

Glossary of social work language

Accountability A recent but now central principle of professional and organisational life in which the decisions, actions, and performance of individuals and teams are considered 'accountable'. Usually, a person's job description describes who in the organisational hierarchy they are accountable to, but often accountability is assumed ultimately to rest with the most senior manager in an organisation or political hierarchy. Arguably, accountability has replaced the concept of professional responsibility, and tends to be used in a rather negative way when things go wrong, and somebody needs to be 'held accountable'.

Action research This is usually held to be an orientation to inquiry rather than strictly a method. It emphasises the collaboration between all those involved in the research project (the researchers *and* those engaged in whatever phenomenon is being examined) so that participants engage in a cycle of action followed by critical reflection. Cooperative inquiry is a means, involving a group of people who share a common concern to develop understanding about a particular phenomenon, through which action research may be carried out.

Analytic deduction This refers to the process of scientific inquiry which assumes that research considers examples of phenomenon which need to be explained (for example the outcomes of a particular intervention) and develops explanatory hypotheses which then need to be tested against other examples. To begin with a hypothesis will usually fail to fit all the cases studied and this will either lead to the hypothesis being refined until it does fit them, or to its being abandoned and a new formulation developed.

Anti-discriminatory practice / Anti-oppressive practice Important central principles of modern social work which stress the need to engage with service users on the basis of their position in personal and political power dynamics that may disadvantage, marginalise or oppress them. The dynamics of class, race and racism, disability, and sexual identity in relation to mainstream attitudes and behaviours in society are all relevant to ADP or AOP. Therapeutic or relationship-based work and anti-discriminatory practice should be seen as complementary, but sometimes these perspectives of social work have come into tension.

Approved social worker Under the terms of the Mental Health Act 1983 the judgement of an Approved Social Worker (ASW) is required before an individual can be compulsorily admitted to hospital for treatment. An extended and specialised form of post-qualifying training is required before social workers can fulfil this role.

Assessment The process for identifying the needs of individual and families and reaching decisions on how to intervene.

ASSET The tool developed by the Youth Justice Board which is used by all Youth Offending Teams to assess the risk of further offending by young people.

Attachment An emotional tie developed between a child and a preferred adult (usually a parent who has the main care-giving responsibility) which endures over time, whether or not the caregiver is present. It is distinguished from attachment *behaviour*, which is the outward manifestation of this tie, i.e. 'seeking and maintaining proximity to another individual'.

Authenticity The ability to behave in ways which are true to oneself and one's professional identity.

Autonomy The capacity of individuals to make informed decisions concerning their lives.

Care management A form of practice, popularised in community care policy, where the range of services that are provided to an individual are managed by an individual, the 'care manager'. Many care managers are qualified social workers, although there is debate about the extent to which care management is a continuation of social work.

Carer's assessment A social work assessment of the carer's own needs, the impact of being a carer, their ability to continue to care and what services and interventions can deliver agreed outcomes.

Case study A case study usually consists of a single individual, family or group, or particular events or a specific organisation considered over a given period of time. It can be defined as a phenomenon which can be described and analysed, in order to illustrate experiences and develop principles for policy and/or practice.

Child abuse Harmful acts or behaviours to which children and/or young people, other than accidentally, are subjected by someone inside or outside the home (i.e. intrafamilial or extrafamilial abuse). The four categories of child abuse (maltreatment) currently used in the UK are: physical abuse, emotional abuse, sexual abuse and neglect, including non-organic failure to thrive.

Child protection register (previously known as child abuse/'at risk' registers). A system of identifying in each local authority those children who were officially recorded as requiring protection from child maltreatment and for whom services are provided. In the UK, these registers have been in existence for over 30 years and provided an annual measure of the incidence of child abuse, but are now being replaced by a new electronic record, the Integrated Child System, on which one or more categories of physical or emotional abuse or neglect may be recorded.

Code of ethics A formal set of guidelines designed to set out ways in which researchers should behave in conducting the research, in accordance with ethically acceptable practice.

Cognitive – behavioural approach A way of understanding and working with problems derived from cognitive and behavioural theories.

Cognitive psychology An approach which emphasises internal, mental processes such as thinking, mental representations, language, reasoning etc.

Collaboration This term refers to two activities – the process of working together to establish a *partnership* and the process of working together to achieve the desired outcomes of a *partnership*. The development of collaborative working will necessarily entail close *inter-professional* working.

Common Assessment Framework An assessment tool developed by the Department for Education and Skills in 2004 for use by all agencies with responsibilities for children, with the aim of recording concerns at an early stage and having children with 'additional needs' for support referred to the appropriate specialist or targeted service.

Community care This has two meanings: a) used generally, it refers to a policy whereby preference is given to the maintenance of people in the community rather than in institutional care; b) used more specifically, it refers to the range of policies brought about in England, Wales and Scotland following the passage of the National Health Service and Community Care Act 1990.

Community development An orientation to social work that focuses on the development of the ability of communities to respond to the problems that they encounter. In the history of social work it is usually contrasted with individually-oriented practice.

Community Safety Partnerships (CSPs) *see* **Crime and Disorder Reduction Partnerships**

Consumer research *see* **Service user or consumer research**

Cooperative inquiry *see* **Action research**

Counter transference The feelings and reactions stirred up in someone about their own past experiences by the feelings directed on to them by another person (*see* **Transference**).

Crime and Disorder Reduction Partnerships (CDRPs) or Community Safety Partnerships (CSPs) in Wales are statutory partnerships which ensure that key agencies come together to work in partnership in a CDRP/CSP, and carry out an audit of local crime, disorder and misuse of drugs every three years. Using the information arising from this audit and based on consultation with local communities they then formulate a strategy for combating crime, disorder and the misuse of drugs in the local area.

Crisis Any transitory situation in which a person's usual coping mechanisms are no longer adequate to deal with the experiences involved; an 'upset in a steady state'.

Crisis theory Derives from the view that the experience of crisis challenges a person's normal equilibrium (sometimes described as 'homeostasis' or a 'steady state') and that this very challenge generates energy which can provide the opportunity for developing more successful ways of dealing with experiences than before.

Data These are the raw material, i.e. the information, which has been collected and which can be stored and analysed using one or more techniques, in order to produce research findings or outputs.

Defence mechanism A term used in psychodynamic theory to denote the psychological process whereby individuals maintain a sense of their own self worth and protect themselves from painful feelings. Defence mechanisms include denial, projection, idealisation, displacement, splitting and passive-aggressive behaviours.

Dementia The progressive decline in cognitive function due to damage or disease in the brain beyond what might be expected from normal ageing. Although not exclusively so, it is a disease closely linked to ageing.

Developmental milestones Significant behaviours which are used to mark, and which signal, the progress of development, e.g. walking is a milestone in locomotor development.

Developmental psychology The field of psychology which is concerned with the lifelong process of change, i.e. any qualitative or quantitative change which involves alterations in structure and function.

Direct payments The essential basis of direct payments is that money is given directly to service users, enabling them to organise their own care services rather than those services being mediated by a local authority.

Direct work A way of working with children that involves face-to-face sessions and uses play-based activities and exercises to help a child explore and understand her/his circumstances.

Drug Action Teams/Drug and Alcohol Action Teams Drug action teams (**DATs**) or Drug and Alcohol Action Teams (**DAATs**) are the multi-agency partnerships working to implement the National Drug Strategy at a local level, taking strategic decisions on expenditure and service delivery within the four aims of the National Drugs Strategy: treatment, young people, communities and supply. The DATs/DAATs ensure that the work of local agencies is brought together effectively and that cross-agency projects are co-ordinated successfully.

Early Intervention A principle now widely informing service delivery in health and social care that emphasises the importance of intervening positively at an early point in the development of social, psychological, interpersonal or social difficulties. Early intervention services in adult mental health have been a particular focus of recent policy development. Early intervention has to some extent replaced the concept of ‘prevention’.

Ecomap A tool used with children to help them identify and understand their network of relationships.

Empathy The ability to understand how someone else is feeling; to be able ‘to stand in someone else’s shoes’.

Enabling authority Under community care policy, local authorities were expected to move away from their position of near-monopolistic service provision to act as enabling authorities, increasingly stimulating the independent sector to provide the services. It is argued that this step helps to ensure that services are most responsive to the needs of people and are provided in a more competitive and hence cost-effective manner.

Essentialism A way of thinking that reduces complex social and psychological factors to a hidden ‘essence’ that is held to explain the way people are. Essentialist positions tend to be used conservatively, in order to assert that a characteristic of a person or group is beyond change because it resides in their essence. Progressive social theory, and social work theory, is always ‘anti-essentialist’.

Evidence-based/evidence-informed policy and practice The development and implementation of policy and practice based on the best evidence available, including that from research and other sources such as the views of service users, professionals and other stakeholders.

Exchange model A way of working with service users that recognises and respects the different expertise professionals and service users can contribute to a problem.

Family systems approaches Approaches to working with troubled families, derived from systems theory, which see the family as an interactive system, and which focus predominantly on working with the interactions between family members.

Framework for the Assessment of Children in Need and their Families The standard tool, established by the Department of Health in 2000, for identifying need and informing decisions about services and support.

Genericism The principle that there is a common foundation to all social work practice; from this principle can develop a preference for social workers to respond to all types of social difficulty. In Britain, the peak period for generic social work was the 1970s.

Genogram A technical word for a family tree and used as a means of helping families identify significant family members and how they relate to one another.

Governance This may be seen as the system of principles and practices to guarantee purposeful and cooperative working among diverse organisations all of whom are pursuing a common aim or agenda. On this model, governance may be the means by which an inter-organisational and multi-professional system releases all the creativity and potential it contains. An alternative understanding argues that governance is

used by traditional government organisations to control policy and practice in the new, more complex and devolved systems of cooperation that now deliver social work and other public services.

Harm reduction Harm reduction approaches prioritise reducing the negative effects of drug use over eliminating drug use or helping people stop their drug use. A focus on reducing harm rather than drug use – although harm reduction approaches retain the ultimate goal of helping people become drug free (because no drug use usually means no drug-related harm) – responses are based on the idea that where this is not practicable, the priority is to reduce risks to the individual and society.

Independent living (disabled children and adults) Reflects the principle that disabled people have control and choice over their own lives and are able to enjoy the same civil rights as non-disabled people.

Individual model of disability A model which stems from the view that the difficulties disabled people face are a direct consequence of their impairment. The solution to this lies in medical and social welfare services helping people to ‘fit into’ society.

Informal care Care that is personally directed and is given free of charge by virtue of a relationship based on love, attachment, family obligation, duty or friendship.

Informal family carer People who provide care, support or supervision, on an unpaid basis, to relatives or friends who need help because of age, physical or learning disability or illness, including mental illness or substance misuse.

Interim care Interim care is the period of care between leaving hospital and an individual taking up a more permanent option. This can either be due to the need for some rehabilitative work, or because an individual’s preferred assessed option is not yet available.

Inter-professional Describes the working together of two or more professionals, for example the inter-professional activity between a social worker, district nurse and community psychiatric nurse, implying that there is some level of *collaboration* between them.

Justice approaches In contrast to **welfare approaches**, justice approaches have included the view that young people should be subject to formal judicial processes, where their rights before the law can be maintained, but can also lead to punishment based outcomes.

Learning disability/difficulty People with an intellectual impairment (formerly called mental handicap, which is now seen as a derogatory label).

Learning theory A theory of development which emphasises the role of learning, including modelling and conditioned responses to stimuli, in development.

Literature review is a compilation which summarises the existing literature (such as research studies, government documents etc.) in order to give a kind of ‘state of the art’ view of a particular topic, i.e. it provides an assessment of what is known about the issue through a description and analysis of the existing literature on it.

Local Safeguarding Children Boards Boards which local authority children’s services are required by

statute to establish, with responsibility for coordinating the work of key agencies in relation to child protection.

Looked-after children Children who cannot for a variety of reasons remain safely at home and are placed, either on a voluntary ('accommodated') or statutory basis, in the care of their local authority. Children may variously be described as being placed 'in care' or in 'out-of-home' care.

Managerialism Refers to an ideology – prevalent within the New Public Management – that more effective and powerful forms of management will resolve a wide range of social and economic problems.

Marketisation The process via which public services are increasingly delivered in the context of competitive market conditions, or 'quasi-markets'. The relationship between commissioning and providing reflects the structure of such markets, and the requirement to tender competitively for the delivery of services shows how no organisation is completely secure about its position within the local economy of welfare – a service provided today, may be lost tomorrow in a competitive tender as a result of failure to achieve.

Mixed economy of welfare Under community care policy, a mixed economy of welfare is presumed to feature a combination of public services, private services and services provided by not-for-profit agencies. The variety of types of welfare provision is what makes it a 'mixed economy'.

Modernism Understanding of society as being characterised by belief in a single objective and scientific truth, informed by large-scale theoretical frameworks.

Multi-agency This term describes the involvement of two or more agencies in work that bears on the welfare of service users. As the term implies, *multi-agency* working focuses on the work of the organisations rather than on the practice of individual workers.

Multi-disciplinary A term used when representatives of different disciplines and agencies are brought together, for example in community mental health or learning disability teams. A *multi-disciplinary* approach should foster *inter-professional* working, but cannot guarantee it. Multi-disciplinary working can be seen, for example, when representatives of various agencies work together – social services, health, housing, the independent sector, etc.

Networking An approach to intervention, derived from systems thinking which sees the total system (service users, carers, professionals and community) potentially as the case system to be worked with.

Neurosis Mental health difficulties characterised by psychological conflict, anxiety, panic or obsessional behaviour but normally within a more intact personality or sense of self than in the psychoses.

New Public Management The New Public Management is a disparate set of practices through which the transformation of management within the public domain was to be transformed from the administrative-bureaucratic model that had prevailed into the 1980s (see Hood, 1991).

Non-verbal communication All forms of communication that do not rely on words, most commonly referred to as body language.

Normative or typical development General changes and reorganisations in behaviour which virtually all children share as they grow older.

Open questions Asking questions in such a way that it allows the respondent to decide what to include in their reply e.g. 'How are you?' as opposed to a closed question which would ask 'Are you well?'.

Operant conditioning A term used in cognitive – behavioural interventions to describe the way in which behaviour is changed by changes in the environment so that the behaviour becomes more and more likely to occur.

Outcome A visible or practical product, effect or result. The desired end result and intended improvement after a specified period. The impact, effect or consequence of a particular service intervention.

Outcome (for carers) The changes or benefits for carers and their families resulting from social work or other interventions or services.

Paraphrasing Providing a response to someone in such a way that it restates to the speaker what they have said in a simpler and shorter format.

Parenting orders/classes Introduced in the Crime and Disorder Act 1998, Parenting Orders can be made in respect of the parent(s) or guardian(s) of children who are (a) under 10 and subject to a child safety order; (b) between 10 and 17 and subject to an anti-social behaviour order or a sex offender order; (c) convicted of a criminal offence. A parenting order may also be imposed where a person fails to comply with a school attendance order or fails to secure regular attendance at school of a registered pupil. The effect of a parenting order is that the parent or guardian will be expected to comply with the requirements specified in it for a maximum of 12 months and may also be required to attend weekly classes for counselling or guidance sessions for a maximum of three months.

Partnership This term is deployed when two or more agencies have established formal arrangements that enable them to work together. Therefore, a *partnership* is an outcome of collaborative processes, and could not be developed without close *collaboration*. For organisations involved in *inter-professional* working, the development of a partnership may be a desired end. However, successful *inter-professional* working can develop without the requirement of formal partnership arrangements, although they are encouraged in both legislation and policy.

Person centred planning The process of life planning for individuals, based on the principles of rights, choice and inclusion.

Positivism An approach to understanding knowledge that believes it is an objective phenomenon, governed by universal laws and discovered through empirical research.

Post-modernism An influential form of social theory, arguing that there have been profound changes in the organisation of society such that many of the 'truths' that have characterised our lives are no longer applicable. In social work terms this has led to a questioning of the essential nature and purpose of the occupation, and a renewed sense of the plurality of meanings that can be attributed to every encounter, according to perspective (see Howe, 1994).

Power In social work, particularly concerns *inequalities* of power, especially the limited capacity of service users to make decisions concerning their own lives, in contrast to the considerable capacity of others – specifically social workers – to make such decisions.

Practical moral knowledge Knowledge that is relative and subjective, understood to be constructed in response to specific situations.

Pre- Sentence Report Reports prepared by the Youth Offending Teams to provide background information on the young person, and importantly, on their attitudes towards the offence, and the effects on victims, at the end of which the report writer makes suggestions for possible orders to be made by the court.

Professional A term commonly used in two distinctive ways: the sociological use (generally deployed in this book) focuses on the extent to which an occupation can be defined as a profession, and hence that its members can in turn be defined as professionals. In this analysis, professions are usually self-regulating, and require a high level of educational attainment (usually at least to degree level) to enter them. It is presumed that the professional has a distinct knowledge base, and is the possessor of unique sets of skills. A more common usage focuses on the fact that professionals carry out tasks for financial reward – the distinction between professional and amateur footballers, for example.

Professionalisation The process by which an occupation seeks to become accepted as a profession, by establishing a legally restricted title, extended forms of qualifying and post-qualification education at least at graduate level, a professional association, etc. Within social work there have been clear steps in this direction in recent years, although the process has also been historically controversial.

Psychoanalysis a) A theory of human behaviour, typically used to refer to the theories propounded by Sigmund Freud, although it may also be used to refer to related dynamic theories such as that of Carl Jung. b) A set of techniques for exploring the underlying components of human behaviour, and a method of treating various mental disorders.

Psychologising Closely associated with ‘structural’ critiques and perspectives in social work, psychologising is the reduction of complex social, political or psycho-social explanations for people’s difficulties to factors located entirely in their individual psychology or mental functioning.

Psychosis One of the major categories of mental health difficulty, in which there are disturbances to core mental functions – perception, feeling, thinking. Psychotic conditions are often contrasted with neurotic conditions and personality disorders.

Psycho-social The interface between an individual’s internal psychological world and their external social world.

Psycho-social perspectives Psycho-social perspectives in social work and related disciplines emphasise the importance of bringing together sociological and psychological ways of understanding people, relationships, and trends in society. Psycho-social theorists are always ‘inter-disciplinary’ in their approach, often combining traditions of thinking and research in unusual and surprising ways in order to open up new and creative spaces for thinking about people, and solutions to social, personal and inter-personal problems.

Qualitative research A research method which focuses on meanings and experiences, through which the research attempts to understand the lives of those being studied, their behaviour, values, beliefs and so on, from the perspectives of the people themselves. Typically, the approach of the investigation is relatively unstructured so that the research is more likely to reveal the individuals’ meanings and experiences rather than impose the researchers’ perspectives. Types of data collected include: semi-structured interviews, observational recordings, focus groups and illustrative vignettes.

Quantitative research A research method which emphasises the measurement of prior concepts and uses indicators to act as measures which can stand for or point towards underlying concepts. The method typically uses variables (attributes on which people or things may be distinguished) as a means of measuring the dimensions on which people differ from or resemble one another in order to demonstrate causal relationships between variables. (i.e. what factors influence people’s behaviour, attitudes and

beliefs.)

Questionnaire A research instrument (tool) used to collect information from a respondent.

Radical social work A form of social work developed in opposition to the psychologically-oriented individual casework that predominated at the time (the late 1960s/early 1970s). It adopted a more political focus and explicitly sought to change the fundamental nature of society more than affect the lives of isolated individuals.

Randomised controlled trial Research in which subjects are allocated randomly between treatment and comparison groups.

Reference manager Computer applications designed to hold and manipulate details of references and the bibliography.

Reinforcers A term used in cognitive-behavioural interventions to describe the things done in response to behaviour which may serve to strengthen the behaviour and make it likely it will happen again.

Reflective practice The ability to draw on a diverse range of knowledge, from both formal and informal sources, to inform professional practice.

Reflexivity Generally associated with research practice, reflexivity refers to the ability to be critically self-reflective and to identify personal biases that influence the research process.

Relationship-based practice An approach that ensures the professional relationship is at the centre of all interventions and that attention is paid to the inter-personal dynamics of professional encounters.

Respect The ability to convey to someone that they are unique and valued.

Restorative justice This is a means of making victims' interests central to ways of dealing with crimes and their effects, which the formal criminal justice process, with its emphasis on due process, cannot do. It aims to provide a safe forum for victims where they can set out how they have been affected by the offender's crime, and confronts the latter with the effects of his/her actions. The process attempts to give the victim the opportunity to receive an apology or other form of reparation which is more personal and meaningful than is possible in the courts. At the same time, the offender is able to appreciate the impact of her/his actions and take responsibility for them.

Role A goal-directed pattern of behaviour carried out by a person in a particular societal situation or within a group because both the group and the individual expect this kind of behaviour.

Schizophrenia A mental disorder which can involve various cognitive, emotional and behavioural features, such as hallucinations, thought disorders or delusions. Literally the term means 'splitting in the mind'.

Schizophrenogenic Pertains to any factor (such as a cold but dominating parent) hypothesised to be causally related to the development of schizophrenia.

Service user The term currently deployed for those people who use social services, or are eligible for such services.

Service user or consumer research Research which gathers the views of the users of services and is

designed to provide information about the needs of individuals and communities and feedback about how a particular service or intervention is experienced by its recipients.

Short breaks service A service that provides a break for disabled children and adults and their parents or carers. The services can range from befriending or sitting, through to overnight stays and can be provided either in the person's own home or another place.

Single case designs A form of qualitative research which seeks to identify critical features in a particular case by close scrutiny of it and by understanding these, to collect data which can then be tested with other cases in order to build a picture of processes and outcomes.

Social action A type of practice recommended by the radical social work movement, often associated with community development. It shares similar characteristics in that it is collectively rather than individually-oriented; as the name implies, it takes a more positive and oppositional stance in relation to the basic structures of society.

Social anxieties Collective states of anxiety about social trends or events. Anxieties may be 'reality based' or significantly rooted in collective fantasies. Research into crime rates in the community often show that actual levels of crime and fears about crime are inconsistent with one another. Thus, social anxieties may drive or shape policy development in a matter that is more irrational than rational.

Social construction Associated with post-modern thinking, socially constructed phenomenon, social constructs and social constructionism reflect the fragmented, partial and multiple nature of reality.

Social construction of childhood (the) The way in which views of childhood are shaped by the perspectives and concerns of the particular societies in which people live.

Social model of disability A model that sees the person as being disabled by the way in which physical and social environments create barriers to participating as full members of society and enjoying all the benefits this brings.

Social pedagogue A social pedagogue operates in an area of the welfare state to increase personal responsibility and self-dependent handling of common circumstances of life. In addition, a social pedagogue seeks to minimise the impact of all forms of discrimination and to promote the social skills that enable people to take part in society.

Social theory A means of explaining the nature of society and the consequent approach to responding to social problems. In the early days of social work, both the COS and the Settlement Movement had a clear social theory, and the different forms of practice they espoused derived directly from this.

Socio-cultural theory A theory of development which emphasises the part played by social interaction and cultural practices on cognitive development.

Specialisation The principle that social workers should specialise in a single area of activity rather than become expert in a wide range. There are gradations of specialisation; for example, within the specialist area of childcare social work a practitioner may further specialise in adoption and fostering or child protection.

Structural factors in society Patterns of social life such as persistent inequality affecting particular groups or communities that significantly impact upon or determine the 'life chances' of individuals within those groups. Structural social work tends to be critical of social work practices and strategies that focus too much upon the individual and their responsibility for their circumstances, when their difficulties are explicable as a consequence of membership of a community or group that is affected by structural factors in society.

Structured day programmes Following the introduction of the NHS and Community Care Act in 1993 which had major consequences for the provision of residential care for drug users, many services reacted by developing structured day programmes (**SDPs**). A holistic approach to rehabilitation is adopted, promoting: life skills and vocational training; sessions on building and restoring independence and responsibility; and helping maintain drug users' links with their families and social support networks. Some SDPs also employ a rolling programme of activities which allow individual clients to negotiate a customised timetable for their rehabilitation. Some programmes also accommodate drug free and current problem drug users.

Task-centred practice A planned, short-term time-limited intervention in which service users and practitioners agree on the specific problems to be worked on.

Technical rational knowledge Knowledge which is absolute and objective in nature, and explicable in terms of clear cause and effect relationships.

Theory of mind An understanding, which begins to develop in a rudimentary way between the ages of two or three, that others see and experience the world differently.

Tiered models of care Services for drug and alcohol users have been arranged into four tiers following publication, by the NTA, of Models of Care 2002 – updated in 2006. Tier 1 interventions include provision of drug-related information and advice, screening and referral to specialised drug treatment, and are provided in the context of general healthcare settings, where the main focus is not drug treatment. Tier 2 interventions include provision of drug-related information and advice, triage assessment, referral to structured drug treatment, brief psychosocial interventions, harm reduction interventions (including needle exchange) and aftercare. Tier 2 interventions may be delivered separately from Tier 3 but will often also be delivered in the same setting and by the same staff as Tier 3 interventions. Tier 3 interventions include provision of community-based specialised drug assessment and co-ordinated care-planned treatment and drug specialist liaison. Tier 3 interventions are normally delivered in specialised drug treatment services with their own premises in the community or on hospital sites. Other delivery may be by outreach (peripatetic work in generic services or other agencies or domiciliary or home visits). Tier 4 interventions include provision of residential specialised drug treatment, which is care-planned and care-coordinated to ensure continuity of care and aftercare.

Transference The capacity of past experiences of significant relationships to be transferred into current relationships with other people. A psychodynamic concept referring to the process in which one person 'transfers' feelings and images from their own inner life onto someone else, who they then treat as if they were this 'figure' from their own internal mental life.

Unconscious mind That area of the mind which is not conscious but which acts as a kind of reservoir of experiences, and is involved in our decision making, activities and choices.

Universalism The principle that services should be available to all. The NHS was established on universalist principles, whereas social services in Britain have always been selective.

Vignette A brief story illustrating an experience or event (for example a parent's chastisement of a disobedient child) which respondents are then asked to discuss and reflect on. They are a means of helping elicit more consistent information about respondents' feelings or attitudes, or helping them

explore something which might be difficult for them to consider spontaneously or to discuss if they were asked to recall a personal experience.

Vulnerable older people To be considered to be vulnerable, older people must be at risk of some harm – whether physical, emotional, psychological or financial – due to their advanced age and the health and social circumstances that characterise that age.

Welfare approaches: young offenders Assessment and intervention strategies designed to respond to young people who commit crimes, derived to a large extent from psychodynamic approaches and family systems based approaches. There have been various formulations of welfare approaches, including at times, a concentration on what were viewed (and by some still are) as supposed deficits in parents' socialisation of their children. Such views led to intervention strategies which looked at treatment both within and outside of the family to rectify such identified deficits. This approach often took the view that interventions should happen outside the judicial system, for example by cautioning young people, residential treatment, etc.

Whole systems approaches A perspective on social work intervention and analysis of complex situations that emphasises the need for the practitioner to maintain a focus on the interaction between all members of the 'system' that constitutes the case or problem situation. The identified service user, extended family, carers, and the variety of professional systems which may be involved all combine to produce a whole system.

Young carer Children and young persons under 18 who provide care, assistance or support to another family member. They carry out, often on a regular basis, significant or substantial caring tasks and assume a level of responsibility that would usually be associated with an adult.

Young offender Within England and Wales, a young person is held to be criminally liable for their actions at the age of 10 upwards. At one time services under legislation and policy were closely aligned between children in need and young offenders, but in recent years legislation and policy have made these areas very different.

Youth justice system The different agencies and professionals that can become involved with the young person who offends; for example, the different courts, prisons, youth offending institutions, secure training centres, and the professional groups such as social workers, probation officers, police, magistrates, and judges.

Youth offending team A multidisciplinary team typically comprising social workers, probation officers, Connexions workers, police, and possibly mental health counsellors, educational staff, and professional assistants. The government requires that such teams are the direct responsibility of the chief executive of the local authority in whose area they reside, although they are often managed by someone within the equivalent of the social services department. The prime duty of such teams is to prevent offending, and they are responsible for services to courts, young people on court orders, and young people in custody, as well as preventive work for young people who are subject for example to Youth Inclusion and Support Programmes.