

THE BREAKTHROUGH OF THE SOCIAL

Practical Utopias, Wisdom and Radical Transformations – Social Work @IUC: Lessons Learned and Future Challenges

Dubrovnik 2nd–6th September 2019

School of Social Work Theory and Practice, Inter-university centre, Dubrovnik

Abstracts collection

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* Some abstracts have been edited to fit the format and style. They are not proof read, however.

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Radical Social Transformations Tuesday, 3rd September

9.00–9.45 Hall *Plenary lecture*

Mila Carovska, Minister of Labour and Social Policy (NMK) *Transformative social policy*

Ministry of Labour and Social Policy recognising the challenges in the area of improving the support of the most vulnerable categories of citizens, and taking into account the rates of poverty rate in the past years, in order to achieve the goal of the Government of the Republic of North Macedonia to reduce the poverty rate below 16% in 2020 is intensively introducing innovative social system.

According to the assessment of the social and child protection system of benefits, the coverage was relatively limited, adequacy unbalanced with some households receiving a significant amount while others very little, lacking incentives to abandon the informal economy. In addition, the entitlement procedures were complicated resulting in unequal treatment of people in similar circumstances. The social services do not follow personal needs of users, and the effort is being made to provide them in the community through further implementation of the process of deinstitutionalisation, decentralisation and pluralisation.

Government introduces the guaranteed minimum assistance (GMA) and aims to modify the associated social and child protection rights. In addition, all GMA beneficiaries with children are entitled to a child allowance (CA). A novelty of the reform is the introduction of the educational allowance (EA) for primary and secondary education, which represents an extension of the current conditional cash transfer (CCT) for secondary education. In order to improve the coverage of the social and child protection system, CA and EA are provided not only to GMA beneficiaries but also to all households living on a minimum wage. In terms of activation of GMA beneficiaries, a novelty of the reformed system is that all able working adult household members will be required to register with the employment office and be obliged to accept services and measures for employment and re-training. Thus, the activation will not only be a responsibility of the GMA right holder (as it is in the current system), but of all unemployed household members.

One of the key elements for implementation success of the new Social Protection Act is

strengthening the role of the Employment Centres and their greater coordination with the Centres for Social Work in order to improve the activation of beneficiaries of the guaranteed minimum income that is introducing integrated case management. Strengthened focus on the obligation to use active services and employment measures should be a key factor in preventing the primary risk of social welfare reform – i.e. combining the informal economy and using the increased amounts of guaranteed minimum income.

Keywords: guaranteed minimum assistance, social care and employment coordination, poverty, activation

11.15–12.45 Hall – Parallel session: **Human rights and hearts**

Branka Rešetar (CRO) The implementation of the Convention of the Rights of Persons with Disabilities – Fundamental Rights Report.

The Convention on rights of people with disabilities (CRPD) is the first human rights treaty, which under the Article 19 regulates the right of people with disabilities to live independently and to be included in the community. This right is one of the most important rights that has to be considered as integral for implementation of the CRPD. The Charter of Fundamental Right of the EU under the Article 26 also recognises the benefit from measures designed to ensure independence, social and occupational integration and participation of the people with disabilities in the life of the community.

CRPD as well as The Charter put obligation on national states to realize the right of persons with disabilities to community living and their inclusion and participation in the community. However, the implementation of this right is problematic. Ten years after CRPD entered into force gaps still remained in both implementation and monitoring.

This paper first analyses Art. 19 of the CRPD and its implications for the position of persons with disabilities. Since CRPD reached, ratification by all EU Member State developments in the implementation will be presented on second part of the paper.

Keywords: disability, human rights, UN convention, deinstitutionalisation

Ksenija Napan (NZ) Shifts in climate, politics, minds and hearts – social work on shaky grounds.

This presentation will explore paradoxes in the world at the threshold of 2020 and its impacts and influences on social work practice and education. The presentation springs from a reflection on two current events in Aotearoa New Zealand, namely 'Strike 4 Climate Action' and a Christchurch mass murder of 50 people while praying, that both happened on the same day, 15th of March 2019. The presentation will address the four layers of human endeavour; personal, professional, political and spiritual and all four will be examined and critically analysed in the light of these two events. Paradoxes

and potential ways of dissolving false dichotomies will be explored with the aim of sharing some useful strategies of staying true to social work core values when ground is shaking and red lava flows, metaphorically and literally.

Keywords: climate, mass murder, social work values, paradoxes

11.15–12.45 Parallel session Room 2/ 1st floor:
Digitalisation and social work

Ajda Šulc (SLO) Challenges of researching and coping with new, digitalised forms of peer bullying

One of the radical social changes of the new era was a fundamental transformation of interactions and communication, becoming increasingly digitalised and set in the cyber space. It especially shaped the way children and adolescents are interacting, including the transition of peer bullying into digitalised form and development of cyberbullying. The latter is being more and more widely recognised as an existing problem among youngsters that should be properly addressed but is still missing a wholesome approach to it. Our work will portray the complexity of this new and under-researched phenomenon through the difficulties that arise when researching and dealing with the topic. In this case, already delicate social work with children is especially challenged by the fact that the subjects in question are potential victims, perpetrators or witnesses of delinquent or even illegal behaviour, marking the concept as sensitive. It is also difficult to address a relatively new topic that is not so well understood among public and even researchers, which rises the need for the better development of the field. Related to this, we encourage discussions addressing ethical issues and quality of cyberbullying research aimed in improving methods used. We will present the main recommendations for methodology, appropriate for work with children on special and sensitive topics, discussing their victimisation and/or delinquency.

Keywords: cyberbullying, peer violence, children delinquency, children victimisation

Michael Klassen (GER) Digitalisation and social work – how can social work system theories contribute to the digitally supported inclusion of refugees

In this presentation, comprehensive analysis (Klassen 2015, 2016) based on the comparisons of system theories in social work will be combined with the principals of digitalisation. The results of these analyses have led to the intended research project, which will be presented in this paper. The goal of it is the digitally supported inclusion of young refugees and migrants into the systems of education. The

implementation is carried out by means of an innovative operationalisation of the social work system theories in the form of interactive system solutions that should be also accessible via smartphones. The subject of the project is therefore the development and evaluation of an interactive social work theory based concept as a web- or app-based self-help tool. The familiarity with smartphones in the target group promises a high relevance and a high transfer potential of the project results for the practice. The professional content of the solution will be developed in the social work team of the Faculty of Applied Social Sciences. The Faculty of Media Management in Wiesbaden will take over the conception of the technical solution up to the high-fidelity prototype. External interdisciplinary cooperation partners are various social work institutions in Germany.

Keywords: social work, digitalisation, system theory

Birte Heidkamp-Kergel, David Kergel (GER) Neoliberal thinking and social work in the era of digitalisation.

In social work theory and practice, the possibilities and dangers of digitalisation are just as problematised as the effects of neoliberalism. The focus is on the fact that neoliberalism and digitalisation have been increasingly unfolding since the 1980s and are inextricably intertwined. On the one hand, the Social Web, the actual daily life internet, requires neoliberal self-narrations and therewith competitive and confirmative behaviour. The commercialised Social Web is the digital version of a free market and fosters neoliberal self-narrations and Fordist consumerism of content. The Social Web is – at least at its neoliberal surface – a digital reality that excludes the concepts of failing and suffering. It requires an alienation from the own need in favour of matching the ideal image of a successful neoliberal entrepreneurial self. Such a usage of the internet affects primarily marginalised groups, which are traditionally the target groups of social work. Here the concept of ideology critique is needed to uncover emancipative dimensions of digitalisation such as online counselling, online-based self-aid groups and, #-Movements. The lecture analyses the socio-epistemological dimension of a neoliberal digitalisation and discusses its significance for the field of social work.

Keywords: Neoliberalism, Entrepreneurial Self, Social Web, E-Inclusion, Alienation

11.15–12.45 Parallel session Room 2/ 2nd floor: **Re-owning spaces and places**

Michaela Moser (AU) Affordable, cooperative, inclusive! Strengthening old and new forms of co-housing and neighbourhoods

Access to affordable and good quality housing is one of the key social challenges in many countries today. For a growing number of people, it is difficult to find adequate housing and this is even more true for those who belong to marginalised and discriminated groups with low income (e.g. single mothers, refugees, migrants, people with disabilities or mental health problems ...). At the same time processes of deinstitutionalisation also leads to a growing demand of new forms of affordable housing that is inclusive insofar as it provides access not only to a »roof above one's head« but also manages to provide and shape a sense of community and belonging. Current housing situations however often enforce anonymity, isolation and loneliness. Neighbourhoods are hardly providing the sense of community as the used to and should do.

Co-housing and neighbourhood projects as they have been developed in different shapes and varieties within the past decades in many countries might provide an answer to some of the challenges. The paper will present short highlights of some projects in Austria and beyond, pointing at strengths and weaknesses as well as challenges that still need to be met. All participants are invited to put their experiences and ideas together in developing new models and principles for affordable, cooperative and inclusive housing and to explore the role of Social Work in supporting and fostering such new forms of co-housing.

Keywords: housing, co-housing, neighbourhood, community work

Toni Pranić (CRO) Understanding social problems – space, identity and durable inequalities

When talking about social problems we often omit important perspective of their socio-historical genesis, comprising of varying spatial and identity factors underlying existing inequalities, and tend to focus merely on current situation among actors. Tilly (1998) explained processes that generate inequality by using extensive conceptual toolkit, including mechanisms

(exploitation, opportunity hoarding...) and networks (through categories and hierarchies), producing what he termed durable inequalities among various social sites. This paper gives generative understanding of social problems by expanding Tilly's concept of durable inequalities with social identity (Tajfel, Turner, 1985) and spatial determinants (Vaughan, 2018), explaining how starting inequalities manifest and expand over time. The extent and durability of inequalities arises not only from organisational practices, social closure or labour market segmentation, but more importantly through social identity and space reinforcement. The paper shows how to use this toolkit for explaining social problems and situation on cases of vulnerable groups – Roma and persons with intellectual disabilities. By covering various segments of social life this model gives detailed understanding of durable inequalities as well as more appropriate measures within standard solutions of integration and inclusion.

Keywords: durable inequalities, social identity, space, inclusion

11.15–12.45 Parallel session M 4 Room 5/ 2nd floor: **Social work impact on policies**

Philip Gillingham (AUS) Social work decision making and big data: current and future developments

Research focussing on how social workers make decisions in their daily practice has demonstrated the difficulty, subtlety and subjectivity of such decisions. Decision making tools (DST) to promote accuracy and consistency have been implemented but research findings are mixed when evaluating the extent to which practitioners find these tools useful. Following on from the digitisation of social work case records, the latest development in the field of social work decision making is the introduction of DST, which are derived using big data techniques. Digital records of citizen interaction with public services, such as health, education, criminal justice and social services are combined, and algorithms developed to analyse this large dataset to make predictions about outcomes of interest, such as entry into the child welfare system or criminal recidivism. There are serious ethical concerns about using data in this way, but, in this paper, the focus is on the practical challenges involved in developing algorithmically derived DST. Amid the hype that surrounds many developments in information science, these practical challenges are often overlooked, yet they may seriously undermine the accuracy of DST. Social workers need to be aware of the practical challenges and engage in debates about the development of DST, lest huge sums of money be invested in DST which are not only unhelpful, but which may lead to the misallocation of resources and potential harm to service users, which has already happened.

Keywords: decision-making, big data

Barbora Gřundělová, Zuzana Stankova (CZ) Searching for new pathways of implementation of employment policies

Widespread belief that work is the best way out of poverty and cure for all individuals' problems leads to the perception that paid employment is a necessary condition for integrating an individual into society. Therefore, since the 1990s, social policy in OECD countries has emphasised activation as a main instrument for (re)-integration of the unemployed into the labour

market. Current evaluations both from European countries and the US show that activation effects are minor in general but vary according to which model a particular activation program reflects. Evaluations often lack details about the content of activation programs and the use of obligations and/or sanctions at an individual level. Current studies point out activation failure. The dominant activation paradigm of the European labour market policy therefore requires a critical re-evaluation. At the same time, knowledge of how activation is implemented in practice remains low and has been repeatedly demanded. The paper discusses the implementation conditions of employment policies in the local Czech context. The authors point to the lack of knowledge about the implementation of activation strategies and their effects in the practice of social work. They present the results of qualitative research, the purpose of which was to learn about application of the activation strategies in Czech employment offices from the perspective of job seekers. Based on the statements elicited from research participants, the paper discusses new ways and strategies of labour market policy and empowerment of the unemployed using the instruments of social work.

Keywords: activation, policy, unemployment, Czech

Slavko Žarkov (NMK) The impact of social dialogue on sustainable and decent jobs in the labour market.

Following the adoption of the new Sustainable development goals (SDG) of the United Nations Agenda of 2030, societies and states strive to create and implement sustainable and inclusive policies in their functioning and regulation. From the aspect of labour legislation, employment and interactions on the functioning of the state of well-being, it is crucial to practice social dialogue, backed up and guaranteed by including the principle of decent jobs.

Analytical framework: Social dialogue has the potential to serve as a productive contribution to enterprises and contribute to inclusive growth of the country, and in many cases it can be a strong driver of stability, equity productivity and sustainable business growth of enterprises, and thus of the economy in the state. Tripartite social dialogue can help shape regu-

lation and legal reforms, ensuring that they relate to the real needs of workers and enterprises of all sizes and types. Decent work involves the inclusion of a set of job opportunities that is productive, ensures fair income, job security, social protection for families, better personal development prospects, social integration, and freedom for people to express their views, to organise themselves and to participate in decisions that affect their lives and work.

Research strategy and methods: In purpose to future improvement in the sphere of labour market and labour legislation, the analysis in this research paper will be carried out through

performance indicators in the application of the current Declarations of the ILO, as well as the Agenda 2030 by the United Nations. The analysis will cover the comparative systems of the countries of southern Europe, South-eastern Europe, and Germany, Italy and Spain. The conducted analysis will show their direct influence on the promotion of the sustainability of societies, and conclusions about future activities and necessary measures taking over from national and international actors in the field of labour.

Key words: decent work, social dialogue, sustainable development goals, labour declarations

13.15–14.45 Parallel session Hall: ***Transformations and metamorphoses***

Gil Espenido (PHI) Social workers as anti-imperialist activists

The Philippines, similar to other third world countries, has a long history of colonialism and neo-colonialism. Much of the problems facing the Filipino people find their roots from the operation of the system, meaning the embedded structures long placed by her past colonisers and her current imperialist master, the US imperialism. The current problems are also being exacerbated by President Duterte's complete subservience to Chinese imperialist moves to subvert the nation's sovereignty especially in the West Philippine Sea where the Chinese have been building military bases and banning the Filipino fishermen from these militarised areas. Dedicated social workers find themselves in the frontline, among the service users. Majority of these service users come from the most exploited and oppressed section of the Philippine society.

The co-optation of the mainstream development work and social work profession have depoliticised the content and practice of radical social work. With a deep political commitment and enhanced political skills in organising, social workers can greatly contribute to the proven tract of class-line based organising whether along sectoral lines or in territorial-approach organising among the service users.

Class-line based organising was instrumental in ousting the much hated Marcos dictatorship in 1986. This type of organising will significantly help in building again the fighting forces against the Duterte regime as well as the US and Chinese imperialism and their cohorts.

Social workers as national democratic activists, together with the people, will once again be part of the comprehensive people's resistance against US and Chinese imperialism. It is a movement for sovereignty, meaning for national liberation and democracy.

Keywords: imperialism, activism, depoliticisation, class-line organisation

Miroљub Nikolić, Mirko Jankelić, Sandra Perić, Miroslav Brkić, Zoran Vesić (SRB) Inconsistency of a modern society as a factor for social inclusion of persons from vulnerable groups

For the last three decades, society at global level, like in our country, has changed greatly. After the collapse of the Berlin Wall in 1989 and the subsequent promotion of the ideology of the new world order, the contradictory process of modern globalisation has become a part of everyday life. This process is characterised by the economic dependence of all world countries, created by the increase and diversification of the number of international transactions of goods and services, the exchange of capital, and accelerated and generalised technological exchange.

The negative dimension of globalisation is less evident. Many groups and communities are in danger of being completely marginalised. One of the biggest contradictions of modern society is the question of whether the new order is about the gradual realisation of economic and social well-being or is the globalisation of inequality and poverty.

The New Age is characterised by the loss of the protective role of the family and the growing need for organised social assistance to the community and the state to vulnerable and marginalised individuals and groups, as well as to citizens who are unable to participate in economic activity to secure their existence. Social policy in the modern age must be consistent and put in its centre a citizen with all his needs. For this reason, general services, such as housing, health care, education, employment, culture and recreation and specialised services, such as services in the social protection community must be adapted to the contemporary age and needs and abilities of persons from vulnerable groups.

Keywords: globalisation, social problems, social policy, inclusion

Shulamit Ramon (UK) Reducing power differentials between social workers and their clients

In my talk, I would like to present some of the evidence as to the existing power differential between social workers and their clients, followed by the argument that it should be reduced in the relationships between these two groups.

Such a reduction is usually treated as part of utopian thinking, in a world in which experts in any field of science are perceived as having unique and useful knowledge for the rest of us, and in which experiential knowledge is perceived as “anecdotal” – i.e. of little significance or relevance.

I will then proceed to look at what is focused upon in updated discussions of the relationships issue in social work, and the fact that power differential hardly appears in that discussion.

Finally, I will highlight key areas and methods that have the potential for reducing the power differential, looking at the barriers and facilitators for key methods and processes of power reduction.

Keywords: power differential, social worker client relationship, power reduction,

13.15–14.45 Parallel session Room 2/ 1st floor:
Culture and Empowerment

Gordana Horvat, Anita Blagojević (CRO) Integration of migrants into society

It is well known that the phenomena of migration is becoming increasingly relevant in the last decades. Especially from 2015, the refugee crisis has prompted numerous debates on migration, refugees, integration, etc. In the first part of the paper, we give an overview of legal and institutional framework of the Republic of Croatia regarding integration of migrants and we try to make some conclusions on the efficiency of national integration policies. The second part presents the research insights of the project "Creating Welcoming Communities". The aim of the research was to identify the students' attitudes on acceptance and integration of migrants. The target group of survey was defined so as to include students of different levels (Integrated Undergraduate and Graduate Study Programme, Professional Administrative Study Programme, University Undergraduate Study of Social Work) and the sample of students included 300 persons. Finally, in the third part of the paper the recommendations for further development of integration policies in the Republic of Croatia are proposed.

Keywords: integration, migration, society, the Republic of Croatia

Nino Žganec (CRO), Jovana Škorić (SRB) Cultural competence in social work – theoretical reflections and challenges of future research

Different questions connected with the multicultural social work practice occupies interest of social workers during the decades. In 1984, Gallegos stressed, „social worker who does not possess skills, attitudes and knowledge for successful work in different cultural conditions is incompetent“. Similarly, American Council on Social Work Education confirms this with the statement that one of the goals of social work education includes: „preparing of social workers to work without discrimination, with respect and with the knowledge and skills that refer to client's age, class, colour of the skin, culture, disability, ethnicity, family structure, gender, marital status, national origin, race, religion, sex and sexual orientation“. The social workers should also show the ability to work in such manner since this is one of the specific goals of the social work profession (CSWE, 2001).

Social workers are culturally competent if they obtain knowledge about a variety of cultural groups, understand the concept of cultural identity, be open to different perspectives, and be able to communicate across these differences (Gutierrez & Alvarez, 2000). In this presentation, the phenomenon of cultural competence in social work practice and education will be discussed as specific challenge for social work practitioners, educators and students in two neighbourhood countries – Croatia and Serbia. By presenting of some relevant and existing theoretical and practical knowledge on cultural competence authors want to collect further insight in the field to move further toward research phase that should reveals the state of art in cultural competence field among students, social work teachers and social work practitioners.

Key words: multiculturalism, social work, cultural competence.

Eva Grigori (AU) Social work as a neo-fascist agenda

On one hand, Social Work reassures itself again and again to be a human rights profession with progressive ethics and emancipatory goals. On the other, we find an increasing number of examples from right-wing activists, who copy strategies and terms from professional social work to rise up their own “patriotic” and exclusive structures of help and advice. In Germany, we find neo-fascist structures of community organising and support for homeless people. In Austria, there are attempts of youth work, and in Italy, we find a huge network of different approaches of social and medical support from neo-fascist movements. The attention for these networks is marginal. As right wing populist and neo-fascist parties are strong players in Europe and on a national and regional level as well, we should start analysing the extra parliamentary social activities of neo-fascist hardliners. The contribution gives examples and shows manifest and latent strategies of right wing players to build up parallel structures of ‘social work’ and gives first ideas for answers, professional social work can give to these developments.

Keywords: neofascism, youth work, community organising

13.15–14.45 Workshop Room 2/ 2nd floor

Michaela Moser (AU) Organising political change across Europe! A wisdom Council on how to shift politics and society towards providing a good life for all!

I would like to use the conference to start a »Wisdom Council Process« on how we can organise political change across Europe. Concretely, I would like to facilitate an open session where all participants can put together their experiences and ideas of organising for change, e.g. I myself would input the experiences of organising the weekly »Thursday demonstration« against Austria right wing government from October 2018 and how we managed to include all sorts of marginalised voices and positions into this movement. I would propose to use some alternative facilitation tools for this, such as »Dynamic Facilitation« as well as maybe – and depending on the number of people attending – formats such as World Cafe or Pro Action Cafe. It would be good to have at least three hours for this process.

Here are some links to the »Wisdom Council Process and Dynamic Facilitation«:
<https://www.wisedemocracy.org/3-wisdom-council-process.html> and to other formats, such as Pro-Action-Cafe: <http://www.plays-in-business.com/proaction-cafe/>

Keywords: politics, change, organising

13.15–14.45 Workshop Room 5/ 2nd floor

Ernest Mešić, Dominika Senčar, Elvira Abdić, Špela Režun, Peter Lenart (SLO) Smile for everyone (massage workshop)

Smile for everyone is breaking the stereotypes about the working inability of disabled people – adult training centre (ATC) users, and proactively responds to discriminatory (non)financing system of programmes in ATC. In innovation, users were trained for massage, leading group exercises and more. It offers services to target groups within and outside the VDC. They increase their sense of self-esteem and active involvement in society. The innovation idea also responds to the needs of an aging society. Every person can be active in helping a person on the areas he can. Sometimes a smile is all we need.

Keywords: disabled people, involvement, massage, aging society

Wednesday, 4th September: Wisdom of Social Work Interfaces

9.00–9.45 Hall Plenary lecture: Noemi Lendvai (UK/HU) The rise of new authoritarianism in Hungary and Poland: social insecurities, dispossession and bare life.

The 30th anniversary of the collapse of communist regimes in Central and Eastern Europe has seen radical new political developments in many of the CEE countries. The rise of new authoritarian populism, nationalism and 'illiberal democracy' has deeply unsettled assumptions around the teleology of post-communist transformation, democratisation, and Europeanisation. Crucially, new authoritarian populism is not just a political project; it is a radical new imaginary of governing the social. In what has been termed a reloaded 'anger regime' (Ost, 2005), new forms of insecurities and dispossession are institutionalised through a variety of welfare reforms. New imaginaries of social sharing and social solidarities are emerging along deeply re-inscribed ethnic, racial, and gender lines. Spaces and interpellations of publics are being rapidly re-ordered. The brutalisation of everyday life and language, the privileging of religious over secular values, the dismantling of the professional civil service, and the de- and re-institutionalisation of social support services are happening at a pace faster even than that of 'shock therapy' in the early 1990s. There is a need for social policy and social work to develop new conceptual frameworks to capture the new authoritarianism and to deconstruct its alternative lexicon of welfare.

Keywords: transition, social insecurity, authoritarianism, alternative lexicon of welfare

11.15–12.45 Parallel session Hall: **School is out?**

Rutger Wissing (NL) Future orientated education

The paper focuses on changes that appear in education in primary school. We live in a rapidly changing world, of which the children now, and in the future, are part of. Education should prepare children for this. Looking to the future, learning digital skills has a high priority. This is a core skill of people living in the 21st century and the rapidly digitising society is waiting for a change in education (Fraillon & Ainly 2010; Voogt & Pareja Roblin, 2010). There is a need to create space for digital educational goals and, in which digital learning resources and digital applications are used, is needed (Onderwijsraad, 2017). In a knowledge-based society, it is about combining new information and insights with existing knowledge. As a result of the digital development in the knowledge-based society, different skills are needed, compared to the previous century, in order to successfully participate in society (Fletcher, 2011; Silva, 2009). The skills that are important in the 21st century are competences that children should obtain in order to participate successfully in the society of the future. In the 21st century, the focus is on developing technological skills, like digital literacy and, creative and critical thinking. The digitisation of society affects three aspects of education: the educational goals, the teaching resources and the organisation. Expected is that technological developments will rapidly change education. Constantly applying new technologies becomes an essential skill for people in the 21st century (Voogt & Pareja Roblin, 2010). This presentation focuses on discussing with you how other countries respond to future orientated education.

Keywords: 21st century skills, primary school, future, education

Marija Vincek (SLO) Planning and implementing the educational operation in the public

The presentation is based on the cooperation of professionals and teachers at the Vižmarje-Brod primary school. We have defined three key areas that ensure successful planning and implementation of the educational activities in

the public school system. These are a set of core values and objectives of educational action, that must be content and concept distributed, a basic theoretical approach that we believe is best suited for the educational functioning of our school and the definition of our educational methods, which will enable coordinated actions of many educational factors. The principal and the working group managers decided to set the core values and the objectives of the educational action and the basic theoretical approach of educational activities. The principal has also formed a team for the educational field of action in which five professional school workers are involved. The class teachers encouraged students to express their opinions and suggestions regarding the school's educational activities. Based on the set of core values, definitions of basic theoretical approaches, pupil proposals and teacher proposals, the team for the educational field of action decided to develop and upgrade the educational methods, which will enable the cooperative functioning of the educational work at our school. The same team will also develop an action plan for activities that will be held at school, in order to promote the school core values and objectives, as well as for planning the monitoring of effectiveness of the aforementioned activities.

Keywords: elementary school, educational operation, cooperation, values

Vida Vinček (SLO) Elementary school from the students' perspective

The paper focuses on the perspective of students in elementary school. Elementary school is an institution where students spend nine years of their lives and during this period, they grow up, develop and shape their personalities. Elementary school is a place that greatly influences the development of students. While being on a practice placement in an elementary school, I was in direct contact with students and I noticed that students do not feel good at school. Life in school is threatening and harmful to them. That is why I decided to provide the voice of students at school with this research. I was interested in how students are experiencing elementary school, how they feel at school, how much influence they have regarding school activities, what are their relationships with staff and what kind of knowledge or experiences the school offers.

Data confirmed that students do not feel well at school. They do not enjoy the possibility for personal growth in school, or this opportunity is given only to students with good grades. Students do not have the ability to affect school activities. Their relationships with staff are perceived as unsafe. Most students experience school as a place where they are exposed to restraining and subordination to employees. The results of the research thus showed that students at school are victims of institutional violence.

Keywords: elementary school, total institution, institutional violence, user perspective

11.15–12.45 Parallel session Room 2/ 1st floor:
Services tailored to needs

Vito Flaker, Dragica Fojan, Anja Bohinec, Gaja Stibilj, Anja Kutnjak, Anja Lazar, Anže Trček (SLO) Rapid assessment and response as a tool of transforming an adult training centre

Although not a total institution in a strict sense, adult training centres (ATC) for people with learning disabilities in Slovenia fulfil their original and noble mission of preventing placements in institutions, providing employment and inclusion only to a certain degree. Rapid assessment in ATC Koper, demonstrated that exclusion is taking place in a form of kind, but symbiotic relationships, a make-believe world of its own, segregated from the society at large and the strict division of responsibilities of actors involved (ATC, social services, associations and relatives). In the dialogue on the findings the users and staff has envisaged transformation of the service by further personalisation (personal plans), by new organisation, providing possibilities of common transversal action to provide outreach services to present users, enabling residents of long-stay institutions to return to their community and to other people needing long-term support. In order to establish more propulsive action work and housing cooperatives are being planned as well as use of the organisation facilities for community purposes, enhancing community life and solidarity. In order to achieve this, a different way of funding and funds allocation needs to be developed, so that “money will follow the users”, to cover the “bump and hump” costs of transition and in order to mobilise existing community resources.

Keywords: learning difficulties, adult training centre, deinstitutionalisation, transformation, rapid assessment and response

Sanela Shkrijelj (NMK) Development of social services in North Macedonia

Social services are central to creating a caring, inclusive and productive society. For that reason, the reform of the social protection system in North Macedonia concentrates its efforts in developing a national system of social services capable to respond to the needs of diverse vulnerable groups. The Ministry of Labour and Social Policy is taking steps forward through developing a national quality system for social services. Quality social services are essential

for supporting quality of life for service users. Many different elements are involved, including adequate funding, workforce management, leadership, and quality standards. According to the principles of this reform, all social providers from North Macedonia, either private or public, are supposed to be able to provide similar quality social services for all vulnerable groups. This can be achieved by establishing a methodology for calculating the cost of services, which will increase the availability, quality and innovation of social services. In this way, the pluralisation of social services will be encouraged and the possibility of delegating social services to external providers will be opened.

The classification of social services contains six groups: (1) Information and referral services; (2) Professional assistance and support services; (3) Social prevention and counselling services; (4) Home based services; (5) Community based services and (6) Out-of-family services

Another important element of the reform is to improve coordination and effectiveness between different services to achieve better outcomes for beneficiaries. The new Law for the first time sets a base for development of integrated social and health services.

Keywords: social services, quality, reform, coordination

Rahel Kahlert, Kai Leichsenring (AU) Transforming long-term care in Slovenia by piloting integrated LTC delivery with single-entry points

The Slovenian government has taken steps towards the reform of creating a sustainable, high-quality, accessible long-term care (LTC) system—in response to the rapidly increasing number of people in need of LTC services. To match this rising demand with an adequate supply of high-quality LTC services, the Slovenian authorities proposed developing an integrated LTC system in three pilot regions. A Pilot Expert Team (PET), representing Slovenian authorities and research organisations, took a proactive approach in guiding the pilot project of integrated LTC care by exploring new ways of formulating and implementing LTC via single-entry points and systematic training of assessors and care coordinators. This process is accompanied by an evaluation conducted by external evaluators and supported by the Euro-

pean Centre for Social Welfare Policy and Research (Vienna, Austria), acting as Technical Support Team (TST).

In the “train-the-trainer” workshop (July 2018), the TST prepared experts from the PET and the external evaluation team in using questionnaires and tools for monitoring and evaluating the pilot project. In turn, the experts trained the needs assessors and care coordinators, who are applying the questionnaires and tools in their work. In August 2019, an analysis workshop will focus on how to analyse baseline and follow-up assessments allowing for adjustments to the pilot project. At the end of 2019, a policy workshop will share and disseminate lessons learned and good practices of the pilot project and its evaluation. In a preliminary form, these findings will also be the topic of the IUC conference.

Keywords: long-term care, social policy, pilot sites, single-entry points

11.15–12.45 Parallel session Room 2/ 2nd floor: ***Are institutions here to stay?***

Sanja Lepić (BiH) Our voices – Advocating for rights of people with disabilities in Bosnia and Herzegovina

Bosnia and Herzegovina ratified the UN Convention of the Rights of PwD in 2010. As the country recovers politically, economically and socially, post-war BiH still faces many challenges. Respecting human rights of PwD and their social inclusion from the legal, social and psychological perspectives still need to be improved.

The project aims to raise awareness on the living conditions of PwD and empower university students and self-advocates to focus on issues relevant for PwD and actively engage in advocating for their rights. The project builds on successes of previous three-year long initiative “Support of inclusion of persons with disabilities into society in Bosnia and Herzegovina” (2016–2018), through which a pool of active self-advocates was established in Sarajevo, Banja Luka, Zenica and Mostar. Through the project “Our Voices – Advocating for Rights of People with Disabilities in Bosnia and Herzegovina”, self-advocates will be further empowered to continue to lobby and advocate for their rights: greater social inclusion, access to education and independent living. The aim is to increase the number of people with psychosocial and intellectual disabilities who live in independent accommodation in the community. This is the ongoing process of deinstitutionalisation.

The mentioned areas of studies were selected because of their relevance and future links in terms of professional capacities for these students and to change their attitude towards people with (intellectual/psycho-social) disabilities for their integration in society. The experts and self-advocates will be sharing their expertise and knowledge from the field and at the same time mobilise students who will be engaged through the project.

Keywords: deinstitutionalisation, social inclusion, advocacy

Andreja Rafaelič, Katarina Ficko (SLO) Re-forming social care in Slovenia: deinstitutionalisation and social inclusion

Various reforms in social care are currently underway in Slovenia. In 2018 new legislation on personal assistance and on social inclusion have been passed. Right now, projects that will support the implementation of Long-term Care Act (which has not been passed yet) are being implemented. Ministry of Labour, Family, Social Affairs and Equal Opportunities announced the use of ESF funds for the transformation of two long-stay institutions, starting in 2019. At the same time, the Government announced the reconstruction of closed department of one institution for people with mental health difficulties, an investment worth 858.240 EUR.

The implementation processes which all relate to a similar topic are being implemented uncoordinated and it seems that a general national strategy on LTC or deinstitutionalisation is missing. In our presentation, we will look at how current reforms in deinstitutionalisation and social inclusion in Slovenia are being implemented and how they affect each other. The presentation will present on one hand the current state of art and achievements and on the other the main ethical dilemmas of research and developmental work when changes are being promoted without a real commitment or strategy of change.

Keywords: social inclusion, deinstitutionalisation, ethics in research

Juš Škraban (SLO) Hearing voices experiences and traumatic life events

From 2012, the initiative *Slišanje glasov Slovenija* (Hearing voices Slovenia) has been developing individual and group support practices for people who hear voices, have visions and have other similar experiences. They mostly have psychiatric diagnoses of psychotic spectrum and find above-mentioned experiences difficult to cope with in everyday life.

One of the often-present topics in these support practices (especially individual support) have been different life events, which voice hearers described as traumatic. The paper aims to present the framework, which is used by Hearing voices movement to understand hearing voices experiences and support people with them. The framework emphasises the importance of traumatic life events and, more

broadly, biography of the voice hearer. It also aims to analyse traumatic life events, which came out in peer-support groups and individual support work in the context of the initiative Hearing voices Slovenia; and to reflect on implications of different modalities of support practices for addressing issues connected with people's biography and traumatic life events. The paper concludes that traumatic life events (or more vastly, biography) have been a very important aspect which was raised by voice hearers. However, the presence of these events in people mostly diagnosed as psychotic raises many both theoretical and practical challenges of how to think about and support hearing voices experiences in community support practices.

Keywords: hearing voices, traumatic life events, support work, hearing voices approach

11.15–12.45 Parallel session Room 5/ 2nd floor: **Quality services**

Sandra Perić, Miroslav Brkić, Zoran Vesić, Mirko Jankelić, Miroљub Nikolić (SRB) Ethics in social work with persons with intellectual and mental disabilities

Social workers and other professionals working with people with mental disabilities in social care, face a number of ethical dilemmas arising from – the nature of the problems that users face, the complexity of the decisions they need to make, the relation of the institution in which they are employed towards the users. The answers to the questions are most often very complex, without ready solutions and with many „dilemmas“.

Although, there is a Code of Ethics for professionals in social care, ethical principles and values are not applied consistently during work. Analysing the past few years, we will notice that some social care services in community for people with disabilities have closed, lacking the material support. The users are returning to their residential institutions, the reports say that non-ethical behaviour in relation to persons with intellectual and mental disorders is still present in social care institutions, as well as disregard of the basic principle of protecting „the best interests of users“.

The Chamber of Social Protection competence is to monitor ethics in the treatment of professional workers and make recommendations. The Ethics Committee was formed to deal with issues of professional ethics and makes decisions when unethical behaviour is confirmed. The aim of this paper is to draw attention to characteristic cases in which professional ethics has been violated through a casuistic analysis of the proceedings of the Ethics Committee. In spite of significant shifts, it seems that we are still at the beginning of the way towards the development of practice based on the principles of ethics.

Key words: persons with intellectual and mental disabilities, ethics, ethical dilemmas, Code of Ethics, Ethics Committee

Lea Lebar, Vesna Dolničar, Mojca Šetinc (SLO) Strengths and weaknesses of e-health and e-care in Slovenia – lessons learned in the ITHACA project

ITHACA is a project involving nine European Regions working together to improve regional policies on smart health and care by mutual exchange of information and good practices. Regions share an ambition to advance the scaling up of smart health and care innovation, which can ensure more sustainable health and care systems and improved wellbeing of European citizens. The presentation will focus on aim, approach and especially results of the self-assessment tool developed within the project. Aim of the tool is to assess the region's strengths and weaknesses in the field of smart health and care, related to innovation cooperation partnerships in the region, policy framework and learning performance. Self-assessment tool consists of online survey in each region, national workshops with core group of stakeholders (as a survey follow-up to understand better the survey results) and reimplementation of the online survey and national workshops to assess policy enhancement and learning performance in the partner regions. The results for Slovenia will be highlighted, since the SI Innovation Support Services Index was lower than the average index value of ITHACA regions and all individual items were rated below the ITHACA average.

Himu Gupta (UK) Quality in social care

A client centred and outcome centred approach coupled with Enthusiasm, Imagination, Consultation and Pride.

More and more Social Care organisations are investing in the development and implementation of quality management systems and are aiming to achieve the expectation of 'Best Value'. The key objectives of 'Best Value' are, democratic renewal, best value in service delivery and an ethical framework.

To achieve good quality care, which is client centred and outcome centred and which embraces the objectives of Best Value, it is essential for management to adopt a culture of transparency or openness for clients, staff, stakeholders and service providers.

Importantly, Managers must ensure the decision mechanisms are transparent. This means that clients, service users and staff are fully

aware of, and involved in, the decision-making process. Managers can encourage corporate ownership of the decisions taken by allowing personal contributions from staff and by obtaining the views of clients and carers about their needs and acting upon them. A clear explanation should be given to those concerned as to the reasons why some ideas and innovations, although considered, have not been adopted.

The facilitative style of management can only be successful when the decision-making process is clearly documented and communicated to staff. Standards set must be measurable and there must be regular auditing of outcomes to quicken the process of continuous improvement. The robust follow up of auditing outcomes will give confidence to customers and users.

Keywords: quality care, quality outcome

13.15–14.45 Parallel session Room 2/ 1st floor:
Golden age

Mojca Urek, Nina van der Vaart, Irma Rabelink, Elisa Bus, Trish Hafford-Letchfield, Alfonso Pezzella, Sandra Connell, Agnes Higgins, Brian Keogh, George Robotham, Anže Jurček (SLO) LGBT+ in old age: challenges for social work in long-term care

The non-normative sexual orientation and gender expression at the intersection of old age represent a risk of discrimination and social exclusion. The old age in itself may attract prejudice and stereotype, such as that the older people are a burden, are unable to make autonomous decisions, are surely lonely, asexual and similar. The longstanding hiding of one's identity, using tactics regarding coming out or fear of coming out may additionally have many negative consequences on health and the sense of security. One of the consequences of homo (trans, bi) phobia is also that this population may be invisible in the whole life-course, also to the social and health system. In old age, such a situation may only make things worse. Rarely, this population makes use of forms of help, home visits, placements in old people's homes and all other situations that could hypothetically trigger coming out and ill-treatment. The project »Best practices for Care and Wellbeing Education to support the needs of LGBT people as they age – BEING ME« (Erasmus + Strategic Partnerships, 2018–2020) is an European project in which the Faculty of Social Work (UL) cooperates with five more partners from three European countries (Ireland, Netherlands, UK). In the project we use innovative participatory methods, such as "World Cafe" (form of group dialogue), to research good practice in education and develop online learning material. The results of both World Cafe sessions help us at current stage to develop learning resources and teaching tools.

Keywords: lgbt+, old age, inclusive care, participatory methods

Anamarija Kejžar (SLO) Innovative aspects of long-term care

What defines social innovation? Social innovation processes must meet two requirements to be considered as such: a) Novelty, although social innovation need not necessarily be unique or original; b) The second requirement

is improvement: a social innovation process outcome must be more effective or efficient than the existing alternatives. Social innovation refers to new practices, approaches or interventions, and even new products, developed for improving a situation of solving a social problem within institutions, organisations, and communities (CST, 2000).

In order to be »social«, the new idea intrinsic to innovation must have the potential to improve beneficiaries' quality of life. The important difference in innovation process is the participation of users in development and implementation process, which links empowerment and individual into a process of finding solution to social problem. This means finding ways to collaborate and co-create solutions with the people intended to benefit from social innovation, in our paper – old people. If the society creates a problem, it has a power also to solve it.

Aging is a process socially constructed as a problem. The answer to aging with dignity – in long living society, is to change the attitude to old people, to combat ageism and to enable autonomy.

Innovative solutions, developed for old people, should have following characteristic: old people have to participate at all stages of innovation process, including planning, design and implementation.

Keywords: social innovation, old age, dignity, participation

Zoran Vesić, Miroslav Brkić, Sandra Perić, Mirko Jankelić, Miroljub Nikolić (SRB) Active aging in Serbia

The world population is rapidly growing older. While in 2019, only 9 % of world population is older than 65, estimation show that in 2050 that percentage will be 16. By the same year, 2050, every 4th person in Europe and North America will be older than 65, while number of older than 80 will triple, from 143 million in 2019 to 426 million in 2050. In the same time, all countries in South Europe region experience decrease in number of total population and increase in number of elderly persons. In Serbia, in 2018, aging index is 141,9, number of population in 2018 decreased to less than 7 million for the first time, average expectancy of life is 75,6 years and number of population older than 65 as part of total population is 20,2 %.

WHO promotes active aging from 2002 as “the process of optimising opportunities for health, participation and security, in order to enhance quality of life and wellbeing as people age”. These efforts, however, inspired policies at all levels, from national, to international. Even European Union declared 2012 as the “European Year of Active Aging and Intergenerational Solidarity”. In all countries, active aging became goal and political concept. Although, declarative intentions for promoting of active aging in Serbia exists for years, only in last few, some actions are directed to this issue. In the last year, several projects financed by local and central governments are aimed towards analysis of level of adaptation of urban areas to the old, following WHO Age Friendly Cities concept. Out of these projects, comprehensive action plan is produced which should address active aging as priority on local and central government level.

Keywords: active, aging, older people

13.15–14.45 Workshop Room 2/ 2nd floor

Andreja Pavlickova, Donna Henderson (Scotland UK), Jon Txarramendieta (Basque, Spain)
Capacity building for integrated care SCI-ROCCO

Capacity-building is both the foundation and aspiration of SCIROCCO Exchange EU Health Programme funded project. The project aims to facilitate access to tailored, evidence-based support and improvement planning by recognising different starting points, or levels of maturity of health and social care systems in Europe.

This workshop aims to explore different levels of local maturity and capacity to implement integrated care in two European regions; Basque Country and Scotland. The workshop will be a practical opportunity to dispute what actions and activities should be prioritised in these regions in order to improve their capacities for the adoption and scaling-up of integrated care. In particular, the workshop will feature SCIROCCO Exchange Knowledge Management Hub as one of the capacity-building tools and its application in the real-life settings.

The workshop will consist of three main presentations. The first presentation will provide background into the SCIROCCO Exchange project, its objectives and main activities to support the capacity-building for integrated care. The introductory presentation will then follow by two presentations featuring regional integrated care strategies, challenges with their implementation and main lessons learned. In the second part of the workshop, the participants will have the opportunity to discuss interactively with the representatives of the regions the use of SCIROCCO Exchange Knowledge Management Hub in the real-life settings, its added value and implications of the outcomes for future actions and improvement planning. The ultimate objective is to stimulate the discussion and knowledge on how to address the existing difficulties in implementing integrated care.

Keywords: integrated care, social and health care

13.15–14.45 Workshop Room 5/ 2nd floor

Tanja Kleibl, Ronald Lutz, Urszula Markowska-Manista (GER)
Indigenous knowledge and border thinking

The workshop will discuss the relation between indigenous knowledge, as it is described by the international definition of social work and underline the need of border thinking. “International social work” has to deal with the consequences of colonialism and the globalisation of the world, it has to address social changes and it must find new positions under this scenario. This requires both a clear discussion of what indigenous knowledge means and what it is needed for and a discussion of the method defined as “border thinking”. Taking the “colonial wounds” as a chance, the creation of a “diverse world” based on older forms of knowledge would be imaginable. Especially social and indigenous movements of populations that have been marginalised during colonialism are seen as subjects of hope. Mignolo designed the “idea” of a “border thinking” to oppose the continuing colonial rule with another knowledge that has been taken to the forefront by these movements.

Furthermore, “border thinking” and indigenous knowledge refer to a third aspect: Each knowledge has an origin and is unique. In this respect, all scientific statements are political, because each statement is committed to its place of origin.

Keywords: border thinking, indigenous knowledge, colonialism

9.00–9.45 Hall Plenary lecture: *Iain Fergusson (UK) The 1930s in slow motion? Social work in an era of political polarisation*

The world we live in is a more dangerous place than it has been for many decades. The ever-present threat of nuclear war; the rise of racism and fascism on a scale not seen since the 1930s; and the existential threat posed by climate chaos threaten pose a huge threat to all of us and to the future of life on the planet. The picture is indeed a grim one. It would be wrong, however, to see the shift in politics as being only in one direction. The huge support for the democratic socialist Bernie Sanders in the 2016 US election and the more recent election there of socialists such as Alexandria Ocasio-Cortez; the huge demonstrations in support of asylum seekers and refugees across Europe (including 250, 000 marching in Berlin in late 2018) and the magnificent school strikes movement in 2019 initiated by 16-year old Greta Thunberg show that it is more accurate to describe the current period as one of political polarisation. This paper will explore the contribution that social work might make to these struggles against racism, fascism and environmental destruction. The first part of the paper will seek to learn from our own past by considering the ways, both positive and negative, in which social workers have responded to periods of political turmoil in the past. The second part of the paper will consider examples of the what I have called elsewhere 'the new social work radicalism', the attempts by workers in different parts of the globe to develop new forms of practice in opposition to neoliberalism and racism and in pursuit of social justice, based on the belief that 'another social work is possible'.

Keywords: political polarisation, social work radicalism

11.15–12.45 Parallel session Hall: **Family resilience**

Aiga Romane-Meiere (LAT) Transformations towards resilient kinship care families

Placement in kinship care is one of options when child is removed from an original family. A number of research provide evidence of advantages and challenges in kinship caregivers everyday 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 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.

Keywords: kinship care, resilience, transformations

Ana Štambuk (CRO) The future perspective of the older people: their role in the modern family

The art of ageing is the manner in which the following skills should to be practised: accepting various constraints and reconciling oneself with what is past; leaving behind (liberation or detachment from) everything we used to have

and experience, along with the ability and desire to create for oneself a new role in a new context (the principal question an old person has to answer is: Who am I?); the overcoming of self and the expansion of our awareness towards things we can still achieve.

By accepting ageing at the personal, familiar and social levels as a period of life which brings certain changes in mental and physical health and in social functioning, but which also expands the horizons of spiritual maturity, we send a message that we need to regard ageing as an integral part of human life, both natural and necessary. In so doing, the inevitable changes of old age should not be the basis for the development of stereotypes, prejudices and discrimination but rather a challenge to find and witness meaningful living. It is a paradox of life that we often worry about what we do or can do, but we are most often remembered for what we are. It is in a joint search for the role of the elderly in today's world, encompassing our own perspective and that of our community, that the foundation of successful, active and healthy ageing lies, regardless of the state of health of each individual and the circumstances in which s/he lives, even being close to death! So conceived, ageing is not an end in itself but a process, which, through the openness of communication and coexistence with others, allows the design of a new reality that from generation to generation, sends a message of the indestructibility and sanctity of human life.

Keywords: older people, family, role

Kinga Varga (HU) Development of policymaking and the establishment of the contemporary child protection system in Hungary

Child welfare and child protection is paramount and the related policies have crucial importance and role to create a legal framework and interconnect state, children and their families. In this legal construction, practitioners have key role implementing policies in the structure with their reinforcement and intervention. Historically, national approaches have resulted different developments of policymaking and consequently different ways of implementations.

The presentation details and compares the development of the child welfare and child protec-

tion policies in Hungary aligned with the context of the European guidelines. Based on the findings and the recently challenged principles (e.g. as the emphasis on child participation), the interrelation of the EU context and the national level the analysis will provide sophisticated and multiple aspects for the analysis. The aim of the presentation is to analyse the development of child protection policies in Hungary and to compare it to the EU regulations. The most indicative aspect, as the EU guideline for the implementation as well as its chronological development will contribute to obtain an accurate description of the phenomenon.

Keywords: child protection, policy making

Niki van Aar (NL) Continuity in Dutch foster care

Since 2014, the Dutch law states that every child who cannot be raised in his or her own family must have the chance to be raised in another family. Living in a family has many benefits for children when compared to living in a residential setting. Children who are raised in a family show better IQ-scores, fewer internalising and externalising problems, and rate their care more positive than children in residential settings (Li, Chng & Chu, 2017).

However, we are yet not able to provide a stable and permanent arrangement for every Dutch foster child. For 35 – 45 % of children placed in Dutch foster care the planned stay in their foster family ends prematurely (De Baat, Van De Berg & De Lange, 2015). These placement breakdowns have negative effects on the development of children. Breakdown increases the chance of behavioural problems; it leads to feelings of rejection and to an increasing distrust of new caretakers. It also raises the chance of a new breakdown (Strijker & Knorth, 2007; Van Oijen, 2010). We need to improve our abilities to provide stable and permanent foster care for children. Then we will not only provide children additional families, we will provide them an additional home.

In this presentation, I will share with you how foster care in Holland tries to achieve a family for every child. I would also like to hear how foster care in other countries is arranged, and what your successes are.

Keywords: foster care, continuity, breakdown prevention

11.15–12.45 Parallel session Room 2/ 1st floor:
Down by law

Leona Vaughn (UK) "Professional Vision" in safeguarding risk-work for PREVENT: resisting and complying with race erasure

Goodwin argues that if professionals are to understand the phenomena, which provide the focus of their work, they must first develop a distinctive form of 'professional vision'. This is the profession and context-specific set of sense-making practices, which foreground the 'objects of knowledge', or the focal points, of their professional work (1994: 606). These objects, or pieces of information, are coded by practitioners to signal and prove, or disprove, the existence of immediate or likely future risks of harm to children. These objects are however problematically under-specified and therefore in practice are subjectively discerned.

The monitoring and reporting of suspicions of children 'vulnerable to the risk of radicalisation' are actions effectively mandated through the practical and regulatory interpretations of the PREVENT Duty 'to prevent people from being drawn into terrorism' (Counter Terrorism and Security Act, 2015). Aside from being a disproportionate and empirically unjustified focus on children, the unique descriptor of PREVENT as 'safeguarding' children in the 'pre-criminal' space, enmeshes criminological and welfare approaches with differing and often competing orientations to risk. Emerging research evidence points to problematically wide-ranging interpretations of risk in PREVENT practice, as does the significant rates of disproportionality in referrals of suspicions of risk in Muslim children and young people in particular.

This paper outlines a section of the findings of a practice-oriented inquiry into how practitioners working with children in Liverpool were 'doing', or would do, 'risk-work' in relation to the prevention of 'childhood radicalisation' across a period spanning pre and post PREVENT Duty. It specifically considers the practitioner stories of both resisting and complying in (in)visibilising race (Settles et al, 2018) within the development of their 'professional vision' for seeing risk under PREVENT. Practitioners articulate how they are alive to the racialized nature of the PREVENT policy and legislation and the dilemmas this raises for operationalising this new form of risk-work with children. How they balance and navigate concerns

about their 'conditions of work' (Lipsky, 1980), namely those of legal compliance, commissioning and austerity, with professional and ethical integrity, however, illuminates the extent to which 'race' is simultaneously omnipresent and erased by PREVENT in practice. In particular, practitioner interpretations of traditional 'anti-oppressive practice' in work with children underpin a partial, yet incomplete, resistance.

Keywords: professional vision, PREVENT, risk-work, race

Steve Case (UK) Children first communication when assessing children in conflict with the law

The young person-practitioner relationship is central to effective practice in the Youth Justice System. Professional language use affects the utility of the communication underpinning young people's engagement in formal interactions/relationships, especially if they have existing language/communication difficulties and other vulnerabilities. However, the evidence-base suggests that youth justice assessment contexts (e.g. locations, formats, language, content, power dynamics) can disengage young people and limit the validity (accuracy, completeness) of the assessment information that shapes interventions.

The 'YOT Talk' project is a criminologist-discourse analyst research partnership that explored the barriers/challenges to and enablers of effective communication in youth justice assessment contexts through a multi-method project of observations, questionnaires and interviews/focus groups with young people and staff in four Youth Offending Teams (YOTs). Results were coded thematically into seven key areas: assessment environment, assessment tool, prompting discussion, topic management, conversational 'flow', ensuring understanding, building rapport and negotiating meaning. Crucially we found that communicative disengagement is not primarily a result of behavioural problems; many recurring barriers to engagement are shared with other professional contexts, such as educational environments. Findings informed an effective practice toolkit containing protocols and recommendations for processes enhancing communication and engagement within the YJS.

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Keywords: communication, children first, assessment, youth offending, youth justice, engagement

Vito Flaker (SLO) Dynamics of exclusion and the making of inclusion (a synopsis of 2015 conference)

In the paper, I will reiterate the topic of the previous conference. Here I present the basic conceptual framework.

Exclusion and inclusion are two key mechanism, not only working with people but also in the working of the society. To build a just, democratic and humane society not only ethics of inclusion are necessary but also an imperative of non-exclusion. Hence, we have two sets of multi-layered registers on which we can observe and act – both avoiding, preventing and fighting exclusion as well as promoting, enacting and enhancing inclusion.

	Exclusion	Inclusion
Structural	Poverty, Unemployment, Race, Gender, Ethnicity, Nationality, Power structure (hierachical), Representative democracy, Disability, Environment (architecture), Distance (transport), Total institutions, Criminalisation	Equality, Employment, Common language, Universal Income, Humanity, Direct democracy, Access, Travel, Mobility, Deinstitutionalisation, Abolition,
Setting	Formal: Institutional, organisational – rules of formal exclusion → ceremonies of exclusion (degradation) Informal, group – dynamics of exclusion → scapegoating	Ethics of non-exclusion Celebration of achievement – promotion Encounters Open doors and no restraint Role availability and valuation
Areas	Activity Membership Common good Topic (taboo)	Doing things together Becoming one of us Contributing and participating Open discourse
Agents	Tribunal Discrediting coalition	Promoters, enablers, (of participation), Circles of friends, support groups, mentors, confidants, advocates
Action	Perscution, judgment, banishment – displacement Gossip, avoidance, frowning, pretence, taboo	Qualification, certification, awards, recovery Presence, attachment, identification, sharing

Objective	Denial of action, of subjectivity	Empowering to do things, recovering the common ground Setting goals, expressing desires
Feeling	Injustice, loss, incompetence, loneliness, pain, powerlessness, paranoia (what is the reason?) guilt	Listening, witnessing, accepting, empathy, compassion

Not only these registers have to be addressed in the everyday inclusive action and working with people, but the resonances and dissonances have to be observed of diverse layers and the dialectic between the two processes.

Keywords: ethics of inclusion, imperative of non-exclusion, registers of exclusion, making of inclusion

11.15–12.45 Parallel session Room 2/ 2nd floor: **Systematising the system**

Mateja Nagode, Aleš Istenič (SLO) Evaluating the long-term care pilot projects in Slovenia

The establishment of long-term care has been planned 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 more appropriate long-term care solutions in the future.

Keywords: long-term care, pilot projects, evaluation

Jana Mali (SLO) Social infrastructure of long-term care in Slovenia – a social work perspective

The characteristic of social work is the transversal understanding of older people and their needs and establishing a user as a partner in the process of help. From the perspective of social work, the social infrastructure in long-term care is defined on three levels: the micro level that represents the social infrastructure in the family and social networks, the mezzo level of community and the macro level of society as a whole. This contribution presents the mezzo level in which social work addressing older people aims to find ways to strengthen social

networks and see how organisations within a community may contribute to it and how to mobilise community as such. There are three formal sectors ensuring help for older people that are a basis of formal infrastructure of long-term care. These are the public, the private and the non-governmental sectors.

Based on the results of the survey that is conducted in the frame of the basic research project The Development of Social Infrastructure and Services for Community Based Long-Term Care (J6-9396), we show the opinions of the providers from all three sectors, extending from older people's homes, social work centres, providers of help at home, intergenerational centres and day-centres to the representatives of the municipality and associations of pensioners. We also show how they assess the situation in the field of the social infrastructure of long-term care. The majority think that the offer of home care, of sheltered housing and of older people's homes responds to the demand and the needs of older people, but on a small scale, therefore it would be wise to seek for solution to develop the social infrastructure in community care. Home care (help at home, daily or temporary care) needs to be increased as well as the capacity of older people's homes and we need to rethink seriously the building of urban settlements for older people. The results are evaluated from the social work perspective, since social work sees and respects the differences among people and aims to find ways to make people of different age live together in harmony and exchange various forms of help and support.

Keywords: old age, community care, institutional care

Amir Crnojević, Medeja Novljan (SLO) Model of long-term community care – Ljubljana Home Care Service

Health and social policy of European Union is putting more and more emphasis on the need of an adequate reform of care systems and transition from institutional care to community care. The long-term care in Slovenia is not yet adequately regulated. Ljubljana Home Care Service was founded in 2002 by City of Ljubljana, which also subsidises the services. The main activity of Ljubljana Home Care Service is social home care, wherein sets of assistance are provided, assistance with everyday living tasks (housework, shopping, personal

care, support of active social life). We also carry out additional service at home, including pedicure, hairdressing services, outdoor assistance.

In Ljubljana Home Care Service, we are service improvement-oriented and are constantly in search of new response to the needs of users. In our work, we encounter a high presence of loneliness among the old people and lack of essential healthcare, being available at their homes. As a response to this, we introduced in 2014 a programme of volunteering and a programme of intergenerational cooperation. Our volunteers are active in socialising with users, promotion of volunteer work, organisation and leading of different activities and cooperation in projects. Currently there are 70 volunteers active within Ljubljana Home Care Service.

Our intention to provide holistic approach reflects in the international projects we take part in (2015–2016 European project A-Qu-A; currently CrossCare Slovenia and Croatia). They enable the old people to use free of charge services of physiotherapy, occupational therapy, health care and dietetics. This way an integrated approach within holistic long-term care is ensured, connecting experts and services of social and health care at home.

Keywords: long-term care, older people, community care, holistic and social-health integrated care

11.15–12.45 Parallel session Room 5/ 2nd floor: **Local planning**

Dinka Čaha, Toni Pranić (CRO) Social mapping – from method to educational and community resource

Today there are more changing economic and social conditions than at any point in history, which increases expectations in social work education to deliver competent professionals that can foster responsible global and local community practice. Local governments plan and organise access to social services by determining location and characteristics of their providers and clients. This paper provides spatial and network analysis of human services in Osijek. The lack of strong contextual data limits ability to plan and successfully implement effective interventions. Social mapping of human services can be used to assess needs in the community, mobilise local government, monitor access to social resources, and other uses that promote wellbeing and social justice.

Data was gathered using survey carried by students of social work, on a sample of all registered civic society organisations in Osijek. As a comprehensive framework for guiding mapping, we used social development goals of the Agenda 2030 to broaden the scope of social services defined by Social Care Act. We collected relevant information on 70 organisations providing services under the Agenda. For analysis of organisational networks, we used Gephi, while actual visual representation was completed using QGIS software. Educational goal was to raise students' awareness of spatial determinants in social life and social services, while also preparing them for new challenges and possibilities in the digital age. We organised group interviews to assess the outcomes and learning.

Keywords: education, mapping, services

Jošt Cafuta Maček (SLO) Evaluating community based long-term care: Domžale project

In the light of the (too) long pending of a new nationwide long-term care legislation, the municipality of Domžale decided to take action and contacted the Social Protection Institute of the Republic of Slovenia to evaluate and counsel on the needs for a community based long-term care in the municipality.

Project Domžale, with a full name *Analysing the Needs for a Community based Long-term care in the Municipality of Domžale*, is innovative in the sense of municipality being the contractor and as that the project is truly based and instigated by a community in which the results will be seen. The involvement of students from different faculties, gives this project another dimension, with project serving also as a learning opportunity and helps creating different approaches to research of the actual needs for community based long – term care in the municipality. With collaboration with municipality, the researchers gain a unique opportunity for comprehensive evaluation of already existing services and the need for their improvement, as well as the need for new services. Rapid assessment was used as the main method of evaluating. One of the main questions we want to address in this presentation is if this kind of collaboration between local communities, research and educational institutions possible on the wider scale and what we can learn from experience in Domžale.

Keywords: long-term care, rapid assessment, local collaboration

13.15–14.45 Parallel session Hall: **Power of social work**

Mari Nordstrand, Nina Skjefstad (NOR) Power balance in parallel supervision with students working closely with families

Supervised field practice is an important component in social work education. This paper describes an innovation project based on some critical views about field practice training and supervision in Norwegian universities and colleges. The students got ordinary supervision from their field supervisors, and in addition supervision from employees at the university; what we call parallel supervision. An aim with the field practice was that the students should work closely with one family each. The supervision was focused on how the students reflected upon this work which to a large extent was done outside the office. Analyses of interviews with the students showed that the power balance between the student and us as supervisors in this setting was more equal. The same goes for the power balance between the students and the families when working closely together in a setting outside the office. Our main concern is that better quality will depend on interaction between students, their supervisors and social work education staff during placements.

Keywords: supervision, social work students, power

Linda Rothman (NL) Empowerment of the professional

Paper focuses on the organisational characteristics that facilitate professionals to provide clients centred care. The rationale for this investigation is the urgency for care to be based on the clients' needs. We chose the model of organisational empowerment (OE) as a starting point since it provides a framework to study organisational constructs that contribute to the empowerment of professionals. Previous research has shown that this positively contributes to care personalisation. The OE model also enables the organisation to influence the wider (institutional) context to empower the organisation.

Based on the OE model we conducted (in total 69) in depth interviews in two best practice organisations. These organisations manage to really meet the needs of clients and work client

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centred. We conducted individual interviews with professionals, managers, behavioural experts and the board of directors. Further interviews were held with teams of professionals and the supervisory board. Interviews focused on decision-making, leadership, social support, (professional) development, organisational culture and structure and knowledge sharing.

The OE model apparently includes the intra-inter- and extra-organisational components. We will present the preliminary findings of the case studies illustrating these components. Our findings confirm that the organisational processes do increase professional empowerment. In addition, organisations are more likely to influence the institutional context when the intra-organisational processes are in order. There few indices on what hinder OE – e.g. a problematic collaboration between professionals of different organisations or the needed funding unavailable. The findings provide a basis for a reflective dialogue on the practical, educational and scientific implications on how empowerment is experienced, increased and how the institutional context affects work.

Keywords: empowerment, professional, organisational empowerment

Jenny Zwijnenburg (NL) "Measuring" the value of social work from an empowerment perspective

It is a challenging task to provide a clear insight into the value of social work. Funders want to know whether their money is being spent effectively. Providing this insight, however, is not an easy task. There are many different personal and contextual factors though that influence the outcome of a social work intervention in specific cases (Cree, Jain & Hillen, 2014).

There are two common ways in the Netherlands for social workers to account for their work is by generating 'output' (e.g. number of home visits) or by using validated scales (e.g. the 'Self-reliance Matrix'). These methods provide little qualitative insight into the value of the work. Furthermore, the registration systems that social workers have to use to enter the data, are oftentimes a source of annoyance for them, as neither they nor their clients benefit from using it.

When we look at 'measuring' the value of social work from an empowerment perspective

(Van Regenmortel, 2016), it would be desirable for registration systems to gather information and make a positive contribution to the quality of the work of the social worker.

In this presentation we explore, based on a case study in the Netherlands, how we can meaningfully scale up the narratives associated with individual cases (in social work for the older people) to provide insight for funders. The concept of 'cogeneration' (Kunneman, 2014), provides a theoretical starting point. It connects the narrative practice of social workers (Kunneman calls this the logic of campfires) with organisational visibility (the logic of lampposts).

Keywords: validating social work, qualitative approach, cogeneration, empowerment

13.15–14.45 Workshop Room 2/ 2nd floor

Tilo Fiegler (GER) Housing, education and the development of social spaces in the context of child poverty

In Germany, the topic of child poverty is discussed from a variety of approaches and perspectives. This discussion is guided by scientific research and professional definitions of child poverty, on the one hand, and by ignorant and polemically overblown lines of thought, on the other. First and foremost, however, the overall debate is controversial in nature – and this does not only concern scientific and political viewpoints but also how these approaches should be put into practice.

The paper introduces and discusses future-oriented and reliable concepts of social work. It is particularly concerned with the original scope of social work, namely battling child poverty. We will target activities in city districts and social areas as this is where children live, learn and grow up. Some concepts of social work will be studied in more detail, e.g.: Parent-Child centres, Local activities and networking in order to strengthen resilience and competences, alternative and new forms of education in the context of neighbourhood work and fields of participation for children to develop their real world

Real life examples and new approaches will be used to discuss how child poverty can be overcome and prevented long-term. Social work strategies – those beyond state directives (or

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guidelines) – in various countries will be critically examined (or questioned) – thereby focussing on the longevity, practicability and definition of social work.

Keywords: child poverty, local activities, future concepts

13.15–14.45 Workshop Room 5/ 2nd floor

Tatiana Chubarova (RUS), Paul Stubbs (CRO), Noemi Lendvai (UK/HU) *Book Launch: Social Policy, Poverty, and Inequality in Central and Eastern Europe and the Former Soviet Union: Agency and institutions in flux*, Sofiya An, Tatiana Chubarova, Bob Deacon and Paul Stubbs (eds.), published in September 2019 by *ibidem Press in the CROP International Poverty Studies series*.

This book represents a systematic stock-taking of recent and historical post-socialist social policy developments in an increasingly diverse

world region. Authors from different disciplines address key aspects of social protection including health care, poverty reduction measures, active labour market policies, pension systems, and child welfare systems. Contributions range in focus from comparative studies of welfare arrangements in a number of countries, to micro-level studies of the lived experiences of welfare users and their everyday lives. Throughout, the importance of policies to combat growing poverty, inequality and social exclusion is a major theme, with a number of texts addressing the complex policy nexus emerging from the interactions between international and domestic actors.

Keywords: social welfare, global East, transition, austerity