



UNIVERSITATEA DIN BUCUREȘTI

*Doctor Honoris Causa*

**Malcolm Payne**

MALCOLM PAYNE  
DOCTOR HONORIS CAUSA

# Laudatio

## Domini Malcolm Payne

Stimate Domnule Profesor Payne,  
Stimate Domnule Președinte al Senatului Universității din București,  
Domnule Director de Departament,  
Dragi colegi,  
Dragi studenți,  
Stimați invitați,  
Doamnelor și domnilor,

Universitatea din București onorează astăzi o personalitate prestigioasă a comunității științifice internaționale, o personalitate ce a marcat decisiv istoria gândirii și a practicii în domeniul asistenței sociale.

Profesorul Payne face parte din categoria oamenilor de știință extraordinari, a celor care prin creativitate și inovație, au contribuit la ridicarea prestigiului științific al domeniului în care și-au desfășurat activitatea didactică și de cercetare.

Cu lucrări valoroase, cu publicații prestigioase, cu cercetări fundamentale realizate în cei peste 30 de ani de activitate, domnia sa a influențat în mod remarcabil domeniul asistenței sociale ca știință și profesie, dovadă fiind cele peste 12.000 de citări înregistrate de *Google Scholar Citations*, precum și cele 71 de intrări în *Web of Knowledge*.

Este un moment istoric astăzi pentru comunitatea asistenților sociali din România întrucât domnul Payne este primul asistent social ce primește, la propunerea Facultății de Sociologie și Asistență Socială, acest titlu onorific din partea Universității noastre. O distincție mai mult decât meritată, domnia sa dedicându-și întreaga viață dezvoltării domeniului asistenței sociale la nivel mondial.

Este Profesor Emerit al Universității Metropolitane din Manchester, Docent al Universității din Helsinki, profesor la Universitatea Kingston și la Universitatea din Chichester.

Portofoliul științific al profesorului Malcolm Payne conține numeroase realizări, în diverse arii ale cunoașterii sociale. A publicat o serie de cărți, studii și articole la edituri prestigioase (*Routledge, Policy Press, Palgrave Macmillan* etc.), care au contribuit substanțial la dezvoltarea educației în domeniul asistenței sociale la nivel internațional. Cea mai renumită dintre ele, *Modern Social Work Theory* ajunsă la cea de-a cincea ediție (1991, 1997, 2005, 2014), a fost tradusă în mai multe limbi: spaniolă (1995, 2005); chineză (1995, 2005); estonă (1996, 1997); greacă (2000); sârbo-croată (2001); coreeană (2001); portugheză (2002); suedeză (2002, 2015); daneză (2006); rusă (2008); română (2011); persană (2014); indoneziană (2016).

Totodată, domnul Payne este unul dintre cei mai prestigioși activiști ai științei, fiind keynote speaker la zeci, chiar sute de conferințe internaționale în domeniul asistenței sociale din întreaga lume (Australia, Anglia, Canada, Finlanda, Suedia, Spania, Slovacia, Portugalia, Cehia, Turcia, Polonia, Danemarca, Scoția, Japonia, SUA, Islanda, Coreea, Bulgaria, Norvegia, Rusia, Ungaria etc.), iar printre zecile de instituții organizatoare se numără și prestigioasa *London School of Economics*.

De asemenea, profesorul Malcolm Payne este un colaborator apropiat al mediului științific și profesional din România, contribuind la dezvoltarea academică și instituțională a asistenței sociale, iar cărțile și studiile domniei sale constituie o resursă bibliografică fundamentală pentru studenții de la facultățile de specialitate. Este membru de onoare în Boardul Revistei de Asistență Socială, o revistă cu tradiție în domeniu ce contribuie la diseminarea cercetărilor și politicilor în domeniul asistenței sociale, fiind indexată în multe baze de date internaționale.

Domnia sa a scris și prefața la cartea *Asistența Socială a Grupurilor de Risc*, un compendiu care reunește contribuția celor mai importante cadre didactice universitare din România și care a fost publicat la editura Polirom, în 2010. De asemenea, lucrarea *Modern Social Work Theory* a fost tradusă în limba română, în anul 2011, la aceeași editură. A participat în ultimii ani la întâlniri și conferințe de asistență socială organizate în România, cea mai recentă prezență fiind în anul 2017, în calitate de *keynote speaker* la Conferința Internațională de Asistență Socială organizată de către Facultatea de Sociologie și Asistență Socială.

Universitatea din București este onorată să ofere astăzi titlul de *Doctor Honoris Causa* profesorului Malcolm Payne, mulțumindu-i astfel pentru contribuția domniei sale la creșterea notorietății și a prestigiului asistenței sociale la nivel internațional.

Prof. univ. dr. Doru Buzducea  
Decan, Facultatea de Sociologie și Asistență Socială

București, 4 aprilie 2019

# Laudatio

## Domini Malcolm Payne

Professor Payne,  
President of the Senate of University of Bucharest,  
Department of Social Work Chair,  
Dear colleagues,  
Dear students,  
Dear guests,  
Ladies and gentlemen,

The University of Bucharest honours today an immensely prestigious personality of the international scientific community, who has profoundly influenced the intellectual thought and practice of social work. Professor Payne belongs to the group of extraordinary scientists who have, through creativity and innovation, contributed to the expansion of the prestige of social work, the home field of his academic and research activity. Through his most valuable research and publication, spanning over 30 years of scientific activity, professor Payne has fundamentally transformed the field of social work as a profession and academic discipline. One may get a sense of the scope of his recognition, by noting that there are no less than 12,000 citations of his work on Google Scholar and 71 entries in the Web of Knowledge database.

Our ceremony today is also a historical event for the social workers of Romania, professor Payne being the very first social worker to whom the University of Bucharest awards this honorific degree, based on the recommendation of the Faculty of Sociology and Social Work. We feel that this honorific degree is fully deserved, as professor Payne's contribution to the growth of the social work has a global dimension.

Currently, Malcolm Payne is an emeritus professor of the Manchester Metropolitan University, but also professor of Kingston University and University of Chichester, and docent of University of Helsinki.

The scientific work of professor Malcolm Payne is diverse, covering many areas of knowledge about society. His long list of books, research and articles published with major editors (Routledge, Policy Press, Palgrave Macmillan etc.), have substantially helped the teaching of social work across the world. His most known work, *Modern Social Work Theory*, which has reached the 5<sup>th</sup> edition (US, 1991, 1997, 2005, 2014), has been translated in many languages: Spanish (1995, 2005), Chinese (1995, 2005); Estonian (1996, 1997), Greek (2000); Serbo-Croatian (2001), Korean (2001); Portuguese (2002), Swedish (2002, 2015), Danish (2006), Russian (2008), Romanian (2011), Farsi (2014) and Indonesian (2016).

Professor Payne is also one of the most active ambassadors of science, as he has been a keynote speaker at dozens, even hundreds of international conferences across the world (Australia, England, Canada, Finland, Sweden, Spain, Slovakia, Portugal, Czech Republic, Turkey, Poland, Denmark, Scotland, Japan, US, Iceland, Korea, Bulgaria, Norway, Russia, Hungary etc.). Among the many universities in these countries, professor Payne has also been invited to the prestigious *London School of Economics and Political Science*.

Professor Payne has also interacted closely with the scientific and social workers in Romania, supporting the academic and institutional development of social work, as his books and articles are present in the core bibliography for the students of social work. He is also a member of the editorial board of the *Revistei de Asistență Socială* [*Social Work Review*], a respected journal in our discipline in Romania, which helps support the social work research, and policies, and which is currently indexed in many international databases.

Another important contribution of professor Payne for social work in Romania is the Forward to the edited volume *The Social Work of Groups at Risk* [*Asistența Socială a Grupurilor de Risc*, Polirom, 2010], a handbook that gathers entries from the most important academics in Romania. The same publishing house has translated professor's Payne book *Modern Social Work Theory* into Romanian in 2011. Professor Payne has also participated in workshops and conferences organized in Romania; last time around this has happened in 2017, when he was keynote speaker at the *International Conference of Social Work* organized by the Faculty of Sociology and Social Work.

The University of Bucharest is honoured to offer today the title of *Doctor Honoris Causa* to professor Malcolm Payne, as a recognition for his contribution to spreading and increasing the prestige of social work at the international level.

Doru Buzducea, PhD,  
Professor and Dean, Faculty of Sociology and Social Work

Bucharest, April 4, 2019

# Curriculum Vitae

## Malcolm Payne

BA, DipSS, PhD

Honorary: Emeritus Professor, Manchester Metropolitan University; *Docent*, University of Helsinki; Professor, Kingston University/St George's Medical School; Fellowship, University College Chichester.

### QUALIFICATIONS

Registered social worker, no. 1014966

Registered Practitioner, Higher Education Academy, no. 23700

- 2002 PhD (The Politics of Social Work Theory), Manchester Metropolitan University
- 1969 BA (2i) Sociology and Social Studies, Keele University
- 1969 Diploma in Social Studies, Keele University (professional social work qualification)

### WORK EXPERIENCE

- 2011–2014 Pedagogue in Social Work, Comenius University, Bratislava, Slovakia (part-time)
- 2008–2013 Visiting Professor, Opole University, Poland (part-time)
- 2008–2012 Policy and development Advisor, St Christopher's Hospice (part-time)
- 2003–2008 Director, Psycho-social and Spiritual Care, St Christopher's Hospice
- 1987–2002 Head of Department, Manchester Metropolitan University (Professor: 1993)
- 1986–1987 Assistant Director, Development, Richmond Fellowship for Community

1986–1988	Mental Health
1981–1985	Chief Executive, Liverpool Council for Voluntary Service
1976–1980	Lecturer in Social Work, University of Bristol
1974–1976	Area Social Services Officer, Wakefield Social Services Department
1973–1974	Senior Social Worker, Bradford Social Services Department
1971–1973	Social Worker, Bradford Social Services Department
1969–1971	Probation and After-Care Officer, Bradford

## MANAGEMENT

2003–2008	Management of creative therapies/day unit, mental health, social work and spiritual care services; also: clinical volunteers, community outreach, policy (notably, equalities, adult protection, complaints, clinical reviews) research.
1987–2002	Management of university department of (at its largest) 45 staff, 700 students; extensive development of course programmes and research, international co-operation; extensive participation in higher education quality assurance processes
1986–1987	Management of national development team; management of the annual Housing Corporation bid (c£1m annually); Parliamentary and policy liaison
1981–1985	Management of 20 staff, including negotiation with trade unions etc.; management of charitable Trust Corporation distributing £1m annually and administering £8m capital; representation and leadership of voluntary sector in relationships with local and central government; representation of voluntary sector in relation to employment projects; introduction of equal opportunities policy and procedures
1976–1980	Co-ordinator of PG Social Work course; liaison with social services departments
1974–1976	Management of social services area office with 90 field and domiciliary staff; management of DHSS-funded 'cycle of deprivation' pre-school project; liaison with planning department over local plan consultation
1973–1974	Professional leadership of a team of social workers and social work assistants; responsibility for homeless women's accommodation; two community projects

## RESEARCH (GRANTS ONLY)

Social work and health inequalities, (ESRC research seminars grant, £14,300, 2005, co-holder)

Policy development in the Russian Federation (Project Co-ordinator, EU grant c.300.000 euros – 2002)

Critical and reflexive practice in social work (University of Helsinki, c£9,000, 2000–3)

Community care and housing, especially for mentally ill people (Cheshire County Council grant, £2700, 1994)

Child Advocacy (Gulbenkian Foundation grant, £5,000, 1993–4)

Practice Teaching (CCETSW grant, £16,900, 1988–9)

## INTERNATIONAL EXPERIENCE

**Refereed and keynote papers** presented at conferences worldwide, including keynote speaker, World social work congress, 2012

**Instituto Politécnico de Castelo Branco, Portugal:** Member, Specialists Monitoring Research Team – Research Unit for Ageing Land (2018 to date)

**Comenius University, Bratislava, Slovakia** Pedagogue (201–14)

**Opole University Poland,** Visiting Professor (2008–2013)

**Development of Social Policy Centre, Izhevsk (Russian Republic)** EU Project leader. (2001–2)

**Canada-China project on the development of social work education:** Keynote at launch conference, Beijing Ministry of Civil Affairs (2000)

**SweBIH/Stockholm University project on the development of social work education in the former Yugoslavia:** International advisor; contributor to development of social work education in the former Yugoslavia, Dubrovnik, Banja Luka, (2000–1)

**University of Helsinki:** International Readership, Swedish School of Social Science (1995–8 extended to 1999). *Docent* (Finnish) Department of Social Policy (1999 to date)

**Joint University Council:** member then convenor, International Sub-Committee, 1990–6

**International Association of Schools of Social Work:** UK Board member, 1990–6

**Berufsakademien, Stuttgart,** (for OUVS) institutional and social work degree validation (2000)

## HIGHER EDUCATION (SELECTED)

**Social Work and Policy learning and teaching subject network:** Board member, 2000–2

**Association of Professors of Social Work:** Member (1993–2002); Policy and Strategy Committee (1996–2002); Chair (1998–2002)

**Co-ordinating Group for FE and HE interests in the PSS:** founder and chair, 1997–2002

**Open University Validation Services:** Consultant/panel member/chair validations of higher education courses

**Open University:** Consultant, course on social work and people with hearing impairments 1989–91

**Council for the Accreditation of Teacher Education:** Member. Local professional panel 1992–4

**Central Council for Education and Training in Social Work:** Member, Panel of External Assessors for Diploma in Social Work Courses (1991–6)

**Higher Education Funding Council:** Specialist Assessor, Applied Social Work (1993–4)

**Council for National Academic Awards:** Member, specialist panel on social work (1990–3)

**Assessor for senior/professorial posts:** Buckinghamshire College of HE, Liverpool John Moores University, de Montfort University, University of Glasgow, St Martin's College, Lancaster, Tel Aviv University, Rutgers University, New Jersey

## EDITORIAL

**Co-editor,** *Reshaping Social Work*, book series, Palgrave Macmillan, (2004–2010) Editorial Advisory Board, BASW/Macmillan Practical Social Work series (1979–2002)

**Editorial Board,** *Social Work Today*, (1979–82), *Practice* (1993–7); *Professional Social Work* (1993–2001), *International* (previously Scandinavian) *Journal of Social Welfare* (1995 to date), *European Journal of Social Work* (1997–2002), *Hospice Information*, (2003–2008). *Hong Kong Journal of Social Work* (1998–2009), *Indian Journal of Social Work* (2000 to 2012), *Perspectives in Social Work* (annuals, edited from Slovenia) (1998–2002) *Lavoro Sociale* (Italian Journal of Social Work) (2000 to 2004); *Ethics and Social Welfare* (2005–13); *End-of Life Care* (2006–10); *Australian Social Work* (2006–10); *Revista de Asistență Socială* (Romanian Social Work Review) (2010 to date); *Sociální práce/Sociálna práca* (Czech and Slovak Journal of Social Work) (2011 to date); *Nursing and Public*

*Health* (in Polish) (2011 to date); *Azarbe, Spanish social work journal* (2011 to date); *Egyptian Journal of Social Work* (2015 to date)

**Editorial Advisor**, *Occasional Papers*, Hong Kong Polytechnic University, Department of Applied Social Studies (1995–2000)

**Journal refereeing** (recent): *British Journal of Social Work*, *International Journal of Social Welfare*, *Journal of Social Work*, *Ethics and Social Welfare*, *End of Life Care*, *Australian Social Work*, *Mortality*

**Book refereeing** (recent): Ashgate, Cambridge University Press, Palgrave, Open University Press, Oxford University Press (UK and USA) Policy Press, Routledge

## EXAMINING ETC.

### External Examiner:

**PhD:** Edinburgh University, palliative care public health in schools (2015); Wolverhampton University, Critical social work (2009); Sheffield University, Recent developments in the probation service in relation to social work (2008); Deakin University, Australia: The autonomous subject in social work practice (2007); La Trobe University, Australia: Place in social work; (2007) Nottingham Trent University: Religion and the History of Social Work (2006). La Trobe University, Australia: Patients' experiences of cancer (2006), University of Bristol: Views of social work as a profession (2005); University of Sheffield: Multiprofessional work (2005); University of Kent: Identity of social work (2002); Andhra University, India: Education for women's development (2001); workforce planning in social services (2000); Manchester University: Spirituality and Social Work (2000), London School of Economics: mental health community services (2000); Southampton University: Care management (1999); University of Central England: on health and social care management (1999); London School of Economics: on mental health community care (1998), Middlesex University: on networking in social work (1997), user participation (1997); La Trobe University, Australia: on the politics of social work (1996); Warwick University: on keyworking in residential care (1994)

**MPhil:** Lusiada University, Lisbon, Ideological and ethical issues in social work (2010) Southampton University, social services management (1997); University of Wales, Cardiff, social services management (1995); Hong Kong Polytechnic University: hermeneutic approaches to mental illness (1994); Sheffield University: community care management (1994); Southampton University: health and social services co-operation (1982)

**Courses:** University of Kent at Canterbury, MSc in Palliative Care, 2006–9, University College, Chichester, Masters courses in social work and social policy (2001–5), Southampton University: Masters Courses in Professional Studies

(1999 to 2002), Lancaster University: MSc in social services management (1989–96); chief examiner for modular masters course in social and community management (1994–9), Dundee University: MSc in community care (1996–2001)

Kingston University: MSc in community care management (1995–9), Plymouth Polytechnic: Post-qualifying course in Advanced Social Work (1980–3)

Liverpool Polytechnic: Post-qualifying course in Social Work Management (1984–7)

Open University: Diploma in Professional Studies on working with Deaf People (1992–4)

**CQSW courses:** Wolverhampton (1981–4), Lancashire (1982–6), North London (1987–1993) Polytechnics; Humberside College, then Polytechnic (1987–1991)

**DipSW courses:** (with MA) University of Wales College of Cardiff (1992–6); South Wales Partnership (with University of Wales DipHE) (1992–6)

## COMMUNITY/PROFESSIONAL INVOLVEMENT (SELECTED)

### *Government/official*

**National End-of-Life Care Strategy,** Social Care Advisory Group (2010–11)

**NHS SW London Cancer Network:** Palliative Care working group, Guidance implementation Group, Chair and member of various workstreams (2003–2008)

**NHS Workforce Confederation, North-West,** Board member (2001–2)

**Department of Health, Social Services Inspectorate:** External consultant, inspection of social services case records 1999–2000

**Equal Opportunities Commission:** Consultant in County Court case (1989–90)

**ACAS:** Consultant, ACAS Industrial Relations review in a social services department (1987)

**Wagner Committee:** Member, Independent Review of Residential Care (1986–8)

**Greater Manchester Probation Service:** Member, Area and Personnel Committees (1988–1990); consultant: management development programme for senior probation officers, 1990–1, change management programme for senior staff, 1990–1

**Merseyside Area Manpower Board:** Member (1981–5)

### *Professional/voluntary*

**Cruse Bereavement Care:** Safeguarding trainer

**Methodist Church, Trinity Sutton and Circuit:** Safeguarding adviser and trainer (2012 to date)

**National Youth Advocacy Service:** Trustee (1998–2000)

**Advice, Advocacy and Representation Service for Children:** Member,

Management Committee of national child advocacy service, from 1991; Chair (1995–8)

**Independent Representation for Children in Need:** Trustee (1984–1995).

**Volunteer Centre (UK):** Board of Governors, Finance and Staffing Sub-Committee (1984–1989)

**British Association of Social Workers:** member of Council, Education and Training Committee, Professional Practice Committee, Ethics Advisory Panel. Chair of the project group which produced the report: *Effective and Ethical Recording* (BASW Publications, 1983)

**MIND:** Chair, Bristol MIND (1977–80), Consultant, Liverpool MIND (1981–5).

**Southmead CHC:** member; Chair, Mental Health Group, (1977–80)

# Publications

Malcolm Payne

## Books

- Askeland, G. A. and Payne, M. (2017) *Internationalizing Social Work Education: Insights from notable figures across the globe*. Bristol: Policy Press
- Payne, M (2017) *Older Citizens and End-of-life Care: Social work practice strategies for adults in later life*. London: Routledge
- Payne, M. (2011) *Citizenship Social Work with Older People*. Chicago: Lyceum; Opole: Opole University Press; (2012) Bristol: Policy Press
- Payne, M. (2011) *Humanistic Social Work: core principles in practice* Chicago Lyceum; Basingstoke: Palgrave Macmillan (with an Introduction to the UK edition)
- Reith, M. and Payne, M. (2009) *Social Work in End-of-Life and Palliative Care*. Chicago: Lyceum; Bristol: Policy Press
- Payne, M. (2009) *Social Care Practice in Context*. Basingstoke: Palgrave Macmillan.
- Payne, M. and Askeland, G. A. (2008) *Globalization and International Social Work: Postmodern Change and Challenge*. Aldershot: Ashgate. Foreign edition: Chinese: Futaba Book Gallery, Taiwan, 2012
- Payne, M. (2005) *The Origins of Social Work: Continuity and Change* Basingstoke: Palgrave Macmillan
- Payne, M. (2000) *Anti-bureaucratic Social Work* Birmingham: Venture
- Payne, M. (2000) *Teamwork in Multiprofessional Care* Basingstoke: Macmillan; Chicago: Lyceum 2000
- Payne, M. (1996) *What is Professional Social Work?* Birmingham: Venture. 2<sup>nd</sup> edition 2006 Bristol: Policy Press; Foreign Editions: USA, with a new introduction: Lyceum, 2006; Jaipur: Rawat, 2008
- Payne, M. (1995) *Social Work and Community Care* Basingstoke: Macmillan; Foreign editions: Japanese (Tsutsui Shobo), 1997; Italian, with a new introduction (Edizioni Erickson), 1998); Persian (Allameh Tabata'ai University – 3<sup>rd</sup> imp 2011)
- Payne, M. (1993) *Linkages: effective networking in social care* London: Whiting and Birch
- Payne, M. (1991) *Modern Social Work Theory* Basingstoke: Macmillan; Foreign editions: USA (Lyceum), 1991, Spanish, 1995; Chinese, 1995, Estonian, 1996; 2<sup>nd</sup>

**edition** 1997; Foreign editions: USA (Lyceum), 1997; Greek, 2000; Serbo-Croat, 2001; Korean, 2001 Portuguese, 2002; Swedish, 2002; Chinese, 2005; Spanish edn of the 2<sup>nd</sup> edn republished. **3<sup>rd</sup> edition** 2005; Foreign editions: USA: Lyceum (2005) Danish: Hans Reitzels Forlag (2006) Russian: Academia Press, Moscow; Chinese (with a new introduction): (2008). Spanish and Swedish edns of 3<sup>rd</sup> edn republished. Romanian edn (Polirom, 2011); Persian, (Danjeh). **4<sup>th</sup> Edition** 2014; Foreign editions: USA: Lyceum (2014), Swedish (2015), Indonesian (2016)

Payne, M. (1986) *Writing for Publication in Social Services Journals* London: Richmond Fellowship (training pack) (2<sup>nd</sup> edition), London: Whiting and Birch, 1990; (3<sup>rd</sup> edition), 1997

Payne, M. (1986) *Social Care in the Community* Basingstoke: Macmillan

Payne, M. (1982) *Working in Teams* Basingstoke: Macmillan

Payne, M. (1979) *Power, Authority and Responsibility in Social Services: social work in area teams* Basingstoke: Macmillan

## Editor

Payne, M. (2017) *Czech and Slovak Social Work*, *ERIS Journal* 2017. 17(1)

Payne, M. (2013) *Special English Edition*, *Czech and Slovak Social Work*. 13(5)

Krzyżanowski, D. M., Payne, M. and Fal, A. M. (2013) *Ból I Cierpienie – ujęcie interdyscyplinarne. (Pain and Suffering – an interdisciplinary approach.)* Wrocław: Presscom

Brağiel, J., Dąbrowska-Jabłońska, I. and Payne, M. (eds) (2011) *Social work in adult services in the European Union: Selected issues and experiences*. London: College Publications

Adams, R., Dominelli, L and Payne, M. (eds) (2009) *Practising Social Work in a Complex World*. (2<sup>nd</sup> edn of: *Social Work Futures: crossing boundaries, transforming practice*) Basingstoke: Palgrave Macmillan

Hartley, N. and Payne, M (eds) (2008) *The Creative Arts in Palliative Care* London: Jessica Kingsley

Adams, R., Dominelli, L and Payne, M. (eds) (2005) *Social Work Futures: crossing boundaries, transforming practice*, Basingstoke: Palgrave

Adams, R., Dominelli, L and Payne, M.(eds) (2002) *Critical Practice in Social Work* Basingstoke: Palgrave. 2<sup>nd</sup> edn Basingstoke: Palgrave Macmillan 2009

Payne, M. and Shardlow, S. (eds) (2002) *Social Work in the British Isles* London: Jessica Kingsley

Adams, R., Dominelli, L and Payne, M. (eds) (1998) *Social Work: Themes, Issues and Critical Debates* Basingstoke: Macmillan; 2<sup>nd</sup> edn Basingstoke: Palgrave, 2002; 3<sup>rd</sup> edn 2009

Shardlow, S. and Payne, M. (1998) *Contemporary Issues in Social Work: Western Europe* Aldershot: Arena

Arkley, S. and Payne, M. (eds) (1993) *Search: the social services and community care consultancy and training directory, 1993–4* Birmingham: BASW Trading

Arkley, S. and Payne, M. (eds) (1991) *Search: the social services consultancy and training directory, 1991–2* Birmingham: BASW Trading

Payne, M. (ed.) (1985) *Donor's Guide to Merseyside Charities* Liverpool: Liverpool Council for Voluntary Service

### **Research/consultancy reports**

Payne, M. (2008) (Confidential location) *Service design for a palliative care social work service*. St Christopher's Hospice

Payne, M. (2008) (Confidential location): *Social work, chaplaincy and bereavement team management*. St Christopher's Hospice

Payne, M. (2000) *Publication and Editorial Practices in (confidential location)*. Manchester Metropolitan University

Emerson, D., Taylor, R. and Payne, M. (1996) *Report on the Warrington Mental Health Advocacy Project*, (and Newsletter-style summary report), Manchester Metropolitan University

Dalrymple, J. Payne, M. Tomlinson, T., Ward, S.(1995) *'They Listened to Him': Report to the Gulbenkian Foundation*, Manchester: ASC and Manchester Metropolitan University

Rodgers, J. and Payne, M. (1989) *Report of the Practice Placements Development Project*, Manchester Metropolitan University

Payne, M. and Oliver, P. (1987) *Report on an Industrial Relations Review in (Confidential location)* Manchester ACAS

Mountain, J. et al (1979) *Employment of Psychiatric Patients* Bristol MIND (Supervisor)

### **Refereed papers**

Payne, M. (2017) Applying critical social work theory in practice. *Zeszyty Pracy Socjalnej*, 22(3): 169–193

Payne, M. (2017) Peer support in mental health: a narrative review of its relevance to social work. *Egyptian Journal of Social Work*. 1(4): 1–14

Payne, M. (2017) The local, European and international discourse of social work. *Czech and Slovak Social Work*. 17(1): 2–4

Payne, M. (2016) Sotsiaaltöö ja sotsiaaltööharidusega seotud päevakajalised teemad Ühendkuningriigis *Sotsiaaltöö* 4/2016: 94–8

Payne, M. (2014) Reading social work. *Czech and Slovak Social Work*. 14(5): 4–18

Payne, M. (2014) European social works and their identities. *ERIS Web Journal*. 2/2014: 2–14

Payne, M. (2014) Exploring meaning in end-of-life care practice. *European Journal*

- of *Palliative Care*. 21(5): 240–4
- Payne, M. (2013) Positive boundary-crossing in social work. *Czech and Slovak Social Work*. 13(5): 2–4
- Payne, M. (2013) Applying citizenship social work with older people and people at the end of life. *Azarbe: Revista Internacional de Trabajo Social y Bienestar* 2: 69–79
- Payne, M. (2013) Extending advance care planning over the care career. *European Journal of Palliative Care*. 20(1): 34–37
- Payne, M. (2012) Paradigms of social work: alternative perspectives on social work practice theory. *Czech and Slovak Social Work*. 12(5): 3–12
- Payne, M. (2012) Idee modern e postmoderne nella teoria del servizio sociale. *Rassegna di Servizio Sociale*. 51(4): 41–61. ISSN 0033–9601
- Baulkwill, J., Dechamps, A., Manning, J., van der Croft, N. and Payne, M. (2012) Young carers in palliative care: a groupwork project. *European Journal of Palliative Care*. 19(6): 296–9. ISSN 1352–2779
- Payne, M. (2012) Communication in the palliative care team. *Pielęgniactwo I Zdrowie Publiczne (Nursing and public health)*. 2(1): 39–48
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# Risk, Security and Resilience Work in Social Work Practice

Malcolm Payne\*

**Abstract.** *This paper raises questions about risk work in social work practice: its aims conflict and sources of concern about risk need to be balanced in practice decisions. Risk work is problem-focused, uses deficit language and may be a source of oppression of poorer groups in society through increased surveillance and limitations on freedom of action. A more transparent and dialogic practice may be an important counterbalance. Alongside risk work, security work focused on physical, and legal security and ontological security of self-identity can offer an important positive approach, strengthening resilience.*

**Keywords:** risk, security, resilience work, social work practice

## Introduction

The papers explore an area of great concern for social workers: the management of risk in practice. I aim to complement these papers by examining risk work, that is, social work practice that focuses on risk, and possible developments of it focused on security and resilience. Seeing risk work as important in social work raises questions about the aims of risk work, the nature of risk and concern about complicity with oppressive surveillance in society. I propose a focus on security and resilience alongside risk work as a contribution to resolving some of these problems and outline some possibilities of security work as a future for social work with at-risk groups.

## Aims of risk work

What are the aims of working on risk in social work and who sets them? Concern about risk may become an issue in the arena of policy formation, or it may emerge from professional responses to issues with a particular client group. In the policy arena, governments may respond to public concern about a social issue. To understand this

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policy response we may need to examine how the issue came to public concern, the nature of that concern and how it came to be a political issue, and how the various alternative potential actions led to a risk-oriented approach. This social construction approach to social problems emphasises that identifying an issue as problematic and designing social responses to it are not neutral social processes, but profoundly affected by social values and political debate. These political processes turn claims about an issue into a problem that requires a social policy response, that in turn may specify a role for a social agency to work with an 'at-risk' group (Spector and Kitsuse, 2006). This is then taken to justify social and public intervention with that group. But how do these social processes lead to an assessment of the nature and severity of the risks that may justify interventions and what kinds of interventions are acceptable?

In the professional arena, practitioners or managers may become aware of concerns about the experiences of a particular group, seeing them as endangered in some way. This then leads to action to manage or mitigate that danger. But where do the awareness and action come from? Are they requested by clients themselves, or perhaps by their families, whose interests might be different or do professionals identify a risk that clients and communities do not see? Again, how a social issue is identified and the social processes it goes through on the way to the adoption of a risk-oriented intervention are not unproblematic. Practitioners must at the least understand and perhaps question the adoption of risk work as the policy and practice response to a social issue.

Who is at risk? If we look at the example of women and children who are trafficked there are risks of humiliation, abuse, disease, social exclusion, loss of family and human rights for women and children affected. There is also a social risk of family and community dislocation in the country of origin. Societies where women and children are trafficked to may see a rise in social dislocation through increases in prostitution or domestic slavery. Organised trafficking may create income flows for organised crime, growth in violence and criminal activity, not only in the countries of origin or destination, but also in transit countries. Responses may therefore come from different concerns: governments may be responding more to the risks of social dislocation, whereas practitioners may be more focused on the emotional and physical dangers for women and children. Conflicts of priority and about the right approach to take may result from these different interests.

### **The nature of risk**

Issues may also arise for practitioners over the nature of risk. Risk is the likelihood of physical or psychological damage. To focus on risk is an example of problem-focused social work using deficit language: we look at the problems and what might go wrong. It seems to clarify and set an objective in the situation: removing

factors in the situation that present risks increases safety. But risk is a matter of probability: a risk is the likelihood, not the certainty, of something happening. Assessing a risk means saying that it is more or less likely. Also, the objective probability of a risk and the subjective perception of those risks differ, and people in different circumstances may assess risk differently. If an assessment of risk brings a successful outcome, there will be no problem, but if things go wrong, hindsight allows people to identify all the things that might have been taken into consideration and to vary the judgment made at the time. We often worry more about preventing the risk of unlikely but morally reprehensible actions such as child abuse rather than concerning ourselves with preventing likely but blame-free actions, such as a child falling (Macdonald and Macdonald, 1999).

Some further points: we are usually looking at a risk of harm rather than positive risks. Also, there is often a benefit to taking a risk. And the problems assessed as presenting risk might not lead to something going wrong, so we will have intervened unnecessarily and perhaps oppressively in some cases.

These point become clearer when we turn our gaze from social evils such as trafficking to look at broad client groups, such as older people. We all age and are all affected in different ways, so becoming old is not an objective social category defined by some clearly identifiable risk factor. The fact that ageing is universal raises the question: should we intervene to prevent or manage risks that might arise through ageing? An older person may become physically or mentally frail, and they may lose their capacity to make decisions in their own best interests. What level of risk justifies our intervention in spite of respect for the client's self-determining autonomy? Should we intervene if self-neglect leads an older person to poor nutrition? Or should we wait until this leads to more serious disease? What factors might justify forcing them to accept help to prevent later ill-health? Should we persuade them assertively to accept unwillingly a place in a care home where they will be unhappy but safe from falling? In such situations, practitioners have to balance many different factors and possibilities. They will also have to balance differing points a view. Relatives of an older person may be fearful or want to avoid risk that the older person themselves would happily accept. Other professionals or politicians may prefer safety rather than the happiness of an insecure sense of freedom from interference.

There may also be differences in values that raise questions about risk work. For example, a hospice caring for dying people may seek to reduce the risk that its clients might commit suicide. The reasons for doing so are various. An important one is that many dying people suffer from depression and anxiety about their situation, which might lead to psychological distress and attempts at suicide. Effective symptom management and psychosocial help might enable them the lead a satisfying life during this last phase of their lives and to die

well; this might also prevent distress in their family. Preventing suicide offers an opportunity for intervention that might help dying people to make these positive achievements (Reith and Payne, 2009). There may well be other social factors in the concern about suicide risks. For example, a hospice might also be concerned about the possibility of public criticism if many of its patients were able to commit suicide: it might be said that the hospice was facilitating euthanasia, and this might lead to a loss of public support that is essential for doing its work. Moreover, there is public debate about the right of people to take their own life, either at all, or in order to avoid illness, frailty and pain. Some people and most religions regard this as an immoral act, while other people and systems of thought regard people as free to take their own lives. Relatives of the dying person who is thinking of suicide might take different points of view. How are we to evaluate their distress at a loved one's decisions against the rights of the person making a decision for suicide? So, accepting suicide too readily might be seen as inconsistent with the fundamental values of an organisation caring for dying people. All these matters may justify an appropriate intervention with people attempting suicide at the end of life, or to other people may require a judicious standing aside from interference.

It is clear then that social work must balance different forms of risk: risk to individuals, risk to society, risk to social care organisations, risk to practitioners. Whatever a social care organisation does or fails to do may, therefore, affect public perception of its role and the objectives and practice of social work. This has been a concern across many European countries in dealing with risk of child abuse and neglect (Kuijvenhoven & Kortleven, 2010). In the UK, social workers have experienced public criticism for early intervention or failing to intervene. Moreover, the outcomes of intervention are not neutral factors. Public care and residential care often do not have positive outcomes: is it better to leave children in poor, but not extremely dangerous, home conditions rather than admitting them to children's homes that may not have a good outcome?

Issues about risk and protection for children who are being abused or neglected raise concerns about the balance of responsibility between parents, other relatives and official intervention. Risk work raises similar issues in many different situations because social work is an apparently positive form of intervention aiming to help people, but may conceal official interference in personal and social freedoms.

### **Social work and surveillance**

Gilliom (2001) has made the point that, throughout history, welfare services, including social work, have been used to maintain surveillance of the poor and of groups in society that potentially present problems of social order and social

disruption. Since social workers may focus on risk because they fear criticism for things that go wrong. There are two things about such criticism: it is usually of people who are socially excluded or whose behaviour is seen as morally wrong. Patterns of social oppression mean that powerful groups and opinion formers in society use moral and social failings to reinforce their power. They also exercise power by blaming professionals for failing to prevent risks from materializing as actualities. Such criticism is always made with hindsight: the critics know that the situation actually went wrong, even though there was a low risk of the worst happening. Social workers and other officials dealing with risk develop approaches to protect themselves from criticism; such approaches include formal assessment tools or emphasizing administrative and legal responsibilities for protecting vulnerable people.

The modern state represents a shift from personal forms of social control toward bureaucratic and organizational control (Dandeker, 1990), in which social workers and all helping professions play a part through their bureaucratic agencies. Foucault's (1979) work on prisons and the social control of sexuality made clear that helping and caring activities are often managed in such a way or seduced into ways of working that support the needs of the state for social order. Social order benefits many people, including those whose freedoms are limited, and people feel more secure in a socially ordered state. For example, people who live in violent and physically deteriorating neighbourhoods may well be strong supporters of surveillance and risk-avoiding practice. However, that order is always a balance between advantages and restrictions. This is particularly so when the restrictions are secret or partially concealed. One of the concerns about the social control achieved by helping and caring activities is that the benefits of caring may be outweighed by loss of autonomy and the fact that a caring attitude hides social restrictions that come along with it.

Graham and Wood (2003) have suggested that official records and closed circuit television (CCTV) are crucial aspects of surveillance in the modern state. People are categorized by these apparently neutral technical devices, particularly according to the spaces that they occupy, and particularly where inequalities label them as potentially dangerous, difficult, or in need, surveillance. For example, if you go to the information service of your local government offices, you can often select your own information or receive leaflets and advice freely. If, however, you go to a social work agency, a record of your identity and some assessment of your needs is retained. If you live in or visit areas where there have been problems of disorder or crime, shops and the local police may be able to see CCTV records of your visit and your actions. Some of this may be helpful or desirable, but the use that agencies make of these records may disadvantage you or limit your freedoms.

## Security rather than risk management

A more positive option than risk assessment and management is to practice with a focus on security and resilience rather than risk. If practitioners think about risk all the time, they will concentrate on what may go wrong, and this may lead to blaming behaviour, by practitioners or powerful people in society, if things go wrong: blaming the client, client groups, practitioners, their agency or society. At-risk groups may be made to feel responsible for being at risk.

Risk, therefore, has its limitations as a concept for doing social work by, but is security any better? Security is people's belief that they will be safe from harm and exploitation in their social environment and remain free to make choices that develop their self. Security is closely connected with the human rights. This is partly because physical and legal security are also important dimensions of equality (Equalities Review, 2007). People who are insecure about their physical safety are oppressed by others; people who do not believe that they will be protected by the law against intolerance or by fair administrative procedures will feel insecure. Our self is closely bound up with the valuation of our personal identity, and developing and maintaining that identity is closely connected with national, family, and spiritual identities that are protected by charters of human rights. Ontological security means being able to maintain in our personal identities a thread of meaning and a stable sense of our self-identity (Thompson, 1996). Giddens (1991, 214) refers to a 'life politics' in which people seek a lifestyle that reflects their self-actualized identity in an ordered environment. Ferguson (2001) has proposed a social work based on helping people to make positive choices, and Webb (2006) has referred to trust and confidence as an important aspect of service provision and a significant aim in social work. Smith (2002) has pointed out, though, that the security of making our individualized choices in a relatively secure life environment means that we come to rely on the state or organized social institutions to maintain a wide social order that permits us to make these lifestyle choices. Thus, the development of our own secure self in our own secure environment requires a secure social order surrounding us.

If security requires a secure social order, social work needs to concern itself with what that order consists of. Insecurity limits our lives. Economic and psychological insecurity means that personal and family development cannot be fulfilled. An insecure child cannot grow; insecure people with mental illness or older people cannot take risks to improve their quality of life.

Restricting social work to security work may be too idealistic when practitioners face demands for risk assessments where children or vulnerable adults need protecting. Therefore, I propose a focus on security as part of rather than in

place of risk assessment and management (Payne, 2010). Instead of looking only at factors in the situation that might present a risk, we can also look for factors that will offer security. This is for three reasons: one is that these may balance the risk factors. Second, looking at security might suggest positive factors that can be enhanced, positive behaviours to be strengthened by empowerment techniques such as support groups or by cognitive-behavioural techniques. Third, the absence of security and of possibilities for achieving it may strengthen the confidence we place in a risk assessment.

Gilbert (2005) has distinguished between active and passive safeness. He sees safeness as a psychological state in which we feel safe, and from that position, we can explore how to meet our needs in a way that maintains our sense of feeling safe. As a consequence, he would say that you cannot become secure except from a safe situation; someone who has felt insecure for whatever reason in will not be able to achieve safeness. In a safe situation, people can actively explore, become affiliated with people, and play; passively, they are tolerant and accepting. Where there is threat, people become distressed; seek reassurance; and more passively, appease or submit to others' wishes.

### **Security work**

The practice of security work aims to increase people's control over their lives so that they can attain a quality of life that is important to them. This implies overcoming psychological ambivalences and uncertainties in people's thinking so that they may aim for their own objectives. For example, Goldson (2004) has pointed to an important ambivalence about children: we often see them as victims of the social order that adults create or as threats to it. A similar point might be made about vulnerable adults. We see and treat most adults most of the time as autonomous beings, capable of making their own security, whereas once we define them as vulnerable, they become liable to interventions to create security for them. When we see them as difficult, for example, mentally ill people, we ourselves become insecure and want to imprison or restrict them in other ways them to protect ourselves; then the security we aim at is for us rather than for them.

Sustaining a completely therapeutic focus for social work is not possible, because it always contains these elements of social control. Therefore, transparency of all the elements of practice actions is important. Informed consent, helping people to participate in decisions that affect them and seeking their views about how they should be cared for and treated through advance care planning is part of this. Achieving equality in relationship through dialogue with clients is also an important counterbalance to excessive control in social work. Because records are an important aspect of surveillance, making records accessible to enable clients to

check and put their interpretations into them is an important aspect of due process in social work practice. Moreover, transparency with records can be a useful way to enter dialogue with clients about interpretations of their situation. Similarly, hearing their own interpretations through narrative practice and through creative work can also contribute to transparency.

Therefore, it is important for social work practice to start from transparent engagement through dialogue with the narratives of clients and the people around them about their lives, rather than our own assumptions about them, because this can help to create the security that we are part of a safe environment for them. These can then lead to a focus on what will make them feel secure. It is important to engage in dialogue about several different aspects of security:

- Physical security, for example, avoiding unwanted change, accidents, violence, or fear of them
- Legal security, for example, feeling that the law and administrative procedures protect them
- Self-security, or being respected and valued by others

### **Resilience as an aim in security work**

Another positive factor that is becoming increasingly important in social work is resilience, the ability to bounce back from adversity. Knowing that they have resilience helps people to feel and to be more secure. Fraser, Richman and Galinsky usefully define resilience as “unpredicted and markedly successful adaptations to negative life events, trauma, stress, and other forms of risk” (1999, 136). This analysis points out that we talk about resilience only when people do better than expected at responding to adversity or to the risk of adversity. We do not refer to resilience when people react in a negative way to adversity. Ideas about resilience, therefore, assume that there will necessarily be adversities in people’s lives, that things will not always go well. Resilience assumes a norm of reaction that some people, whom we see as resilient, will improve on.

Resilience connects with a recent policy focus on well-being and healthy living (Greene & Livingston, 2002), and has been widely used in family and community work. It is useful because it is a positive idea that assumes that people have capacities to respond to difficulties. Therefore, a problem does not mean incapacity, and it may even stimulate strong and effective responses. In the context of the discussion of risk, it is interesting that the *National Resilience Resource Center* (2009) at the University of Michigan refers to people and communities being at promise rather than at risk.

The conventional resilience approach looks mainly at individual and family resilience, for example, in family work, developing mutual support and psychological

strengths, such as by promoting more shared activities and supportive behaviours (Walsh, 2006). One study with adolescent girls, many of whom were sexually exploited, focused on listening carefully to their experiences, maintaining their integrity so that their behaviour was not out of line with their moral preferences, and helped them negotiate more effectively to achieve their preferred outcomes in relationships (Watkins, 2002). Walsh's (2006) account of resilience practice in families starts from three main family processes:

- The family's belief systems, that is, how the family achieves agreement about the meaning of adversity. Resilient families focus on resilience coming from their relationships and on developing a greater transcendent or spiritual meaning of their experiences of adversity rather than looking for rugged individuals to maintain a positive outlook.
- The family's organizational pattern, that is, their crisis shock absorbers. This includes their flexibility to change direction, their connectedness and mutual support, and their social and economic resources.
- The family's communication processes, that is, how they facilitate working together. These include clarity and consistency in the messages they give one another, the ability to share emotions openly, and a collaborative approach to problem solving.

In another perspective building on residential care practice, Ungar (2009) helpfully identifies accessibility to resources as the main focus of resilience. He includes the following:

- People's ability to navigate through society to resources that improve their well-being
- The ability of people's physical and social systems to provide resources for their well-being
- The ability of people, their families, and their communities to negotiate culturally acceptable ways to share resources

Another Australian approach focuses on resources in communities (Hegney et al., 2008) drawing on research findings on how to stimulate community strength. Among appropriate techniques are: strengthening social networks and mutual support in communities, viewing problems and challenges, and accumulating learning from experience and seeking new learning. Leadership in developing shared beliefs are also important.

## **Conclusion**

Social work is pressed to respond to risk, by social pressures that may, however, be oppressive but also by the recognition of important dangers to individuals and in many of the social groups where social work is a valuable resource for social

improvement. The papers in this volume identify clearly the needs and issues that risk work with many groups raise. Risk work is important therefore, but needs to be balanced by a concern also for security and resilience, so that individuals, groups and communities working with social workers can work towards positive aims in their lives alongside risk assessment and management techniques.

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