities of developing methods substantiated by research for professional youth work, social street work and community work. It provides insight into the possibilities and difficulties, for building up a knowledge basis for open approach methods in social work. Characteristic for open approach methods is that practitioners do not follow a fixed step-by-step plan from a to b. Instead it concerns professional interventions with a goal-oriented, process-based, moral and dialogical character (Donkers, 2012).

The debate about the knowledge base of social work (Steyaert, Biggelaar & Peels, 2010; Spiers, 2014) is the background for this symposium. Current models such as Evidence Based Practice, Practice Based Evidence and Common Factors are not suitable for developing a method substantiated by research for professional youth work, social street work and community work. The limitation of Evidence Based Practice to a causal series of acts is not suitable due to the complexity and dynamics of open approach methods (Steyaert, Biggelaar & Peels, 2010; Spiers, 2014). Practice Based Evidence does offer sufficient scope for this (Van der Laan 2003/2004). The constraint of PBE is that it lacks guidance for how to capture the diversity of working methods, target groups, goals and contexts under one denominator and to substantiated it with empirical research. The Common Factors model is interesting as an example of how exactly those factors can be identified as communal within various social work methods, target groups, goals and contexts and can be substantiated with research (Lambert en Barley, 2001; De Vries, 2007; 2010). The problem with this model is that the identified factors such as the working relation or working systematically are too general for describing and substantiating the way in which professional youth work, social street work and community work specifically function (Desair, 2008; Kremer & Verplancke, 2004; Steyaert et al., 2010). The central question in this mini-symposium is how to capture and substantiate the methodical actions of social work practitioners in such a way, that it is valid for a diversity of working methods, target groups, goals and contexts, and contributes to professionalization.

The symposium opens with a contribution from Author 1 about the strengths and limitations of current approaches to the knowledge base of social work and the search for a practical alternative: methodical principles. Author 2 follows with a contribution about research into the Girl Work that illustrates how methodical principles for youth work are recognized and substantiated with cross-sectional research. Subsequently, Author 3 presents the Power of Youth (work), in which a mixed methods design is used, to examine how and to what extend the methodological principles within 4 youth work methods contribute to the personal development and participation of young people. Finally, Author 4 ends the symposium with a contribution on how research in the form of a professional training program, both contributes to strengthening the methodical acting of social street workers and yields data on the nature of methodical acting in social street work.

WORKSHOPS

Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

W1510 - EU RESEARCH FUNDING SCHEMES WORKSHOP

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EU Research Funding Schemes Workshop

This workshop is organised by the ESWRA Resources Committee. In the workshop, researchers with experience in securing research (or research + teaching) funding from European funding schemes, such as Erasmus+, Horizon 2020 and COST-actions, will provide workshop participants with information on these schemes and application and research-process related tips, and they will answer participant´s questions. The workshop will offer space for discussions with the research experts and between the workshop participants.

*The Resources Committee is designed to pursue a strategy of developing resources which will be of benefit to ESWRA members in pursuit of the aims of the Association. This workshop links with the Resources Committee´s strategic aims: 1. To build the research capacity of members within the Association and 2.To facilitate the development of networks and collaborations between ESWRA members. More specifically, the workshop addresses the Resources Committee's specific objective to develop a series of events to build research capacity, such as training in research methodology and effective funding applications.

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W1098 - DEVELOPING A MANUAL FOR ROUTINE OUTCOME AND ALLIANCE MONITORING IN A STATUTORY CHILDREN'S SERVICES WITH FILMS A RESEARCHER PRACTITIONER JOINT VENTURE

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Routine outcome and working alliance monitoring are increasingly being employed as an integral part of psychosocial interventions. Using such methods in conjunction with statutory children's services is however very rare. This workshop will bring participants into the world of researching and using these methods in statutory children's services by presenting films showing their use and a presenting a manual for practice. The films and manual were developed by researchers and practitioners for Feedback Informed Treatment in statutory children's services prior to future trials. Feedback Informed Treatment involves monitoring outcomes on a simple scale at the beginning of meetings, and monitoring the working alliance on another simple scale at the end of meetings. The scales are used as a basis for a dialogue with families about their situation and about how the cooperation with the municipality is progressing. Thus, this workshop addresses a cutting-edge systematic way of working with family involvement and outcomes in the statutory children's field. The project is an example of how researchers and municipalities can work together so family involvement and outcomes can become a key focus of practice, rather than bureaucratic procedures. As such, the project is a concrete example of the conference's sub-theme relating to methodological development, innovation and capacity building in social work research. The manual highlights how to intervene within statutory constraints. Extensive fieldwork was undertaken by researchers in the Danish municipality implementing these methods to develop the manual. Films depicting a range of different statutory settings show how outcome and alliance monitoring using tablets can be conducted. A unique feature of the films is that the social workers' reflections about the use of the methods within statutory constraints are central. The films include an interview with social workers on the challenges they experienced in connection with implementing the method. The films are in Danish, but have English subtitles. This workshop is also linked to the conference's sub-theme regarding exploring the impact and effectiveness of social work practice, as it highlights a way of focusing on impact and effectiveness in routine statutory family practice. Working in a way that is feedback orientated, error focused, and transparent, and the role of continuous professional development were key to the approach. Developing the manual was a joint venture between University College Copenhagen and the municipality, and as such, the workshop also relates to the conference sub-theme regarding connecting social work research and practice, including the co-creation of knowledge. The manual (including the films) were developed to inform practice, and as a basis for future trials. After presenting the project, the manual and some film material, the workshop will contain time for a discussion about a range of possible topics such as: joint practice development ventures between researchers and municipalities; developing manuals for statutory practice; the use of film in manuals, and whatever other issues participants find relevant.

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W1323 - SHAME AND SOCIAL WORK

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This workshop is aimed particularly at those educating social workers, those involved in professional development/ continuous training – CPD - contexts and everyone interested in the concept of shame in social workers. It will draw on the participants' knowledge and experience to explore the emotion of shame. It will examine one method of working with shame in social workers, and through group feed-back will generate further knowledge of the ways in which we can support social workers through this destructive state and transfer this understanding to their work with service users.

The emotion of shame is hard to quantify amongst social workers, but in our experience many people have experienced this feeling, even intensely, during their careers. It seems to be a complex, deeply internalised but powerful affect, almost by its nature kept hidden and unspoken. Denial and defence mechanisms can also affect the efficacy of any intervention,. By contrast, having spaces to examine, reflect on and even share feelings of shame may alleviate some distress in social workers, and offer the potential for a more nuanced understanding of service users and shame. Shame, considered as a feeling of inadequacy (often summarized in sentences beginning with 'I am not sufficiently' followed by adjectives such as 'good', 'capable', 'competent', etc.), seems to be a fundamental element of social work, as a profession that touches the limits of human experience where abuse, extreme poverty, suffering, dependence, deviance, and end of life generate shame. Shame and recognition deeply influence the practice of social work and affect both social workers and their users. The former is destructive; the latter restorative. Examining how shame is generated, often organisationally (e.g. austerity's reduction of available time, resources, preventative and supportive work etc. being experienced as a personal failure of skills or a betrayal of social work ethics) may ameliorate the negative effects produced by such an emotion. Disentangling these organisational pressures from what are one's own failures, as ordinary mistakes may be impossible to admit or face in 'blame and shame' cultures, and reflecting carefully on them, offers the potential to lessen the damage from shame, and learn from sharing experiences.
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The authors have been undertaken exploratory workshops on shame with social workers in Italy and England,, in which reflective frameworks and reflective writing were used to explore this mostly unknown territory of social work.
This workshop proposes to:
• firstly, present some of the reflective tools and some examples of the narratives written by social workers exploring their relationship with shame;
• following this, the participants will be asked to experiment with these reflective tools (some specific reflective frameworks) described at the beginning of the workshop, and share the outcomes, following the pattern the workshop leaders have trialled, in order to build a common understanding of the methods being deployed;
• finally, a discussion will be generated to draw out the group's ideas about the strengths and limitations to addressing shame in social work through such methods.

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W1041 - CONNECTING MOTIVES AND METHODS EMPOWERMENT OF SOCIAL WORK RESEARCHERS

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The Substantiator, The Change Agent, The Enhancer. Who are you as Social Work Researcher? After a short introduction to these three profiles, based on a Q-study on Motives of Dutch Social Work Researchers, you will explore your own position. Do you mainly want to contribute to the scientific foundation of Social Work, do you want to change practice with your research, or do you predominantly want to develop and share knowledge?

You are invited to literally step into the research results of the Q-study. Every participant positions one selves in the triangle of the three viewpoints. These positions are the starting point for a joint in-depth discussion about how your motives guide and support your research approach.

Which profile, or combination of profiles, best represents you? Which methods and competencies fit such a profile? What does it mean for your collaboration with fellow researchers, with practice field; professionals and service-users (Austin & Uggerhøj, 2014). You will create your own persona, giving you more insight into what type of researcher you are, that can influence the course of your research and its development.

This workshop makes you more aware of who you are as a researcher by providing insight into motives and drivers, how these affect the choices in your research approach, and how different types of researchers can reinforce each other (Shaw & Norton, 2008). This contributes to the empowerment of social work researchers, as you become more aware of the basic patterns that underlie your actions (Tromp, 2004).

The current research project of one of the presenters will serve as an example in every step of the workshop.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

W1371 - INNOVATION IN PRACTICE CONTINUOUS REALIST EVALUATION COMBINING BIG DATA FROM ALL HUMAN SERVICES AND ENTIRE SCHOOL POPULATIONS TO INVESTIGATE WHAT WORKS AND FOR WHOM LIVE EXAMPLES FROM USA AND EUROPE

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BACKGROUND & PURPOSE. The main purpose of the demonstration is to show how we can continuously evaluate by repeatedly combining big data from all human service agencies and school districts. Most social work research has focused on at risk groups rather than the total school populations. This workshop utilizes live big data continuously on entire school populations from two counties in USA, and in Europe. Methods included nonequivalent comparison group as well as matched quasi-experimental designs, combined with logistic regression to investigate what interventions worked and for whom. In this way, human services are better targeted and developed to meet needs, thereby improving outcomes and reducing racial and economic inequalities.

METHODS. Research methods drawn from both epidemiology and effectiveness research traditions are demonstrated in a realist evaluation in partnership with human service agencies and the school district to investigate what programs of intervention work and for whom. Real live data from management information systems (schools, social services, mental health, youth justice) is used to investigate the effectiveness of the human service interventions. As the emphasis is on data naturally drawn from practice, quasi-experimental designs will be demonstrated using demographic variables to match intervention and non-intervention groups. Binary logistic and linear regression will be demonstrated as part of epidemiologic evidence based on association, environmental equivalence, and population equivalence.

RESULTS
The authors evaluated school-based programs using whole-school data from 2016/17, comparing academic outcomes of those receiving interventions with those who were not, following them into the school year 2017/18. In 2016-17, it was found that, although Caucasian children and youth achieved better academic outcomes compared to Hispanic and African Americans at baseline, the binary logistic regression indicated that the actual predictors for improved academic achievement were the tutoring and mental health services as well as poverty, race & ethnicity, with minorities performing better following the programs of intervention. It has been found that the human services are actually predictors for improved behavior in schools, based on findings from the changes in the incidents of behavior between the school years 2016-17 and 2017-18 (n = 4632). It was found that those who received mental health services were twice as likely to improve on recorded incidents of behavior, when compared with the rest of the school district populations. This study received SAMHSA's Gold Award for Outstanding Local Evaluation, having used realist evaluation strategies in schools and human service agencies. The workshop will also demonstrate similar realist evaluations from Manchester (England).

CONCLUSIONS & IMPLICATIONS
The workshop shows how accessing universal school outcomes means that those receiving mental health and related services are compared repeatedly to control groups not receiving the interventions, in a longitudinal study repeated at every marking period. This approach was combined with the family of methods used to determine epidemiologic evidence based on association, environmental equivalence, and population equivalence. The workshop describes the continuous realist evaluation methods that can investigate where an intervention is more or less likely to be effective, and how to utilize findings and inform

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W1397 - ON SOLID GROUND HOW TO DEVELOP SOCIAL WORK ARTS BASED INTERVENTIONS METHODICALLY

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In this workshop based on the SIG Art-Based Methods in Social Work we welcome participants working with arts-based interventions or aspiring to do so. The application of arts-based methods in social work has recently been growing in popularity for several reasons, leading to a wide array of interventions and procedures (Huss & Bos, 2018; Heijst, Vos & Keinemans, 2019). With it comes a growing need to theorize methodological underpinnings of arts-based interventions of which many are developed in practice and for highly specific applications. This workshop is set up as a collaborative learning session to provide entry points for the community of art-based social work researchers and practitioners, notably joined in the SIG Art-Based Methods in Social Work, to stimulate such theorization and the transfer of methods.

In the workshop we will use the Art Dialogue Methods (ADM) framework by Muijen and Brohm (2017) to discuss and deliberate ways to methodically analyse and improve arts-based methods in social work with all participants including SIG-group members as experts in the field. Although ADM is developed specifically to stimulate the deliberative development of phronèsis (moral practice wisdom) in communities, it articulates five essential aspects of an arts-based activity that can double as a more general conceptual framework. Using dialogue questions based on this framework as an analytical lense will allow participants to make cross-comparisons of art-based methods.

The 5 aspects are:
• Mythos – How does the activity/intervention spark imagination and/or narratives?
• Pathos – How does the activity/intervention affect emotions and or evoke affective responses?
• Logos – How does the activity/intervention give rise to rational/analytical thought or provide reason for dialogue?
• Ethos – What values are at stake with the activity/intervention?
• Methodos – How does the activity/intervention implement or stimulate an action perspective?

In the workshop we will follow a procedure entailing three rounds. In the first round participants will analyse (alone or in subgroups) an activity or intervention of their own social work practice. In the second round participants will cross-compare interventions plenarily. In the final round, participants will draw up conclusions and suggestions for further action.

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Social Work Research: Contributing to Innovations in Practice, Policy and Social Development

W1395 - 'RESIDENTIAL CHILD CARE' AS AN EMERGING PROFESSIONAL FIELD CHALLENGES CROSS NATIONAL DIFFERENCES AND LESSONS LEARNED

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Background Information: Practice in residential child care (RCC) is guided by various pedagogical and/or treatment philosophies and tends to adopt 'generalist' knowledge and a 'milieu-based' orientation with an indefinite set of pedagogic, therapeutic and rehabilitative approaches. While concepts and programs for RCC that have an empirical base have been developed, few of these are used in Amidst critical discussion about the role and function of RCC and efforts by some countries to reduce its utilization, RCC remains an integral setting and form of intervention for children and youth with multiple and complex needs in many countries. Nevertheless, there are substantial concerns about the quality of care in RCC, which are directly linked to the (insufficient) training background and (in)stability of the RCC workforce. Despite increasing recognition of the need for upgrading the quality of RCCs by professionalizing the RCC practice, there are still mixed opinions in research on the influence of professionalization processes in RCC on workers' tasks and responsibilities as well as on their identity as care workers. It also remains unclear how RCC workers can best be trained and supported in their work with children and families in RCC.

Purpose and Objective of Workshop: On the basis of a five-country Erasmus+ project that is focused on the interprofessional training of RCC workers and is currently in its second year, this workshop aims to engage participants in a discussion around the role and function of RCC in their country and the training and competencies of RCC workers. Participants will get a better understanding about cross-national differences and recent developments of RCC and the current knowledge status about concepts in the training of RCC workers. They will further have the opportunity to identify needed areas for research and identify potential partners for collaboration.

Didactic Methods: The workshop will use a mix of short presentation, Q & A, and small group discussion.

1. 20-minute presentation: Information will be imparted on the state of the literature on the training and competencies of RCC workers as well as a summary of key findings of our 5-country project.

2. 10-minute Q & A

3. Small group discussion (30-minutes) will center around five questions:

• What is the role of RCC in your country?
• Who is working in RCC (in your country)? What is their training and educational background?
• What do you view as core competencies needed by RCC workers?
• How does social work education prepare RCC workers? Are there additional training needs?
• What particular challenges and developments for RCC work do you anticipate in your country?

4. Final discussion as a group: Results from the small group discussion will be brought together, discussed and areas of needed research identified.

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W1469 - INTERNATIONAL SOCIAL WORK RESEARCH EDUCATION AND PRACTICE OPPORTUNITIES CHALLENGES AND BEST PRACTICES

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Globalisation has fostered movements and networks beyond national borders providing both opportunities as well as challenges for social work. For example, there is an opportunity for much more exchange, travel and learning from others, as seen in the increasing opportunities in social work placement and international research but also increasing poverty, trafficking and crisis led migration that are contemporary transnational problems. Dominelli (2010) and Akimoto (2011) have argued that globalisation has fundamentally changed the ways in which we are interdependent and that undeniable local-global links across every aspect of contemporary life.

Globalisatoin has also had an impact in the internationalistaoin of social work. More international research as well as research with minority/migrant communities (for example Walther, 2006; Rose and Harrison, 2007; Schalk et al. 2010...), international networks in education particularly through ERASMUS programs and international practice (eg: Bartley et al. 2012) evidence the increasing internationalisation in social work, particularly within the EU.

However, embedding internationalism within research processes, in education ain practice presents challenges. Researching internationally and beyond Europe presents considerable issues such as ethics, finding similar research agendas and disciplinary language (Owens, 2018; Harzing et al., 2012; Freshwater et al., 2006; Mallett et al., 2012). Within social work education, placement abroad presents particular questions about recognition of placements and transferability of skills. Finally, within practice, to what extent social worker qualifications from one country are recognised in other countries (Barlow 2007) as well as what skills and training social workers need to practice abroad remains limited (see Lyons 2006). Some have commented on the pitfalls of international research as well as damage that poorly organised and poorly conceptualised study abroad programs within education can cause. Poor practices in research and lack of student support and/supervision in education(Barlow, 2007; Lough, 2013) result in poor student experiences, reiterating colonial power relations (Wehbi, 2009). Given social works Anti-Oppressive Practice stance and its recognition of difference as well as indigenous knowledge (IFSW and IASSW), these issues are imperative and there remains scope to further develop frameworks for research, training and practice that can foster better and more robust research and education across borders.

This workshop attempts to initiate discussion around experiences of researchers and educators towards identifying opportunities, challenges and identifying best practice in 1. International research (ethics, agendas, coordination, methodology, validation, outcomes and dissemination), 2. International Social Work in Education (International social work in the curriculum, study abroad, placements abroad) and 3. Practice (Recognition of education degree, opportunities and limitations in practice abroad).

The workshop will be moderated by Dr. Janet Carter Anand and Dr. Chaitali Das, Professors of International Social Work from Finland and Frankfurt respectively, who will lead the workshop through the presentations of relevent papers:
- Current themes in International Social Work research (Anand, Das, Veszteg & Batbaater, upcoming book chapter; McAreavey & Das, 2013),
- Teaching global mindedness for international and transnational contexts (Anand & Das; Cleak, Anand & Das, 2014) and
- Comparative analysis of social work practice (Anand & Das,2019)

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