

CO-BUILDING A NEW ECO-SOCIAL WORLD: LEAVING NO ONE BEHIND



WORLD SOCIAL WORK DAY
15TH MARCH 2022
#WSWD2022



Are we leaving
people behind
within the
profession?



Siobhan Maclean
March 2022

Leaving no one behind

Leave no one behind (LNOB) is the central, transformative promise of the 2030 Agenda for Sustainable Development and its Sustainable Development Goals (SDGs). It represents the unequivocal commitment of all UN Member States to eradicate poverty in all its forms, end discrimination and exclusion, and reduce the inequalities and vulnerabilities that leave people behind and undermine the potential of individuals and of humanity as a whole.

LNOB not only entails reaching the poorest of the poor, but requires combating discrimination and rising inequalities within and amongst countries, and their root causes. A major cause of people being left behind is persistent forms of discrimination, including gender discrimination, which leaves individuals, families and whole communities marginalized, and excluded. It is grounded in the UN's normative standards that are foundational principles of the Charter of the United Nations, international human rights law and national legal systems across the world.

LNOB compels us to focus on discrimination and inequalities (often multiple and intersecting) that undermine the agency of people as holders of rights. Many of the barriers people face in accessing services, resources and equal opportunities are not simply accidents of fate or a lack of availability of resources, but rather the result of discriminatory laws, policies and social practices that leave particular groups of people further and further behind.



The UN has developed two really helpful frameworks to support the principle of leaving no one behind

- Five steps
- Five factors for analysis
- With everything underpinned by a human rights based approach



5 factors





Step 1: Identify who is being left behind and in what ways, and who amongst them is the furthest behind (Gathering the evidence)

Step 2: Prioritise and analyse (Analysing the evidence)



Step 3: What should be done? (using the evidence to develop a plan)

Step 4: Measure and monitor progress



*This is very reflective
of the social work
process (and of the
What? Why? How?
framework)*



Step 5: Advance accountability to ensure change

FIGURE 1 FIVE FACTORS OF LNOB: ASSESSING THE EVIDENCE OF WHO IS LEFT BEHIND AND TO WHAT DEGREE?



At the intersection of factors, people face multiple, reinforcing sources of deprivation and inequalities, making them more likely to be left behind



DISCRIMINATION:
on the basis of assumed or ascribed identity or status
Consider: SDG outcomes & opportunities by sex, age, disability & social groups (as specified in the 2030 Agenda); evidence and recommendations from International human rights mechanisms, National Human Rights Institutions



GEOGRAPHY:
isolation, risk or exclusion due to location; includes environmental degradation, transport, technology
Consider: SDG outcomes & opportunities broken down by sub-national locality; inequities in mobility related to transport & internet access



VULNERABILITY TO SHOCKS:
includes conflict, climate, environmental
Consider: places or populations that endure more frequent and/or severe setbacks due to natural or environmental disasters, violence, crime or conflict, economic or other shocks



GOVERNANCE:
laws, policies, institutions, voice & participation (includes informal and traditional governing systems)
Consider: impact of laws, policies, taxes, budgets, formal and traditional practices by sub-population and locality (i.e. distributional impacts); ability to participate in government and decision-making; civic space



SOCIO-ECONOMIC STATUS:
multidimensional poverty; inequalities
Consider: multidimensional poverty of women, men and children; Gini coefficient; Inequalities-weighted Human Development Index; SDG outcomes and opportunities by income (and/or Multidimensional Poverty Index) quintile; sources on informal and vulnerable employment (see: www.ilo.org/ilostat/)

These are such valuable frameworks for us to use to think about how people are left behind...

They can help us to consider what is in our hands?

What can we do to ensure that no one is left behind?



Discrimination



We are an anti-oppressive,
anti-discriminatory
profession...

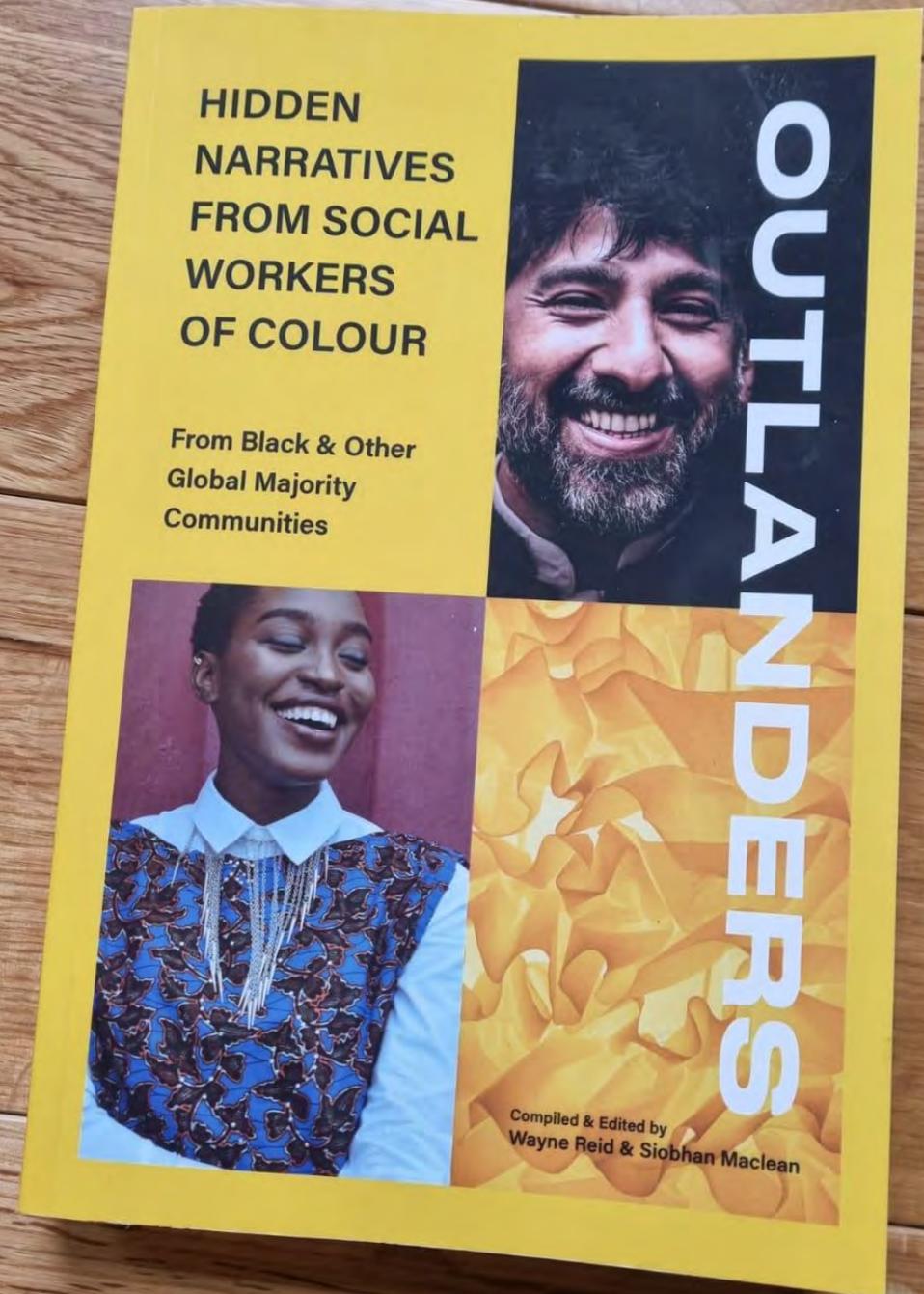
We need to
own up to the
fact that
social work, as
a profession,
is leaving
people behind



Outlanders was published a year ago today.

The powerful narratives contained within it illustrate the experiences of social workers within the profession – from microaggressions through to overt racism.

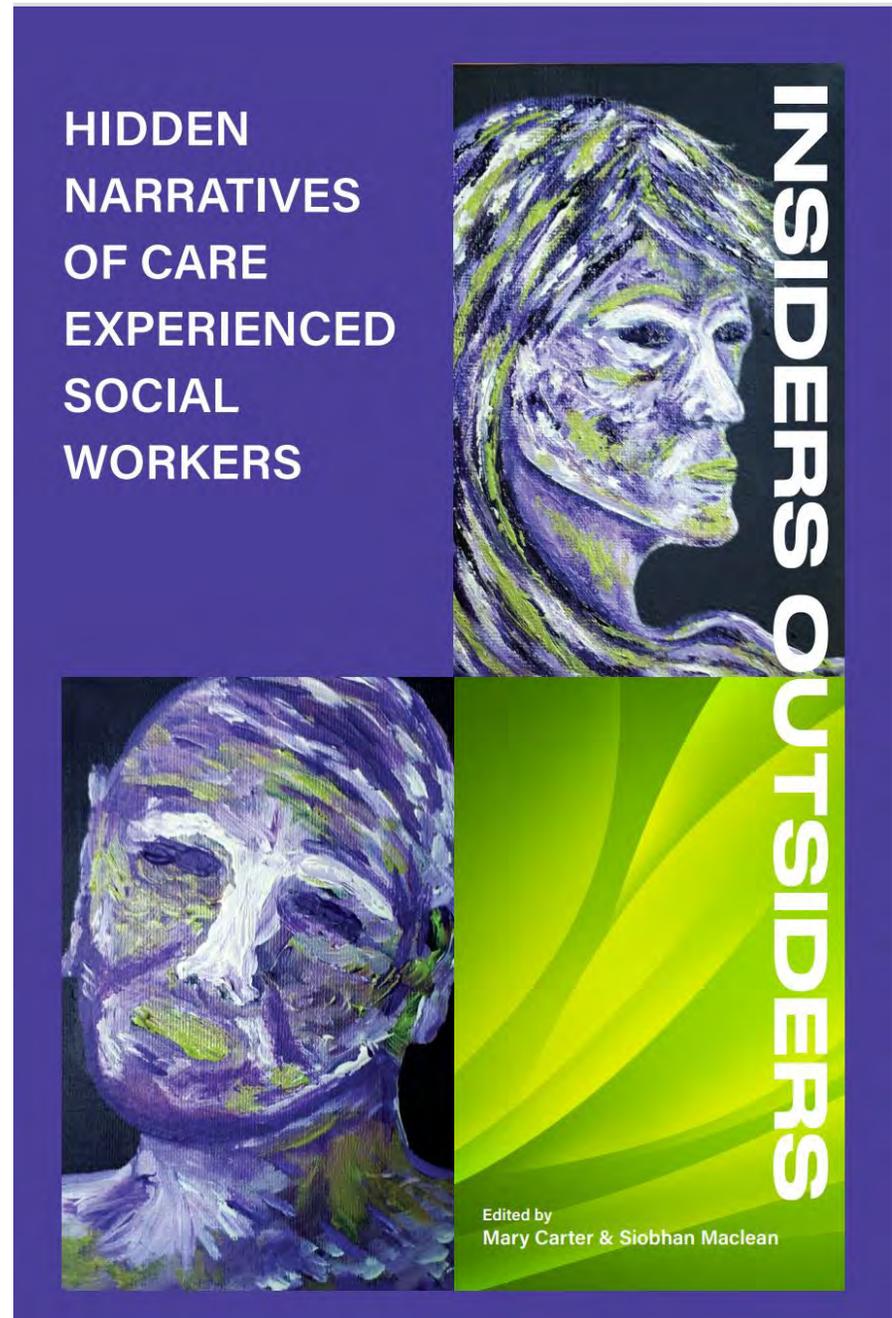
Are social workers of colour being left behind in the profession?



Insiders Outsiders

Due for publication next month this anthology contains a range of reflections from care experienced social workers – they grew up within the ‘system’ but now feel like outsiders within the profession.

The discrimination faced by the authors from within the profession is staggering





There is oppression within
the profession and we must
do more

Vulnerability to shocks

- This last two years has taught us a great deal about our own vulnerability to shocks on a range of levels:
 - Climate
 - Conflict
 - Covid
- This is all about **Crisis**
- The stress vulnerability model can be particularly helpful considering vulnerability to, for example, work-related stress



- Rapidly changing policy and practice
- Increased isolation
- Lack of 'situated learning' opportunities
- Lack of 'situated support'
- Lack of transitional opportunities
- Bringing work into your own home
- Issues around confidentiality
- Potential for 'moral injury'
- Where is your 'working' space?
- Where is your 'reflective space'?
- General boundaries issues
- Impact on relationship based practice



A hand is holding a red marker, and the word "CRISIS" is written in white, uppercase letters on the red surface of the marker. The background is a light, textured surface with some colorful brushstrokes in blue, green, and yellow at the bottom left.

CRISIS

Crisis theory

Caplan (1965) one of the first writers to discuss crisis intervention, suggested that crises have three phases:

1. Impact stage
2. Recoil stage
3. Adjustment and adaptation stage

Since then lots of writers have built on the stages, largely referring to impact and recoil but often changing the third stage (re-organisation, recovery or reimagining)

World Social Work Day 2014

18 March 2014 Worldwide

Social and Economic Crises –
Social Work Solutions:

Promoting equality & equity

Enabling people to living life sustainably

Building Participation

Facilitating caring communities

Respecting diversity Connecting people

www.ifsw.org

World Social Work Day

17 March 2015

Promoting the Dignity and Worth of Peoples

Respecting Human Rights & All

Respectful Communities = Sustainable Futures

FREEING SILENCED VOICES

RESPECTING VOICES = VALUING DIVERSITY

Social Workers For Human DIGNITY

www.ifsw.org

WORLD SOCIAL WORK DAY

MARCH 15, 2016

Societies thrive when the dignity and rights of all peoples are respected

SOCIAL WORKERS TOWARDS AN UNDIVIDED HUMANITY.

www.ifsw.org

WORLD SOCIAL WORK DAY

21ST MARCH 2017

PROMOTING COMMUNITY & ENVIRONMENTAL SUSTAINABILITY

www.ifsw.org

Designed by: Marika Rothkum

PROMOTING COMMUNITY & ENVIRONMENTAL SUSTAINABILITY

WORLD SOCIAL WORK DAY

20TH MARCH 2018

www.ifsw.org

PROMOTING THE IMPORTANCE OF

human relationships

Designed by: Marika Rothkum

WORLD SOCIAL WORK DAY

19TH MARCH 2019

www.ifsw.org

PROMOTING THE IMPORTANCE OF

Human Relationships

WORLD SOCIAL WORK DAY

17TH MARCH 2020

#WSWD2020

JUC
The professional association for social work and social workers

BASW
The professional association for social work and social workers

www.ifsw.org



我在，因我們在。

增強社會團結與全球連結

世界社工日

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新年快樂

Happy New Year



香港社會工作人員協會
Hong Kong Social Workers Association

World Social Work
Day poster in
traditional Chinese
from the Hong
Kong Social
Workers
Association

In Chinese the word 'CRISIS'
loosely translates as 'Opportunity
Riding on a Dangerous Wind'!

危机



Remember that phrase
“a little bird told me”?

Here I am doing death and dying at my kitchen table

I feel like my home has been invaded

I'm haunted by what I did. They were married 72 years and they never saw each other again.

I feel abandoned by social work leadership

My own children are hearing all this trauma

I don't know how tall they are I have only ever 'seen' my colleagues online

I opened the notes to read about the most horrendous child sexual abuse. I was sitting surrounded by my own daughter's toys.

Sitting at a computer closing case after case and having to click on 'death', I realised that tears were rolling down my face

I'm doing what I can but its never going to be enough. I keep asking myself how am I ever going to get over this?

When this is all over I will never want to come in this room again

Looking back I don't know how I justified some of what I did. And I am starting to ask myself 'why did I do that?'

How are you supposed to learn about your profession sitting in your bedroom in a Global pandemic? Watching it online just isn't enough.

It feels like a war zone and we just have to keep on battling

At the start I felt helpless, now I just feel hopeless. I have lost hope.

It is loss after loss. How are you supposed to process it all?

Social workers didn't recoil

1. Impact stage
2. **Reacting / responding**
3. Reorganisation, recovery, reimagining

And yet that opportunity to 'recoil' is vitally important
Think of what have learnt from the 'eco' world about the safety that 'recoiling' can bring

*"Nature doesn't hurry, yet everything gets accomplished"
(Lao Tzu)*

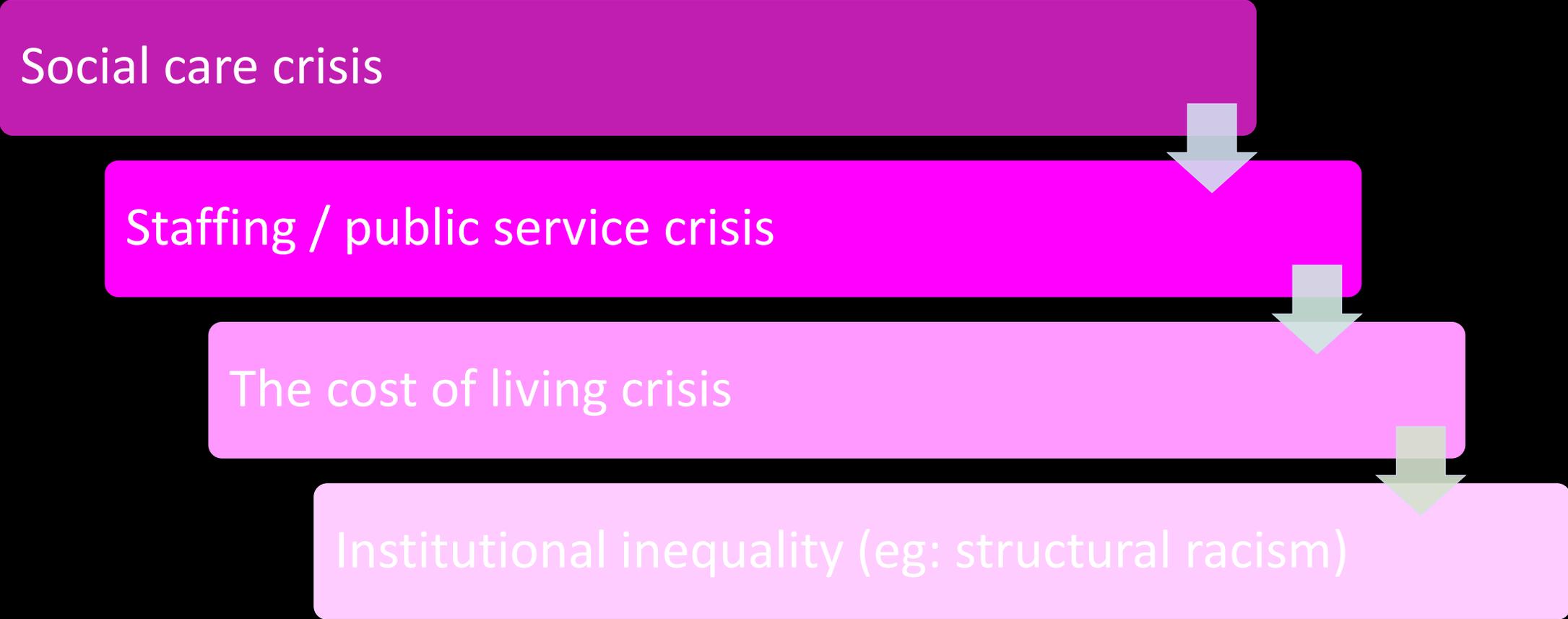
But are we retreating into our own shell now?



- Some social workers have really enjoyed working from home and want this to continue, but it is important to recognise that we haven't all had the same experiences.
- Maybe you have experienced plenty of 'situated learning' in the past and you have learnt from 'situated support' such that you know where to get support from now. But what about the impact on new workers? What impact does it have when they only see us through a screen?

Covid is not the only crisis that social workers are dealing with!

Social care crisis



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graph TD; A[Social care crisis] --> B[Staffing / public service crisis]; B --> C[The cost of living crisis]; C --> D[Institutional inequality (eg: structural racism)];
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Staffing / public service crisis

The cost of living crisis

Institutional inequality (eg: structural racism)

(all of which are interconnected)

Governance

- We really need to think about what good governance in social work looks like...
- The framework asks us to consider a range of factors including the impact of:
 - The law
 - Policies
 - Formal and traditional practices
 - The ability to participate in decision making
 - ‘Civic space’





Department
for International
Development



Foreign, Commonwealth
& Development Office

Policy paper

Leaving no one behind: Our promise

Updated 6 March 2019

The UK Government response?

We commit to putting the last first.

The Global Goals for Sustainable Development offer a historic opportunity to eradicate extreme poverty and ensure no one is left behind. To realise this opportunity we will prioritise the interests of the world's most vulnerable and disadvantaged people; the poorest of the poor and those people who are most excluded and at risk of violence and discrimination.

We believe that no one should face the indignity of extreme, absolute, chronic poverty, no one should be denied the opportunity to realise their full potential or to share in progress, no-one should be unfairly burdened by disaster or a changing climate, and no-one should have their interests systematically overlooked. We believe it is in all of our interest to leave no one behind and to ensure a fair opportunity for all, now and for the future.

**THIS IS THAT SAME
GOVERNMENT WHO TOLD US WE
WERE ALL IN THE SAME BOAT!**



**PARTY
BOAT**

GET SHIP FACED

The golden
thread of
governance?



TRANSPARENT

INTEGRITY

ACCOUNTABLE

RESPONSIVE

CLEAR
MISSION

ACTIVE
LISTENING

GOOD

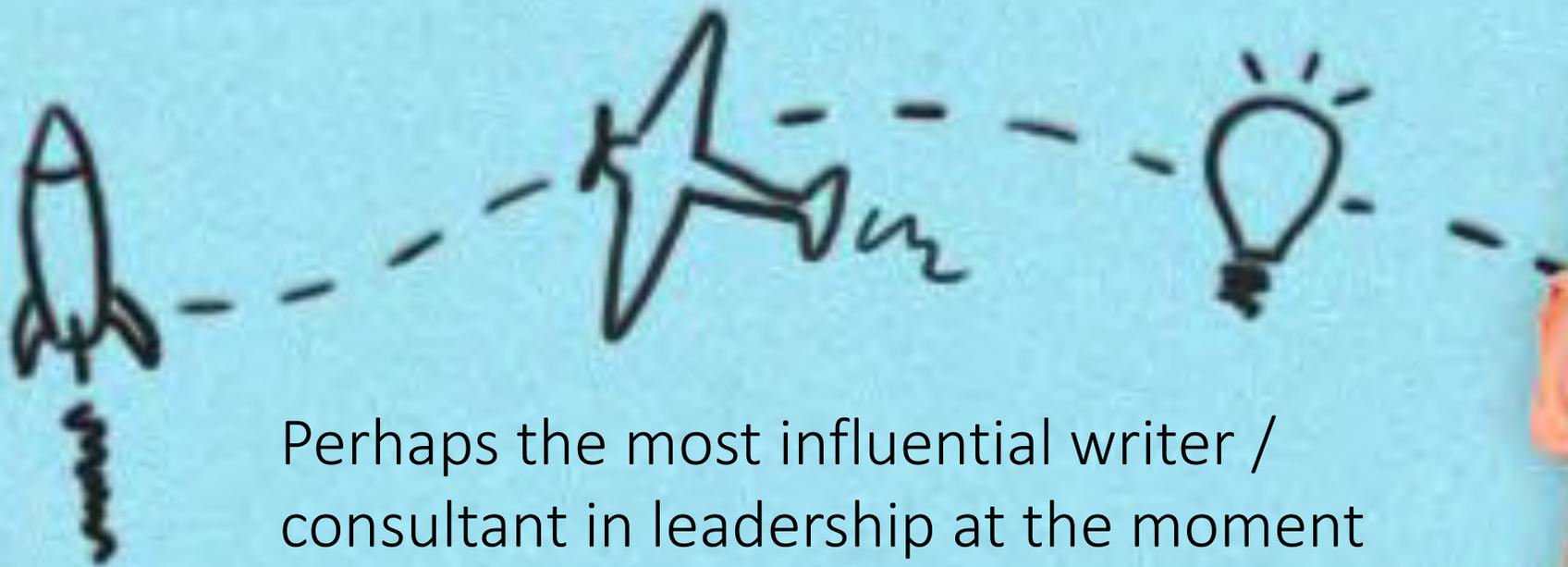
GOVERNANCE

EMOTIONALLY
INTELLIGENT

EFFECTIVE
COMMUNICATION

CANDID

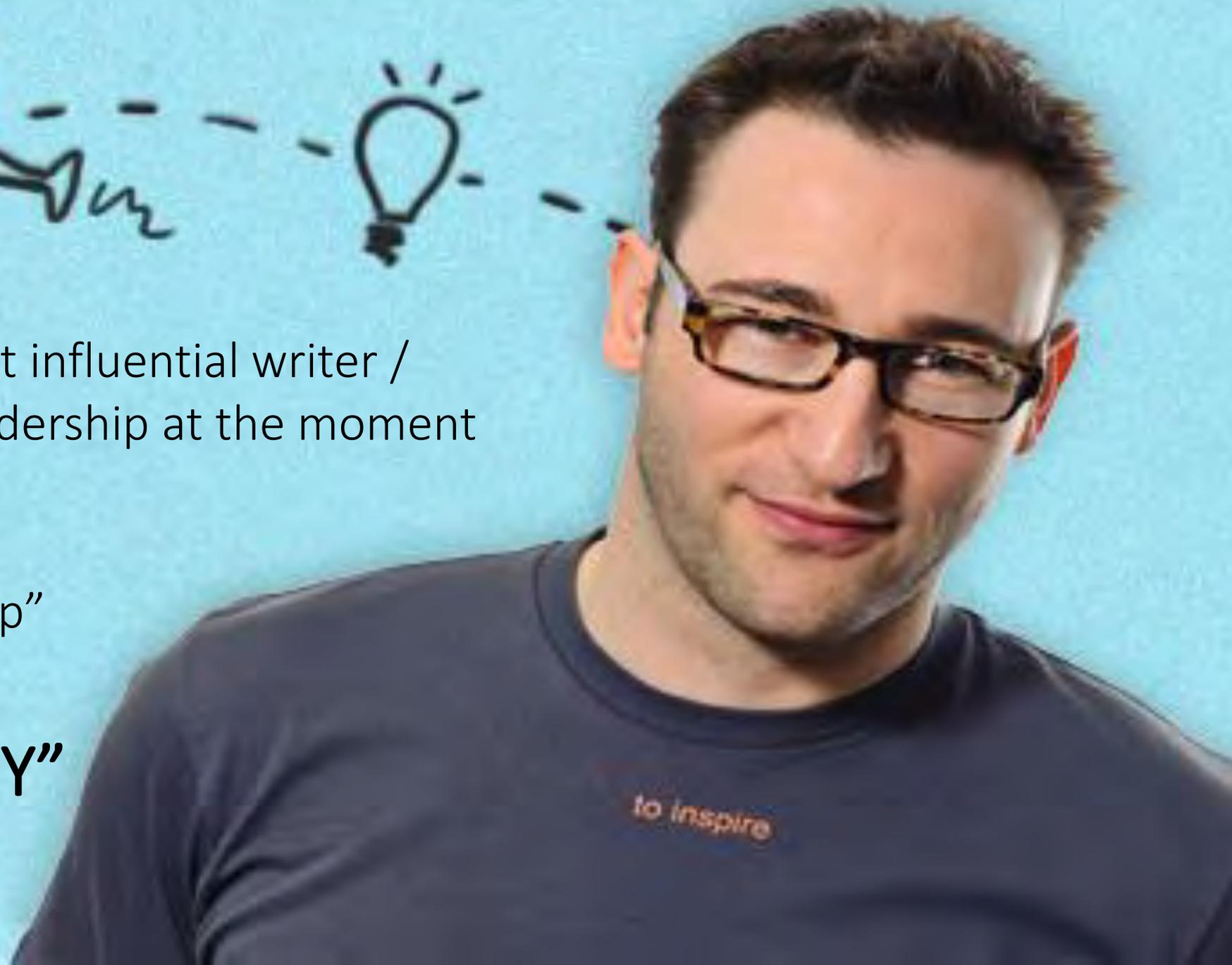
EQUITABLE AND
INCLUSIVE



Perhaps the most influential writer / consultant in leadership at the moment is Simon Sinek

“Entire leadership”

“START WITH WHY”



The Golden Circle

WHAT

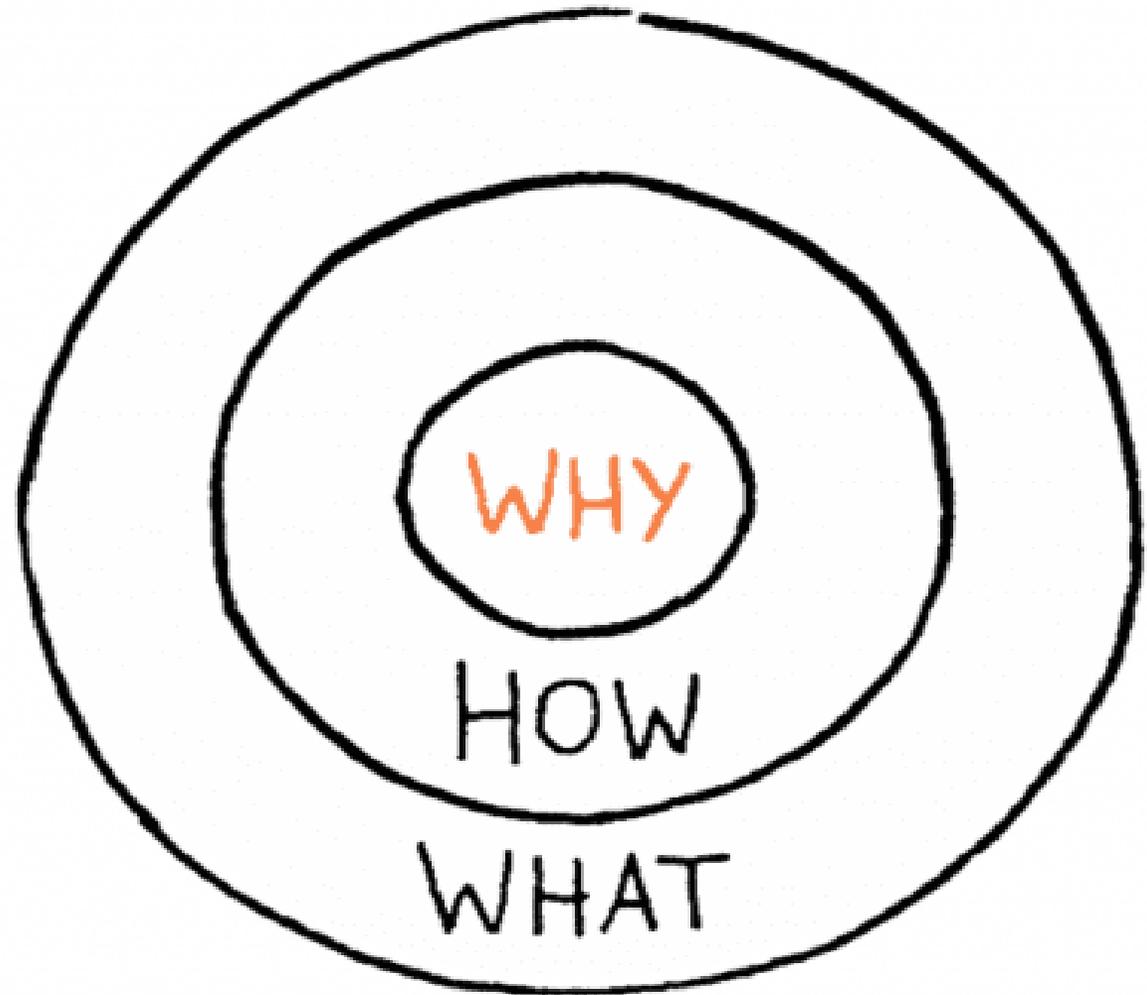
Every organization on the planet knows WHAT they do. These are products they sell or the services

HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. WHY is a purpose, cause or belief. It's the very reason your organization exists.





Forget 'Start with Why'
and 'Find Your Why'

**SOCIAL WORK HAS
WHY AT THE START
AND THE HEART**

A new threefold framework for ethical practice (IFSW 2021)

Ethical vigilance: Being alert and sensitive to the ethical dimensions of practice when under pressure. This entails a heightened awareness of our own stress and exhaustion and the need to counteract the tendency to rush, make judgmental remarks or fail to see potential harms or infringements of rights.

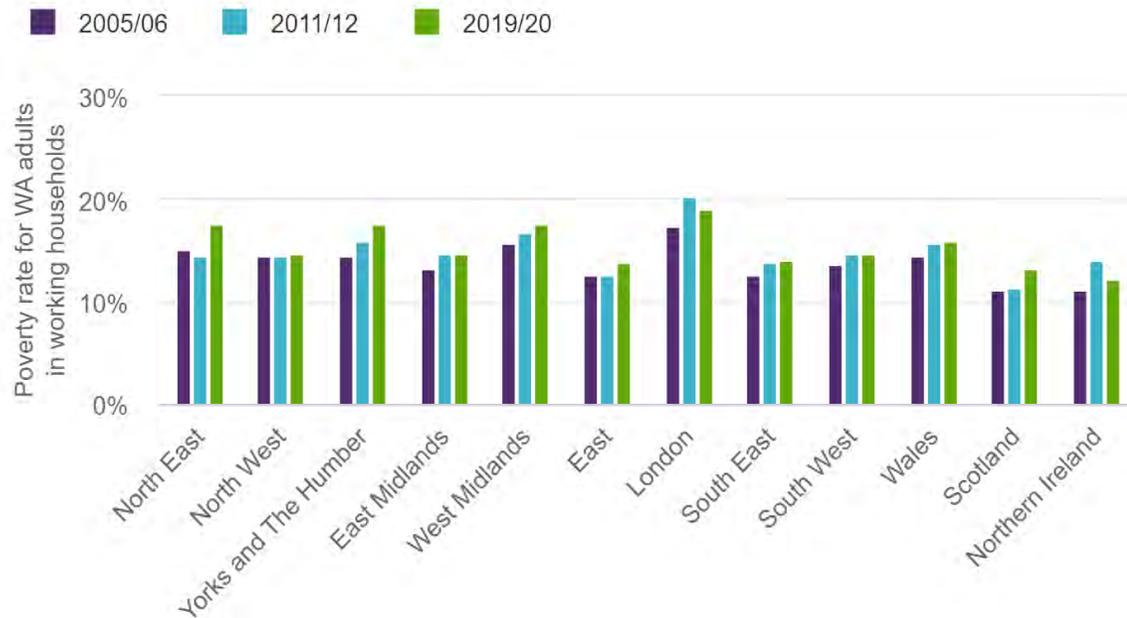
Ethical reasoning: Deliberating about how to balance different needs, rights, responsibilities and risks; weighing harms and benefits; judging what is the right approach or course of action; and justifying any decisions made. Due to new risks and reduced services, more weight may be placed on public good, safety and minimising health risks than in 'normal' circumstances.

Ethical logistics: Working strategically and practically to act on ethical judgments and decisions, promoting service users' welfare and respecting their dignity and rights as far as possible in constrained circumstances.



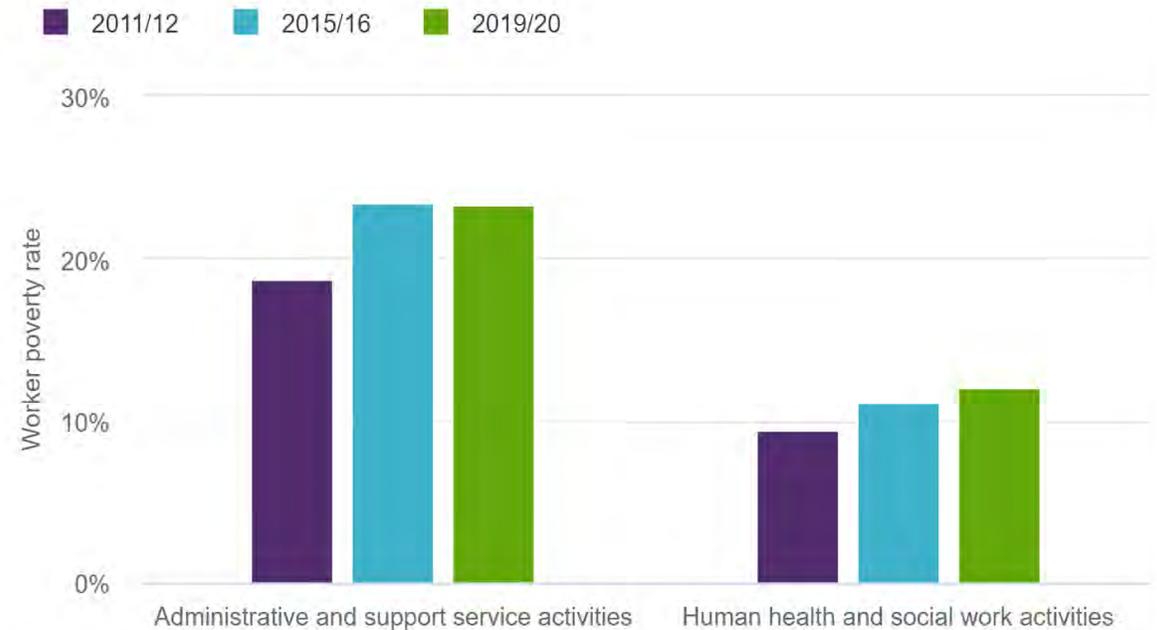
Socio-Economic Status

Over the last 15 years, all regions have seen increases in the poverty rates of working-age adults in households where someone works



Source: Households Below Average Income, 2019/20, DWP

The largest increases in poverty over the last 10 years are seen in the administration and human health sectors

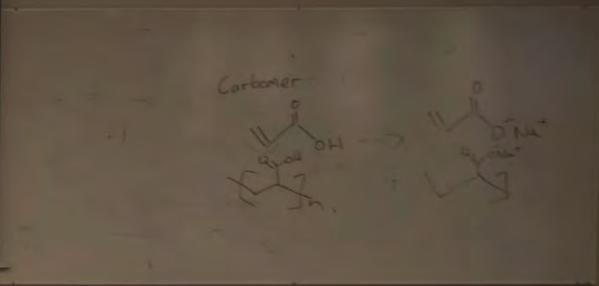


Source: Households Below Average Income, 2019/20, DWP

Geography

- Are we working from home or are we living at work?
- Trauma and space are connected (“do you remember where you were when you heard...?”)
- Social work is in our homes and in our families – how do we avoid secondary trauma impacting on them?
- Limitations in terms of situated learning and situated support
- Our employers and educators have a responsibility to support us in creating reflective, emotionally safe working spaces







Microsoft Teams

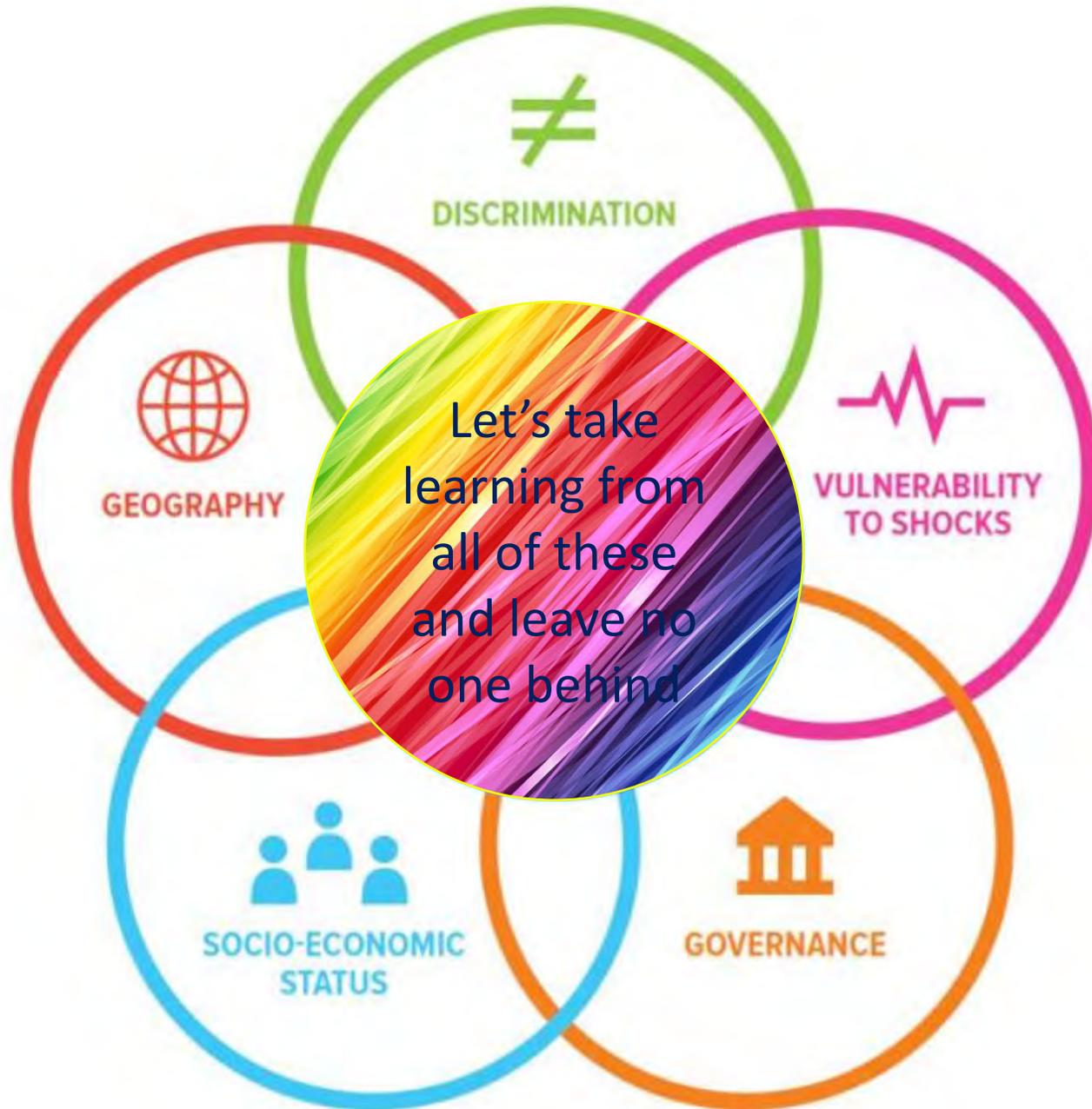
MacBook Air

UNDERSTANDING &
USING RESEARCH IN
SOCIAL WORK

social work with
disabled people

disabled people





Use this framework to consider intersectionality as we seek to ensure that no one is left behind



At the moment I feel like we need to go upstream and find out who is pushing them in!

“There comes a point where we need to stop just pulling people out of the river.

We need to go upstream and find out why they’re falling in.”

(Desmond Tutu)





LONGHUA SOCIAL
WORK STREET

社工街



WELCOME

榕树街

Rainbow Street / Social Work Street, Shenzhen China



- In 2020, a team of Peking University social work students spent five months to renovate the street, painting colourful murals on shabby facades and setting up artistic yet useful installations for the residents. The street is thus called “Social Workers Street” or “Rainbow Street”
- Another wall features facial expressions, using optical illusion to display persons’ different moods. Visitor can scan the QR codes beside the images and receive psychological consulting services from social workers
- The street also displays handicrafts made by seniors since the community regularly holds hands-on activities such as gardening and crafts to benefit seniors’ health
- The street, which integrates creative activities, mental health and waste sorting into fun installations and murals, not only produces a grand artistic place but also strengthens social connections and reduces stress

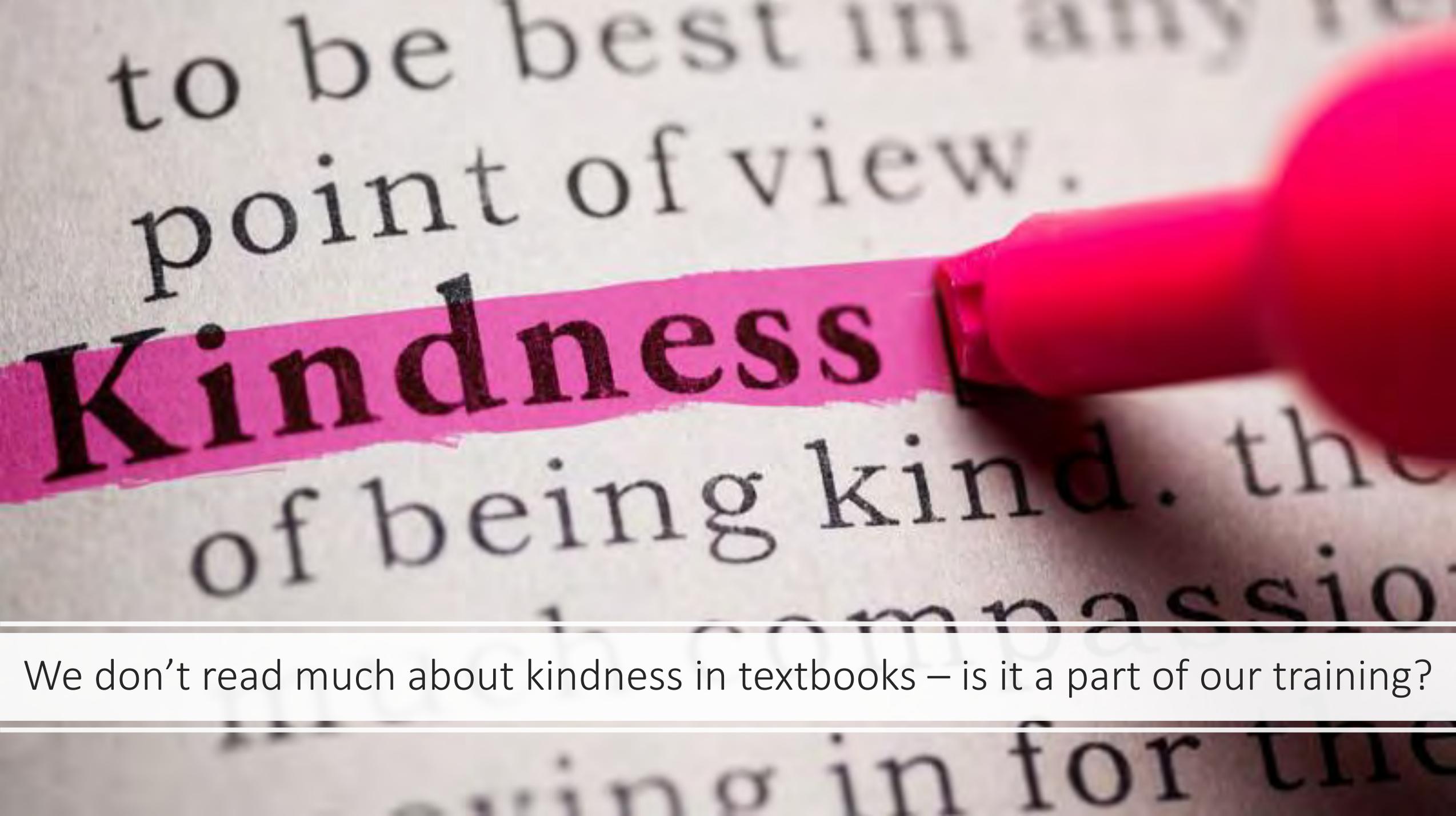
From Shenzhen Daily – you can see something about it at [‘Rainbow Street’ connects people, builds community-Photos-Longhua Government Online \(szlhq.gov.cn\)](#)



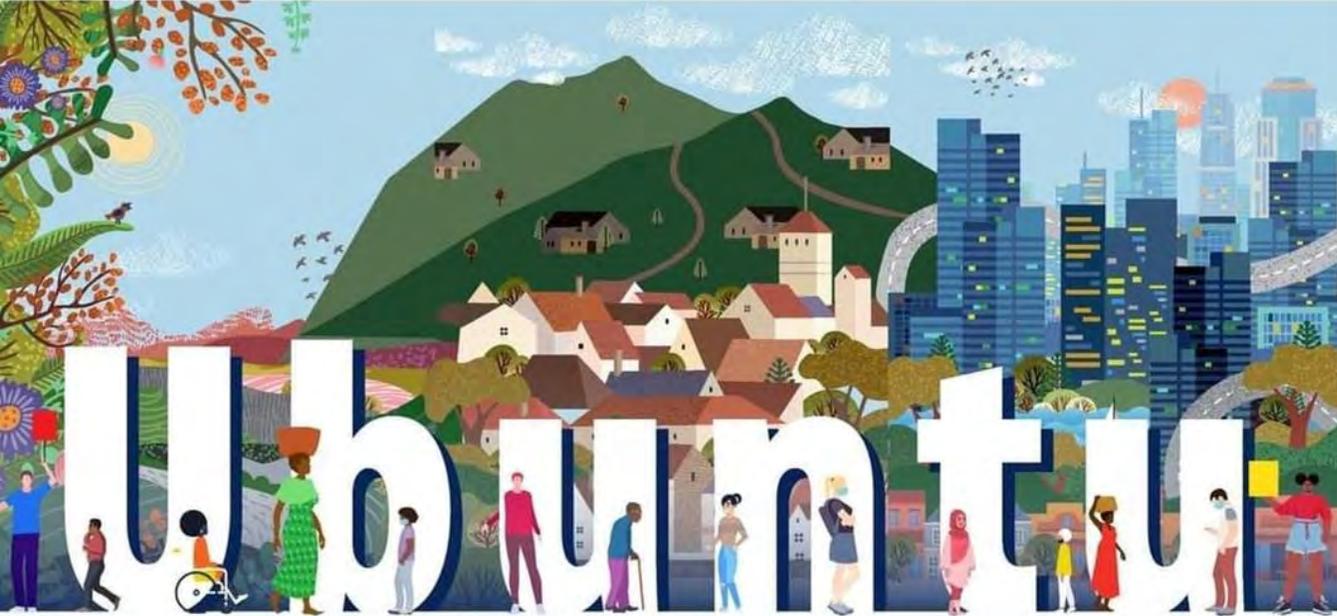


A pair of hands, palms up, holding a large, vibrant red heart. The heart is the central focus, with the text 'Professional Love and Kindness' written across it in a white, outlined, serif font. The background is dark, making the hands and the heart stand out prominently.

**Professional
Love and
Kindness**



We don't read much about kindness in textbooks – is it a part of our training?



我在，因我們在。

增強社會團結與全球連結

世界社工日

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Happy New Year



香港社會工作人員協會
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In Chinese 'CRISIS' loosely translates as
'Opportunity Riding on a Dangerous Wind'!

危机

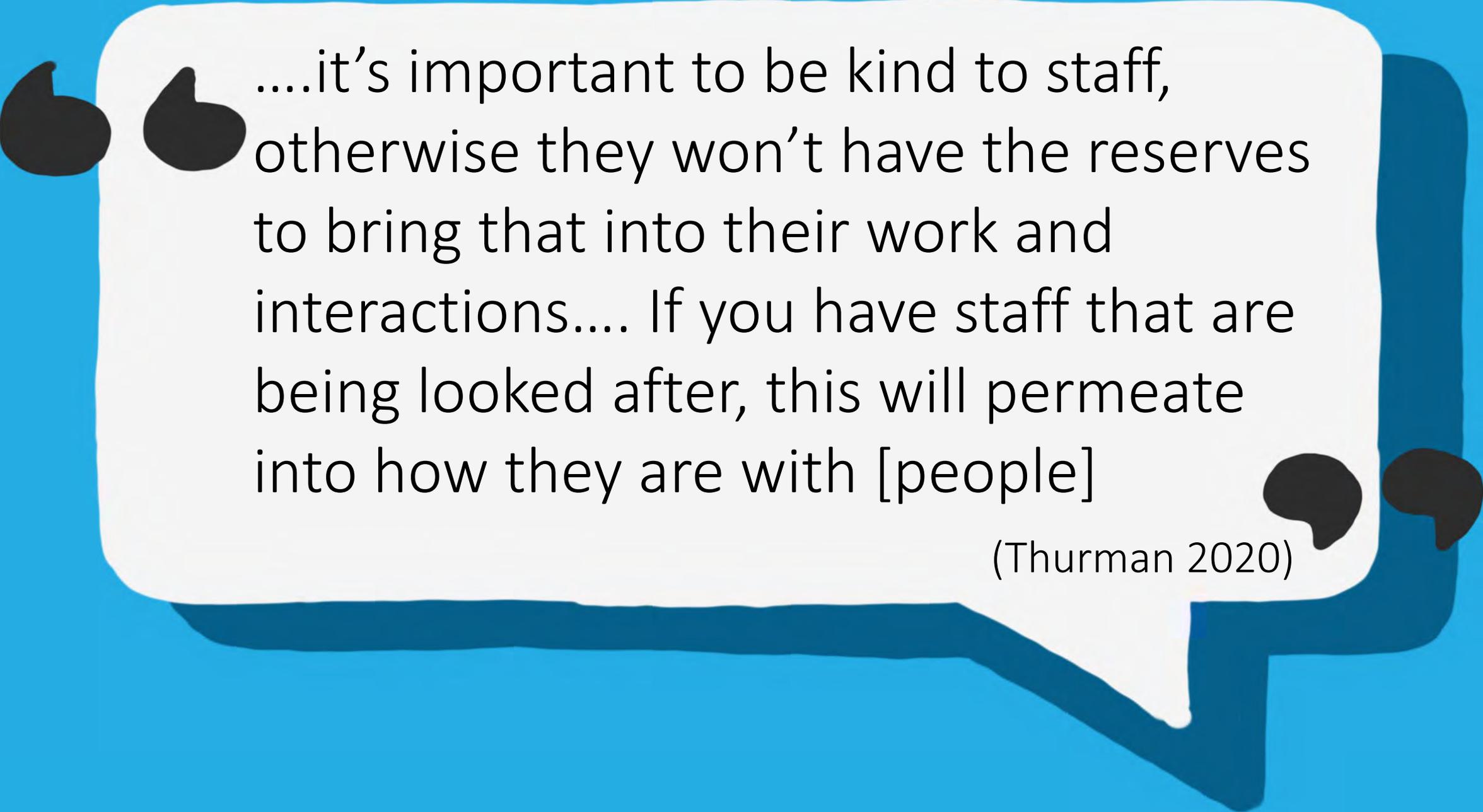
The courage to be kind

Reflecting on the role of kindness
in the healthcare response
to COVID-19

Ben Thurman

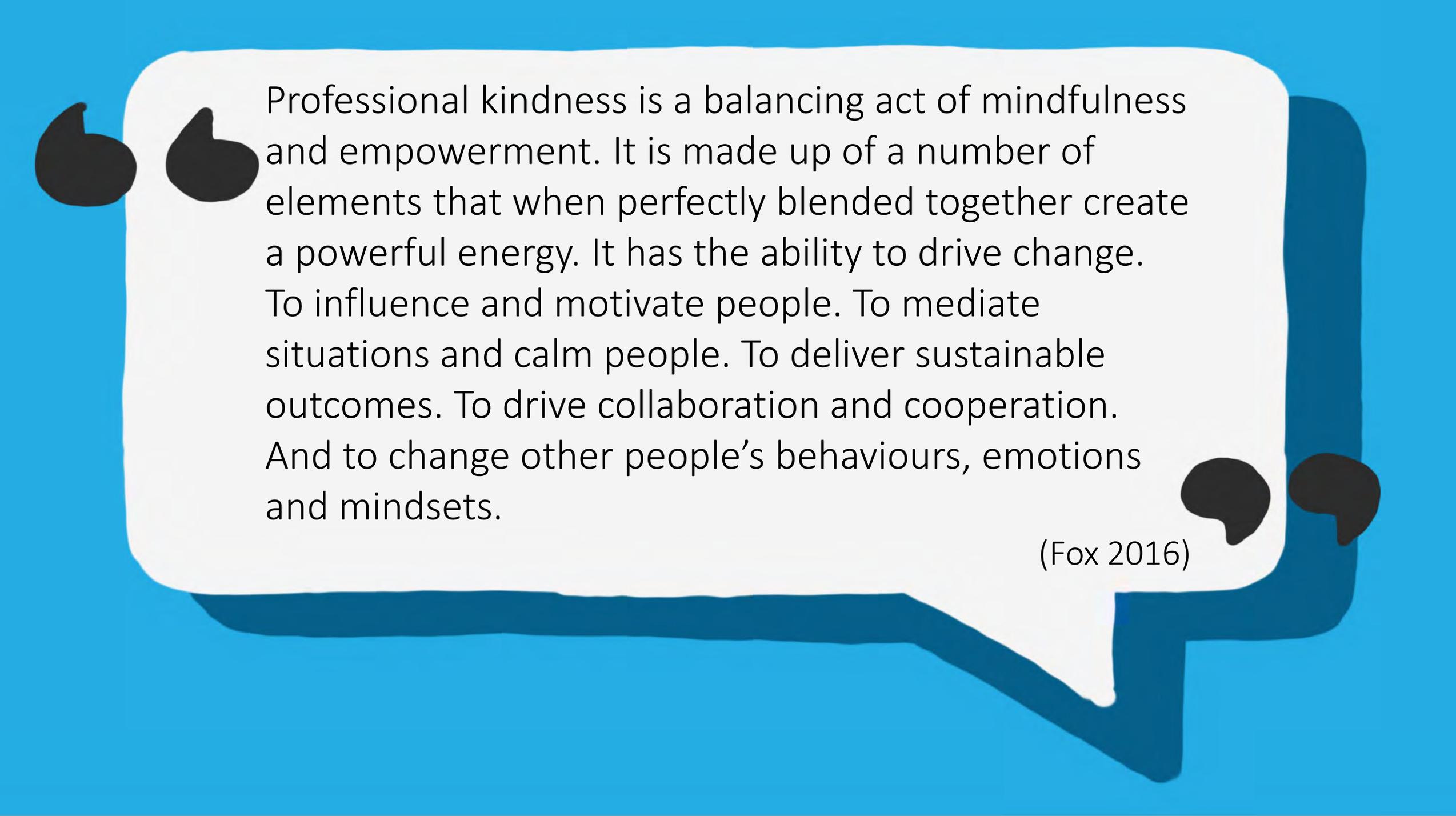


“There’s huge amounts of opportunity to deliver relational services. We have taken away performance management and micro management; we’ve fostered creativity and working together; there’s been a real cohesion between previous turfdoms. We need to celebrate the really good stuff that’s happened and build a better society.”



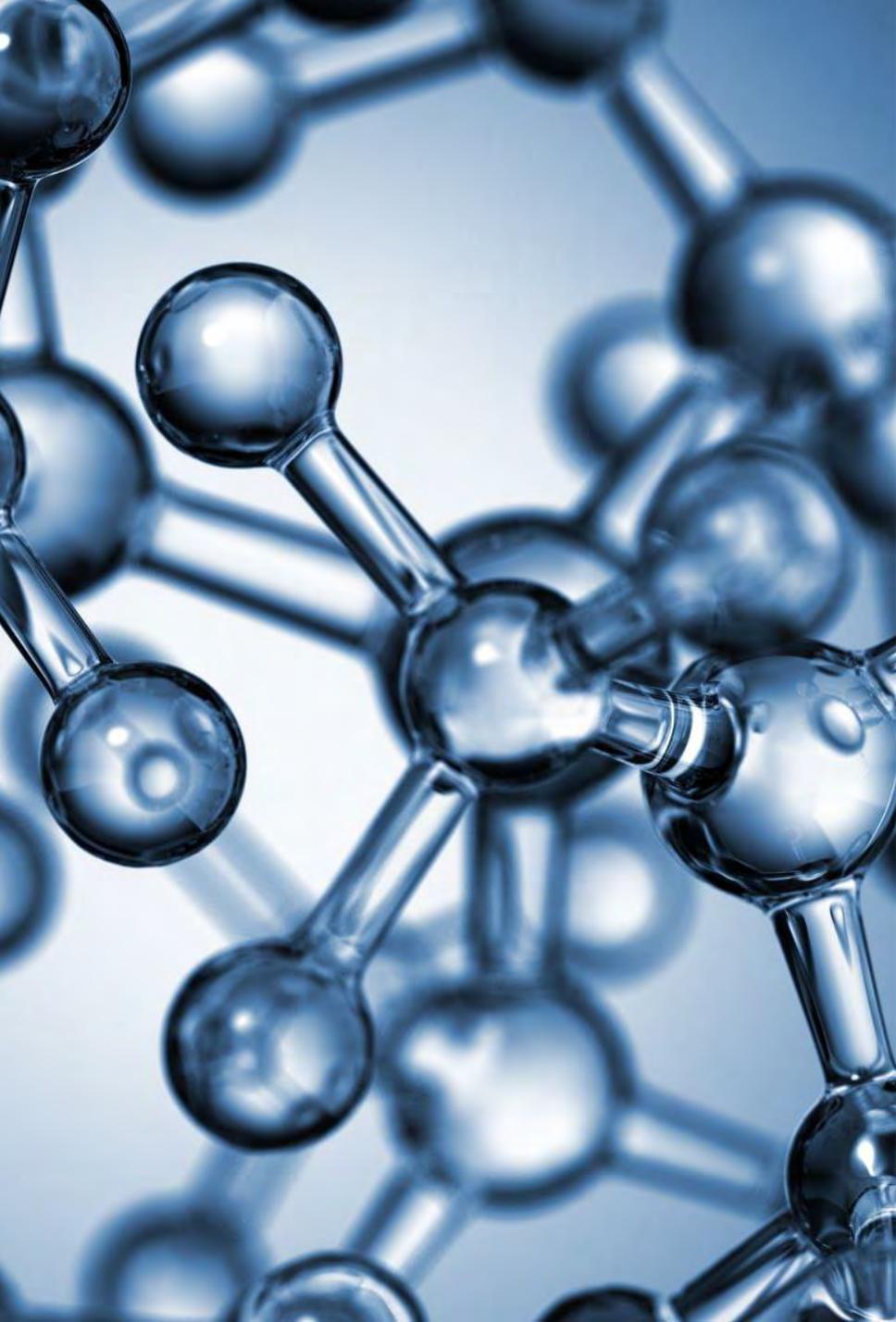
....it's important to be kind to staff, otherwise they won't have the reserves to bring that into their work and interactions.... If you have staff that are being looked after, this will permeate into how they are with [people]

(Thurman 2020)



Professional kindness is a balancing act of mindfulness and empowerment. It is made up of a number of elements that when perfectly blended together create a powerful energy. It has the ability to drive change. To influence and motivate people. To mediate situations and calm people. To deliver sustainable outcomes. To drive collaboration and cooperation. And to change other people's behaviours, emotions and mindsets.

(Fox 2016)



Surely social work is about:

Leading by example by showing compassion and empathy towards others to manage emotions in a patient and progressive manner;

Open and transparent communication at all times (it's OK not to know all the answers);

Encouragement and having faith in the person, refocusing the pressure from someone's inabilities to their abilities;

Withholding judgement to allow the possibility of new ideas, concepts and options be freely discovered;

The ability to perceive the situation, and being adaptable and flexible to the environment, and tailoring the solution for suitable delivery.

Ballatt and Campling (2011) argued the importance of 'rescuing' kindness within the culture of health care provision and refer to the need for 'intelligent kindness' to challenge proceduralised practice and provision.

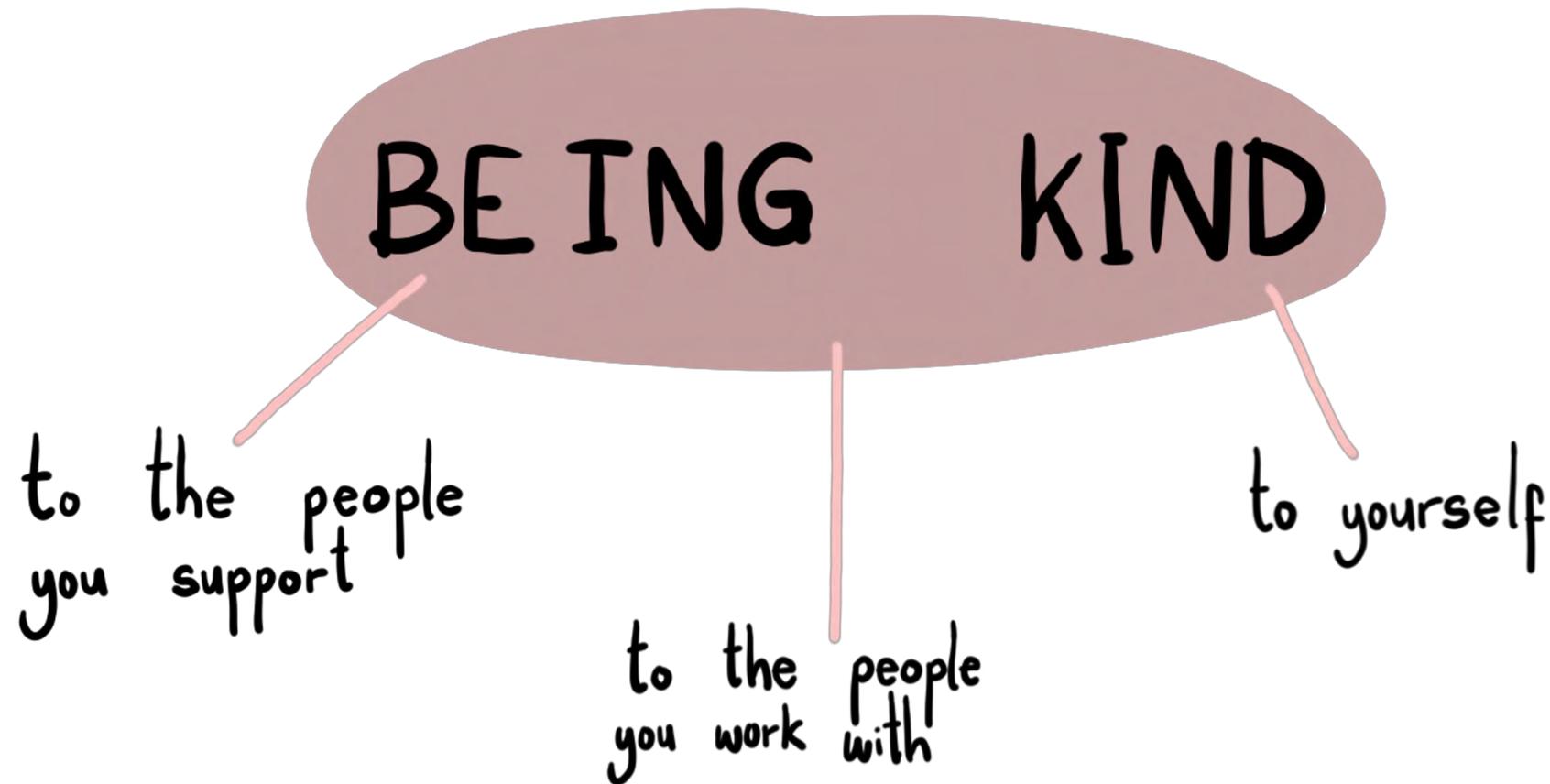


“ I don't think I was as understanding or kind as I could have been because I had run out of empathy. My own reserves were drained. I felt trapped.. Bombarded by other people's pain”

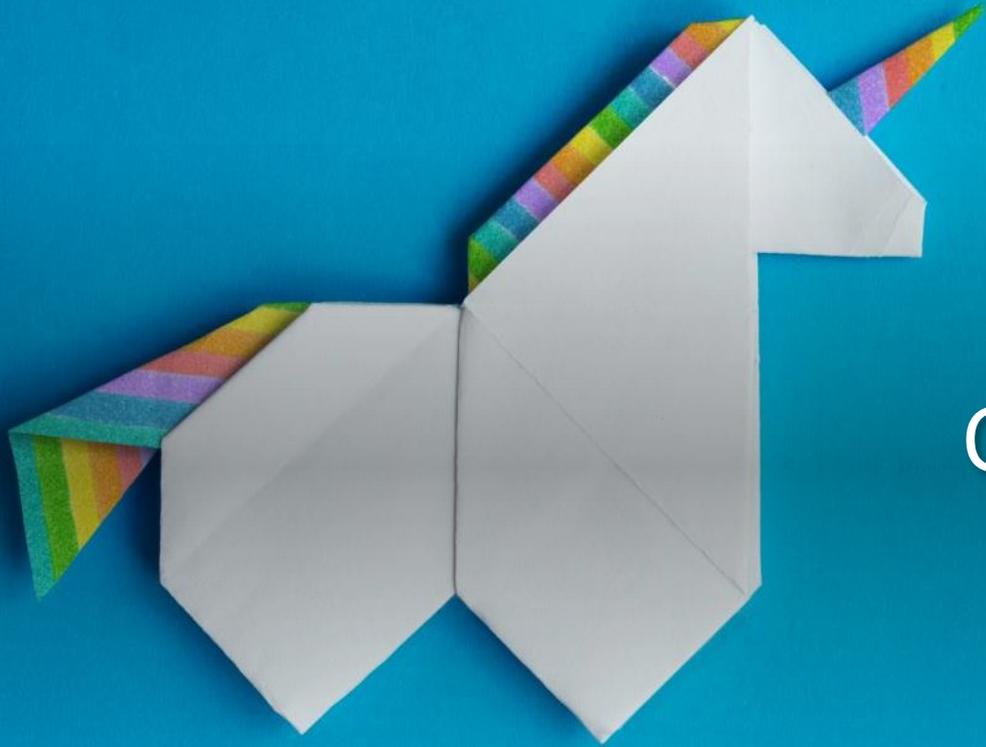
(Aldridge 2020:165)



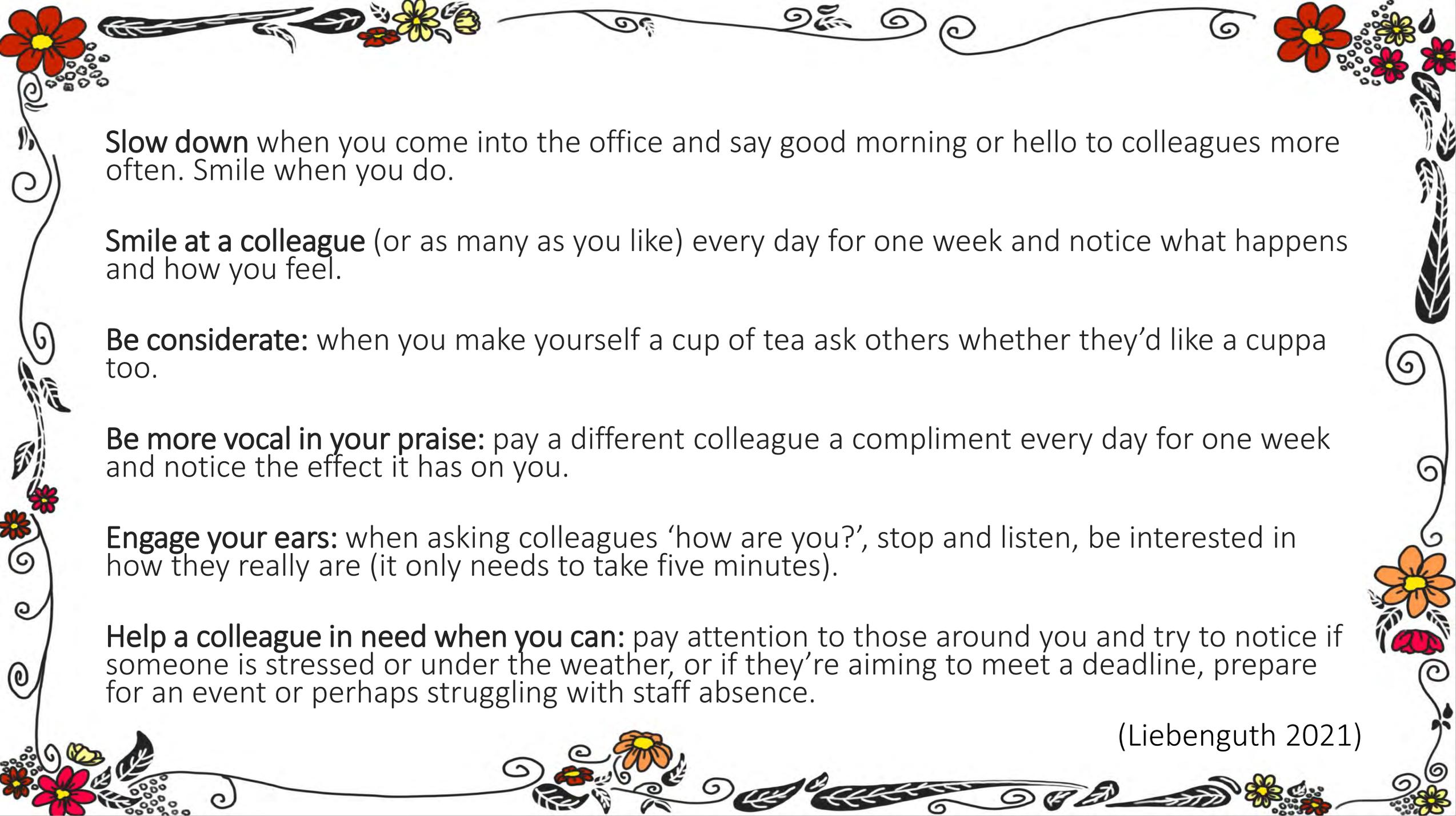
Whether we call this professional kindness or intelligent kindness it is about:



SOCIAL WORK



Things can be nice
only people can be kind



Slow down when you come into the office and say good morning or hello to colleagues more often. Smile when you do.

Smile at a colleague (or as many as you like) every day for one week and notice what happens and how you feel.

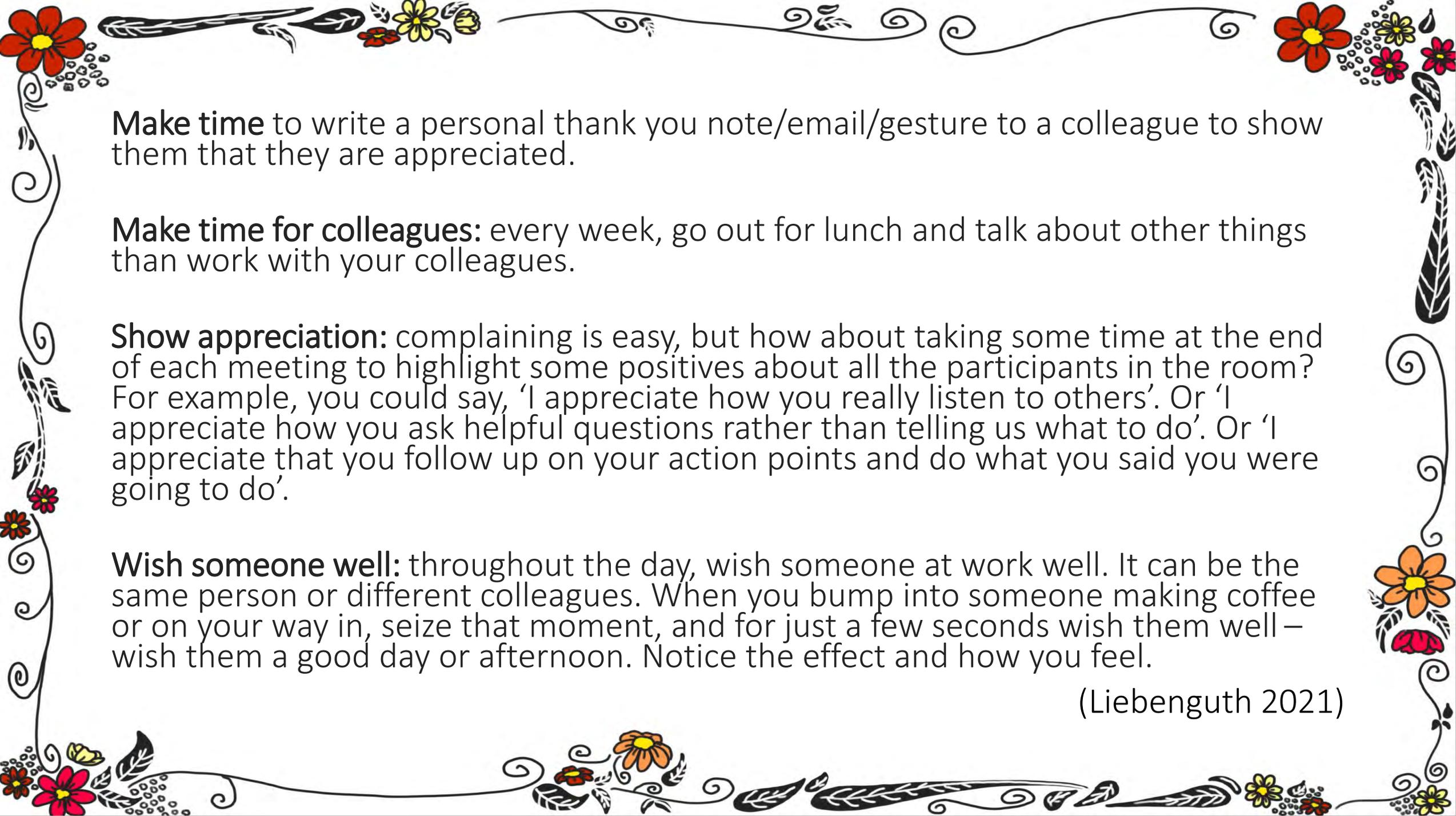
Be considerate: when you make yourself a cup of tea ask others whether they'd like a cuppa too.

Be more vocal in your praise: pay a different colleague a compliment every day for one week and notice the effect it has on you.

Engage your ears: when asking colleagues 'how are you?', stop and listen, be interested in how they really are (it only needs to take five minutes).

Help a colleague in need when you can: pay attention to those around you and try to notice if someone is stressed or under the weather, or if they're aiming to meet a deadline, prepare for an event or perhaps struggling with staff absence.

(Liebenguth 2021)



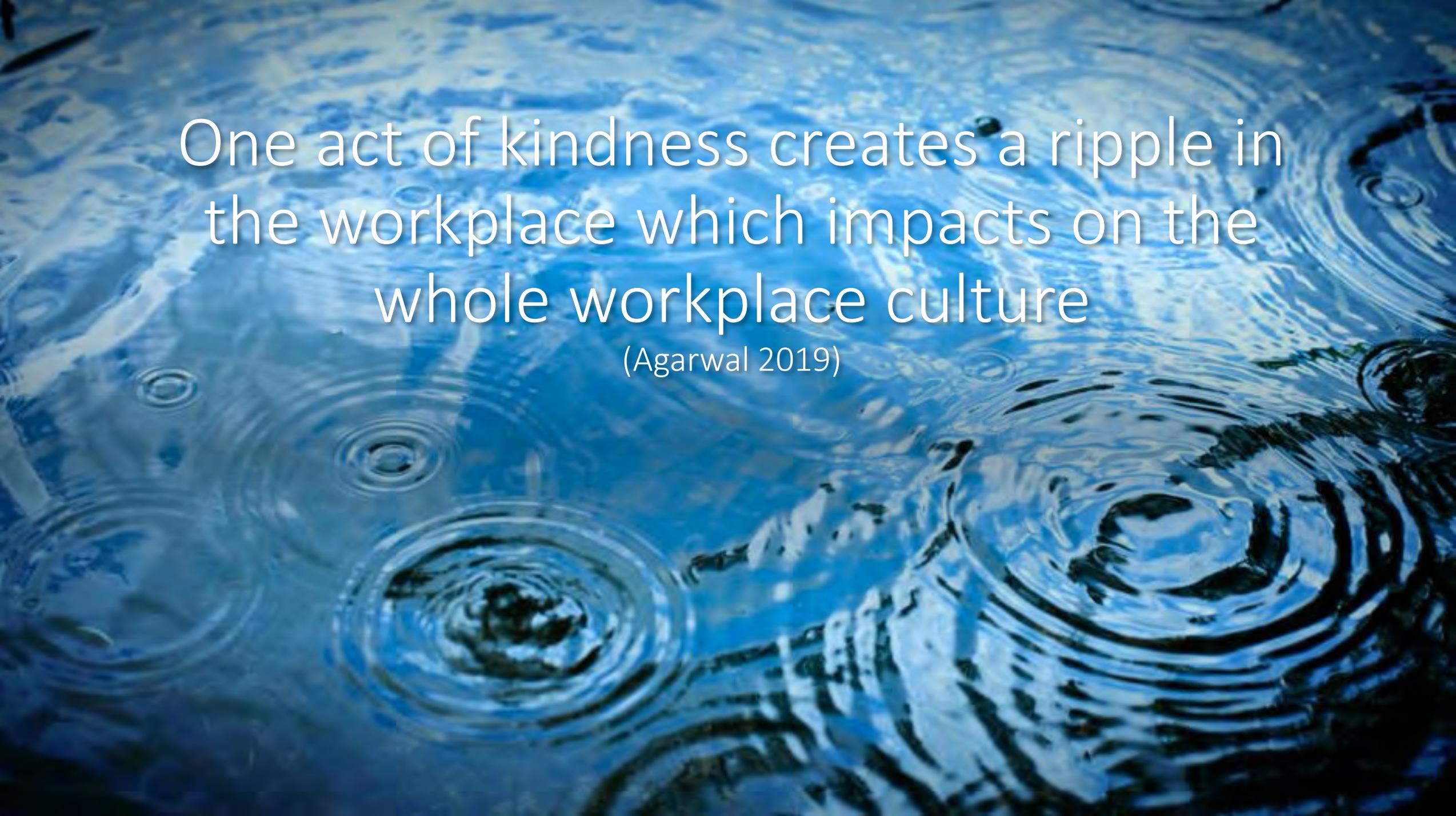
Make time to write a personal thank you note/email/gesture to a colleague to show them that they are appreciated.

Make time for colleagues: every week, go out for lunch and talk about other things than work with your colleagues.

Show appreciation: complaining is easy, but how about taking some time at the end of each meeting to highlight some positives about all the participants in the room? For example, you could say, 'I appreciate how you really listen to others'. Or 'I appreciate how you ask helpful questions rather than telling us what to do'. Or 'I appreciate that you follow up on your action points and do what you said you were going to do'.

Wish someone well: throughout the day, wish someone at work well. It can be the same person or different colleagues. When you bump into someone making coffee or on your way in, seize that moment, and for just a few seconds wish them well – wish them a good day or afternoon. Notice the effect and how you feel.

(Liebenguth 2021)

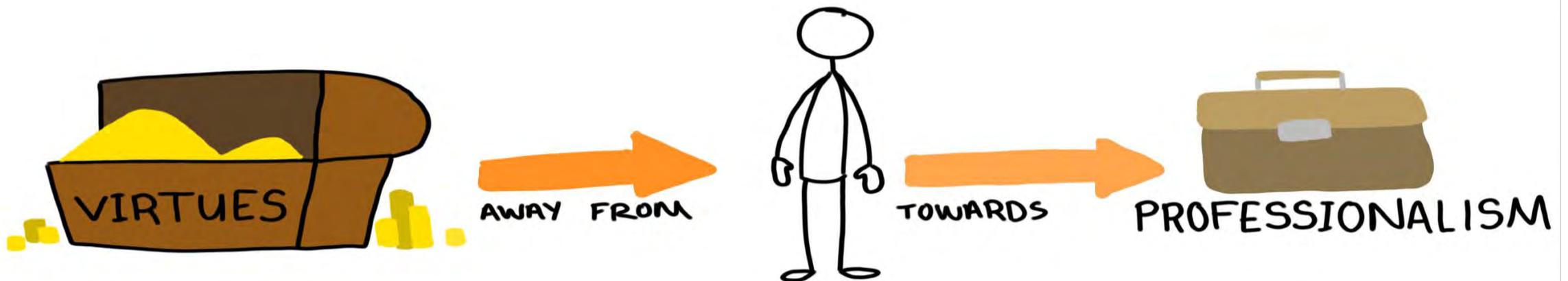


One act of kindness creates a ripple in
the workplace which impacts on the
whole workplace culture

(Agarwal 2019)

Are virtues valued?

- There is an irony to the question here because there is often a confusion about the difference between virtues and values (and ethics)
- Virtues such as kindness were the foundation of early social justice movements, but one of the negative side effects of moving towards the professionalisation of social work appears to have been a move away from these fundamental virtues





Let's reclaim kindness in professional practice

It is fundamentally linked into social justice and should be core in social work interactions

We need to develop the skills to do difficult things with kindness

Harry Ferguson's research has consistently illustrated the kindness of social workers, but he argues that social work operates within a deficit culture where social workers do not recognise the value of their kindness.

(Ferguson 2017)





People will **forget**
what you **said**, people
will forget what you
did, but people will
never forget how you
made them **feel**.

-Maya Angelou



“If I could change one thing it would be an increase in kindness. If we were all kinder to each other and tried to understand that (with a few exceptions) people want to do the right thing. We are all capable of making wrong choices and of being good people who do bad things. All of us. Whether we are a senior executive, a frontline practitioner, a family member, or someone who uses services, we will mostly be doing our best. Yet we will sometimes make poor judgments or act in ways we feel ashamed of. Then, human nature being what it is, we will find ways of justifying or minimising our errors. If that doesn't work we will blame someone else.”

(Aldridge 2020:261)



- Not wanting to rock the boat
- Most concerned with not upsetting someone
- Trying to climb the social ladder
- Afraid to speak when you witness unkind behaviour
- Worry about being liked
- Surface
- Easy to do

- Willing to make waves
- Most concerned with doing what's right
- Lifting someone else up
- Ready to speak up and take a stand against the unkind behaviour
- Worry about being kind
- Deep
- Complex and layered

Philosopher John C Morgan says that kindness has two faces: the inner face is about kindness to yourself whilst the outer is about the kindness you show to others





Change is in your hands!

“Social work is about life, treasuring humanity, building connections, sharing and promoting fairness. It is about creativity, care and love – being there to help people overcome obstacles and oppressions that hold them back. For people using our services, a social worker should be someone to trust and believe in – someone who helps you believe in yourself. Sometimes we must hold boundaries, protect rights, advocate and challenge. We are always in the midst of the messy stuff, finding ways forward.”

(Ruth Allen. BASW Chief Exec. 2018)



Putting
LOVE
into
social work

Love, like compassion, are
human necessities that keep us

A collection of numerous small, dark-colored hearts, some with intricate patterns or textures, arranged in a grid-like pattern on a light-colored, textured fabric background. One heart in the upper right is notably different, being white with a red dot and a small floral pattern. The hearts are set against a teal border.

*Love, like compassion, are
human necessities that keep us
in the realms of kindness.*

#HeDiedWaiting #PledgeForTim

LIFE

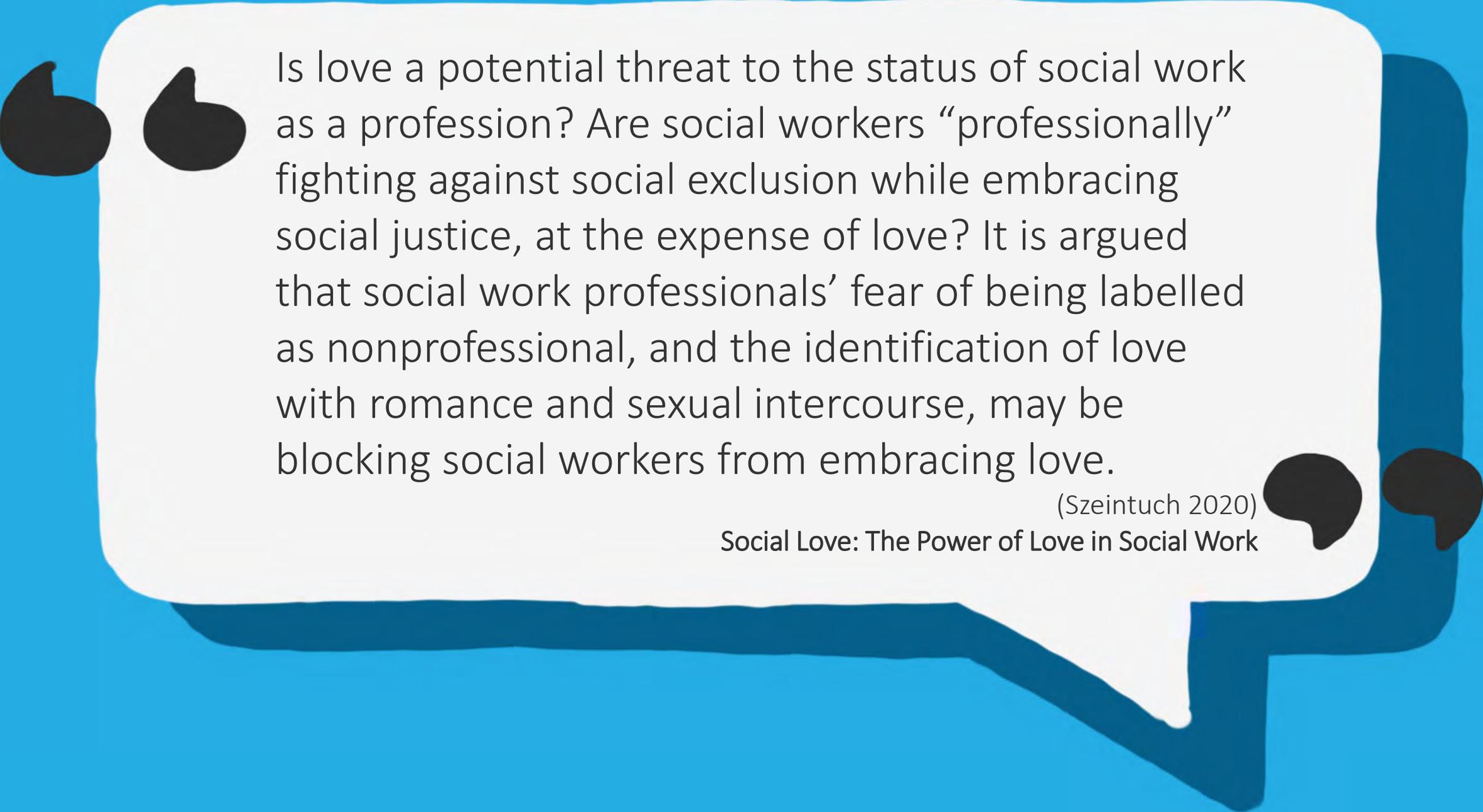
WAIT

STO

IT'S

LEA

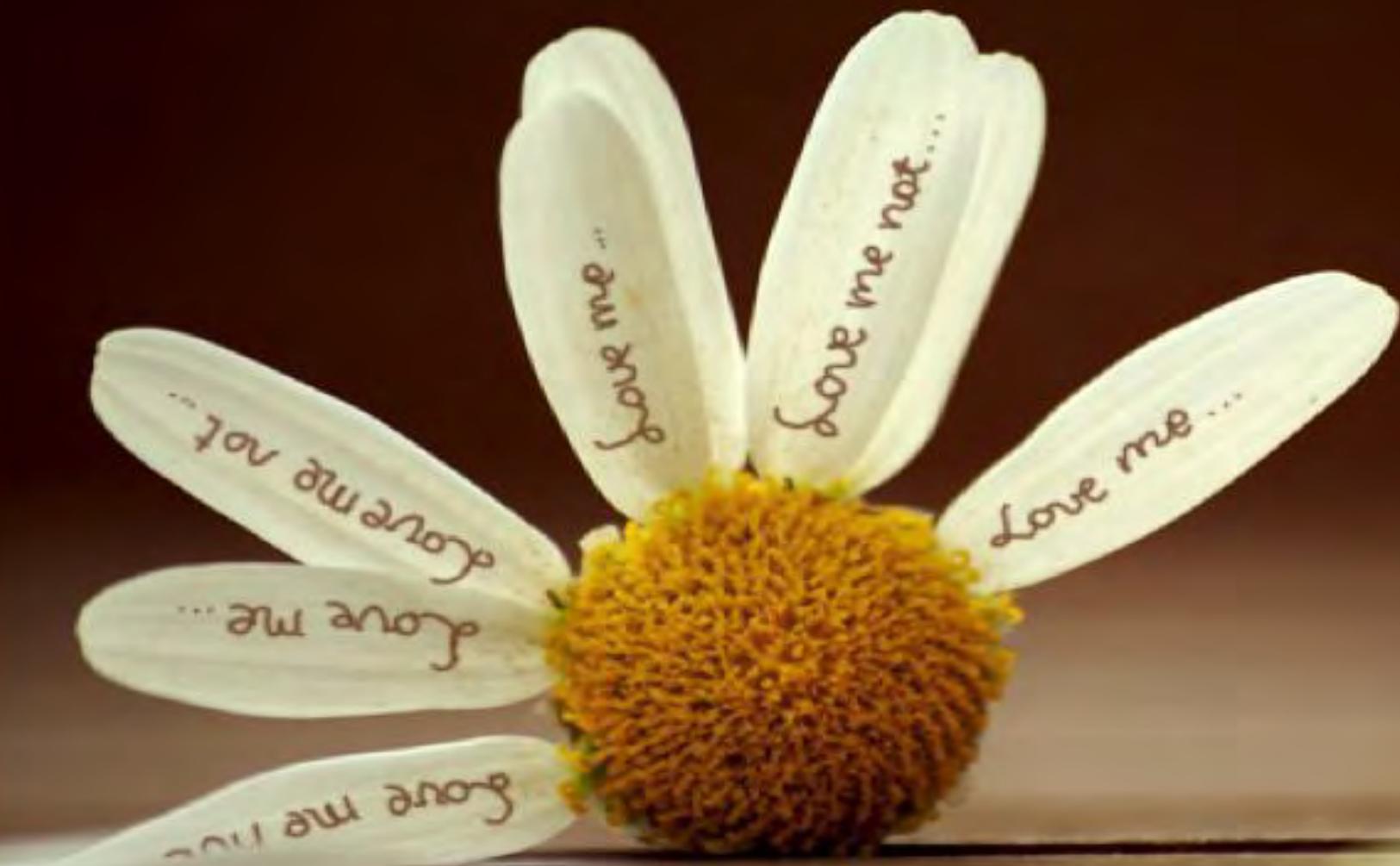
TO



Is love a potential threat to the status of social work as a profession? Are social workers “professionally” fighting against social exclusion while embracing social justice, at the expense of love? It is argued that social work professionals’ fear of being labelled as nonprofessional, and the identification of love with romance and sexual intercourse, may be blocking social workers from embracing love.

(Szeintuch 2020)

Social Love: The Power of Love in Social Work



They love
me, they
love me
not...



**We need to blow away
every one of the
oppressive experiences
included in the factors to
ensure that we leave no
one behind
Please do think about the
impact of contemporary
practice on students and
new workers. If we leave
them behind we have no
future as a profession.**

Rainbows
represent hope
and inclusion

The future of
our
profession
looks bright



**IF WE
LEAVE
NO ONE
BEHIND**