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List of abbreviations

BASW  British Association of Social Workers
BME  Black and minority ethnic
CCETSW  Central Council for the Education and Training of Social Workers
CCW  Care Council for Wales
CJS  criminal justice system
CPD  Continuing Professional Development
CPEL  Continuing Professional Education and Learning
EYST  Ethnic Minorities and Youth Support Team Wales
DipSW  Diploma in Social Work
DWP  Department for Work and Pensions
ECM  Enhanced Case Management
EHRC  Equality and Human Rights Commission
FtP  Fitness to Practise
GBV  gender-based violence
HEI  higher education institution
MASW  Masters in Social Work programme
NHS  National Health Service
PLO  practice learning opportunity
PQ  post-qualifying
PSHE  personal, social, health and economic education
RISCA  Regulation and Inspection of Social Care (Wales) Act, 2016
SCW  Social Care Wales
SROI  Social Return on Investment
SSWWA  Social Services and Well-being (Wales) Act 2014
UNHCR  United Nations High Commissioner for Refugees
WFGWA  Well-being of Future Generations (Wales) Act 2015
YJ  youth justice
YJB  Youth Justice Board
YJS  Youth Justice Service
Notes on contributors

Penny Alexander is Artist Practitioner and Masters student at Bangor University. Penny came into the creative ageing field through her arts background. Her BA (Hons) in Visual Arts and passion for working with older people led her into working in care homes as a cARTrefu Artist in Residence. She remained with the cARTrefu programme from Phase 2 (2017–19) and throughout Phase 3 (2019–22), but in 2020 also applied to undertake a KESS II East funded Masters by Research. Her thesis investigated embedding and sustaining the cARTrefu programme.

Katherine Algar-Skaife is Postdoctoral Fellow at the Norwegian University of Science and Technology. She has over 12 years of experience in research into improving health, well-being and support for older people, people living with dementia, and family/professional caregivers. Throughout her research career, she has collaborated with organisations such as Age Cymru and Flintshire Social Services to ensure that her research has a real-life impact. She led the cARTrefu research partnership at the Dementia Services Development Centre Wales, Bangor University, between 2015 and 2021 before moving to NTNU to begin a Postdoctoral Fellowship in Dementia Care and Welfare Technology.

Graham Attenborough was an Outside In representative at Glyndŵr University. A former lecturer in history at the University of Portsmouth, and expert through experience of using probation and rehabilitation services, Graham brought a 360-degree understanding of social work and university education to students’ learning. His unique contributions were always expressed with thoughtful compassion and gentle humour. We miss him.

Helena Barlow is Lecturer in Social Work at Glyndŵr University. Helena is a registered and qualified social worker, who has practised in a variety of settings, including children, adults and youth justice. Helena leads on modules at Glyndŵr University on Law and Safeguarding in social work. She is currently undertaking a PhD on women’s experiences of ex-partner stalking, with research interests including domestic abuse and coercive control.

Kelly Barr is Arts and Creativity Programme Manager with Age Cymru. Kelly manages creative ageing projects including Gwanwyn, a Wales-wide festival celebrating creativity in later life. She has an MA in Arts Management from the Royal Welsh College of Music and Drama and has worked with a range of organisations on participatory projects, including National Dance Company Wales, Earthfall and Sherman Theatre.
Tegan Brierley-Sollis is Lecturer in Policing, Criminology and Trauma-Informed Approaches at Glyndŵr University. Tegan has recently completed her PhD in Criminal Justice which explored the trauma-informed culture within the North Wales Youth Justice Service. Tegan is a member of Cyfiawnder: The Social Inclusion Research Institute at Wrexham Glyndŵr University and has experience working and volunteering with children and adults involved in the criminal justice system, across both statutory and voluntary services.

Sarah Buckley is an Outside In representative at Glyndŵr University. Sarah is a valued member of the group who, due to her complex mental health issues, has extensive experience of social and mental health services, both good and bad. She is happy to share these experiences with students so they can gain understanding and empathy. Sarah’s ability and confidence in herself has grown since participating with the group. Among her many talents, Sarah has shown herself to be a very gifted artist.

Jenny Burgess is an Outside In representative at Glyndŵr University. Jenny is transgender, which is a small part of her life but an important part of her story from childhood till now. It has had an impact on her life that is valuable to those in the caring services and those caring for transgender people. Since retiring from her employment as an engineer, Jenny has been involved in volunteer work and is an unpaid carer. Jenny likes to share her experience as a carer and the impact it can have, and the support needed. Sadly, Jenny died in November 2022. She will sorely be missed by all those who knew her.

Daniel Burrows is a tutor at Cardiff University. Dan practised as a social worker in Wales for seven years before moving into higher education and is now a tutor on the MA Social Work at Cardiff University. His research interests include social work with older people, hospital social work and unpaid carers.

Ceryl Teleri Davies is Lecturer in Social Work at Bangor University. Ceryl is a qualified solicitor and social worker. Ceryl has practised across social care, criminal justice and learning disability services at practitioner, middle and senior management level. Ceryl’s research interests are focused on exploring social norms, the nature of young people’s intimate relationships, domestic abuse and healthy relationships. Ceryl also has interest in exploring issues across adult social care, including dementia and learning disabilities. Ceryl has taught at undergraduate and postgraduate levels on education, law, criminology and social work matters.

James Deakin is founder and organisational lead for North Wales Recovery Communities. James has worked in addiction and criminal justice services for approaching 20 years. A strong advocate for peer-led recovery, James has helped support the growth of recovery in north-west Wales for over a decade.
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Mark Drakeford is First Minister of Wales. Mark is a former probation officer, youth justice worker and Barnardo’s project leader. He has been a Professor of Social Policy and Applied Social Sciences at Cardiff University and previously at Swansea University.

Anna-Louise Edwards is an Outside In representative at Glyndŵr University. Anna-Louise believes the ultimate goal of social services is the need not to exist one day and chooses to bring her experience of the looked after children’s system and the stories of others to the BA Social Work, Wrexham Young People’s Care Council, Leaders Unlocked, Senedd yr Ifanc and anywhere else she feels it is necessary that people understand the experiences of looked after children and young people. Her contributions to lectures, workshops, role play, interviews, group discussions and students are highly valued for the ways in which they give insight into the impacts of social work practice on young people’s lives.

Rhoda Emlyn-Jones OBE is Director of Achieving Sustainable Change Ltd. Rhoda has been a qualified social worker practising in Wales since 1979. She has designed and delivered a wide range of services straddling Adults and Children’s Services and Health and Social Care. Since retiring in 2013 she continues to work across Wales in an independent capacity, alongside Social Care Wales, helping public services meet the ambitions of the Social Services and Well-being (Wales) Act 2014. Rhoda was awarded an OBE in 2009.

Miriam Ennis is a registered social worker with 25 years’ practice experience working in various child and family settings and is a bilingual (Welsh) senior lecturer. Miriam’s research interests within social work education are in the law, the Welsh context, intersectionality, philosophy and language, learning theory and model design.

Jade Forbes is a Locum Senior Social Work Practitioner and Approved Mental Health Professional. Jade has 11 years’ experience and postgraduate studies in mental health and practice education. She is currently working in emergency out-of-hours services and acute mental health services for adults and children. Her experience spans across direct work and implementation of new practice initiatives within adult services. Her interests are in anti-racism, human rights and least restrictive practices for recipients in mental health care.
Hefin Gwilym is Lecturer in Social Policy at Bangor University. Hefin has lectured at Bangor University since 2006, initially in Social Work and since 2012 in Social Policy. He has published peer-reviewed articles in academic journals on social work, poverty and neoliberalism. His doctoral thesis completed in 2016 explores social work biographies within a neoliberal era. He teaches on social policy modules at undergraduate and postgraduate levels at Bangor. He also supervises PhD students in social policy in areas including food banking, carers’ resilience and the link between social welfare and public transport in Wales. He regularly contributes to BBC Radio Cymru and BBC Radio Wales news programmes.

Christian Kerr is a social worker and Lecturer in Social Work and Social and Community Studies at Leeds Beckett University. He has been a mental health support worker and community worker, and has practised as a social worker with adults with physical disabilities, mental health issues, learning disabilities, neurological conditions and brain injuries. His research so far has been mainly in the area of reform and networks of power and influence in children’s services. He was a member of the editorial collective of SW2020/21 under COVID-19 magazine.

Hope Lawrence is an Outside In representative at Glyndŵr University. Since joining Outside In in 2019, Hope has developed her understanding of social work, and of working together in a non-judgemental way to change the misunderstandings and stigma associated with the profession.

Natacha Leao de Silva is a Qualified Social Worker. Natacha is undertaking her PhD, exploring the transitional experiences of unaccompanied care leavers in Wales. She is a qualified AMHP, who has practice experience of fostering, and is currently a social worker in a Community Mental Health Team.

Liz Lefroy is Senior Lecturer in Social Care at Glyndŵr University. Since 2006, Liz’s role within the social work degree programme has focused on facilitating the participation of experts through experience, particularly working with the Outside In focus group. Her previous experience of managing support services for adults with complex needs, and her skills as an award-winning poet, have proved invaluable in finding creative ways of building learning communities.

Wulf Livingston is Professor in Alcohol Studies at Glyndŵr University. Wulf actively researches and is widely published within a range of alcohol, other drug, mental health and social work arenas. He is a registered and qualified social worker, whose current activities focus on: participation methodologies, policy and practice evaluation, and recovery communities.

Sarah Lord is Arts Development Manager at Arts & Business Cymru. Sarah worked as a photographer for seven years prior to taking over the management of
the cARTrefu project from January 2019 until the project’s conclusion in March 2022. Sarah spoke at numerous conferences during her time with cARTrefu, recruited and maintained strong working relationships with care homes across Wales and the social care sector, and worked closely with the KESS research team on Embedding and Sustaining the cARTrefu programme, before moving to Arts & Business Cymru in 2022.

**Jen Lyttleton-Smith** is Lecturer in Education at Cardiff Metropolitan University. Jen’s research explores well-being and participation in public policy, with a particular focus on the experiences of children and young people.

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**Tracey Maegusuku-Hewett** is Senior Lecturer and Programme Director of the BSc in Social Work at Swansea University. Tracey practised as a social worker in a variety of settings including community development, youth and outreach work with children, young people and families seeking sanctuary or with refugee status. Tracey’s research interests relate mainly to immigration policy, children’s rights and their well-being.

**Jaime Ortiz** is Professor of Global Economies and Markets at the University of Texas at Rio Grande Valley, USA. Jaime has worked for international organisations and universities. At the latter he has held senior executive leadership positions with a remit to campus-wide globalisation engagement. Jaime also holds Visiting Professorship appointments at Chinese and Welsh universities. He has been Fulbright Scholar and MSI Fellow with the W.K. Kellogg Foundation. Jaime’s international experience ranges from Azerbaijan to Vietnam.

**Naomi Parry** is a qualified social worker and studied the DipSW/MA programme at Bangor University. Naomi has experience working with children, families and adults. Naomi’s research interest is in the development of social work practice with transgender individuals in Wales and the impact of stigma and discrimination on well-being.

**Beth Pearl** is Senior Lecturer in Social Work at Swansea University. Beth has a particular interest in social work education and disenfranchised grief and ambiguous loss. She is passionate about coproduction and hearing the voices of experienced people in social work education.
Eluned Plack is an Outside In representative at Glyndŵr University. A former operating theatre nurse with over 38 years’ experience and a prolific artist, Eluned has contributed widely to the social work degree including contributions to publications, most recently in Ghisoni, M. and Murphy, P. (2020) *Study Skills for Nursing, Health and Social Care*, Lantern Publishing. Eluned is passionate about providing students with a well-informed holistic perspective that combines health and social care models. Her expertise by experience is established upon the foundations of being both a provider and recipient of health and social care services.

Rhiana Povey graduated with a BA (Hons) in Social Work from Glyndŵr University in 2022. When Rhiana was made redundant from a 15-year career in the radio industry, she decided to turn this into a positive and follow her lifetime desire to become a social worker. The three years of her qualification were the hardest of her life: the pandemic and losing her only child impacted her like nothing she had ever experienced. The support she was given has given Rhiana even greater motivation to be there for others. Working with poetry as part of *The Creative Practitioner* module, Rhiana found it helped her to offload the weight of the griefs on her shoulders in a way that is less personally intrusive than some more traditional approaches.

Gwenan Prysor is Director of the MA in Social Work programme at Bangor University. Gwenan is a registered social worker, with a professional social work background mainly in children and families’ services, undertaking both short- and longer-term interventions, including safeguarding. Before joining the MA Social Work Programme as Director in 2012, Gwenan managed the North Wales Social Work Practice Learning Centre. Gwenan was recently given a prestigious award by the Coleg Cymraeg Cenedlaethol in recognition of her outstanding contribution to Welsh-medium education.

Joanne Pye is Senior Lecturer in Social Work at Swansea University. Joanne is a registered social worker with over 20 years’ experience of working with children and families within the voluntary, private and statutory setting, as both a residential and field social worker (including working with unaccompanied young people). The primary focus of Joanne’s area of interest is upon children who are looked after and care leavers, with a particular interest upon promoting positive outcomes for children within the care system.

Abyd Quinn Aziz is Programme Director and Reader in the MA in Social Work programme at Cardiff University. Abyd is a registered social worker, having practised for 25 years in residential, field work, family centres, independent chairing and family group conferencing. His interests are citizen involvement, activism and anti-racism and he is a member of BASW Cymru National Committee.
Jo Redcliffe is Associate Professor at Swansea University and University of Texas Rio Grande Valley, USA. Jo practised as a social worker in a variety of settings, including mental health and substance misuse. She is currently the Swansea University lead for post-qualifying social work education and social work internationalisation link, with research interests including post-qualifying social work, disability, citizen involvement and substance misuse.

Haddy Sallah is a qualified social worker. Haddy has supported sanctuary seekers and refugees before and after her post-graduation. Haddy is a member of Llais Swansea University, Trustee for Cardiff Muslim School and also teaches spirituality to BME women. Haddy’s interests are community involvement, building and supporting the Siffoe Orphanage in Gambia, Islamic integrated psychotherapy, social work, social justice and culturally sensitive practice.

Diane Seddon is Reader in Social Care at Bangor University. Diane has developed a successful programme of social care research with a particular focus on the experiences and support needs of older adults, people living with dementia and their unpaid carers. Diane is a member of the Welsh Government’s Ministerial Advisory Group for Unpaid Carers.

Robin Sen is Lecturer in Social Work at the University of Edinburgh. Robin formerly practised as a child and family social worker in Glasgow. He has also worked as an academic in England. He is the author of *Effective Practice with Looked after Children* (2018) and has been co-editor of the journal *Practice: Social Work in Action* since 2020. Robin was also a member of the editorial collective behind SW2020/21 under *COVID-19* magazine.

Ian Thomas practised as a social worker, approved social worker and manager for 12 years before moving into education and training in South Wales. He chaired several national groups including the Post Qualifying Consortium for Wales before being appointed to the Care Council for Wales and Social Care Wales where he led on the regulation of social work training until he retired in 2019. He maintains an active interest in social work training in Wales.

Neil Thompson is an independent writer, educator and adviser and a Visiting Professor at the Open University. He is also a BASW Cymru ambassador. He is currently working with Vigrooom, a sophisticated employee wellness platform ([www.vigrooom.co.uk](http://www.vigrooom.co.uk)). His website, with his acclaimed Manifesto for Making a Difference, is at [www.NeilThompson.info](http://www.NeilThompson.info).

Gill Toms is Research and Practice Development Officer at Bangor University. Gill has an academic background in psychology and has worked on several applied
research projects in fields including mental health and dementia. She is currently involved in research exploring short breaks for unpaid carers.

**Sarah Vaile** is Founder and Director of Recovery Cymru. Sarah has nearly 20 years’ experience in the substance use sector and is a passionate champion of the peer movement and recovery community approach. A psychology graduate, she is also experienced in training and community development, with an interest in system and culture change and policy, having co-written the National Recovery Framework for Wales.

**Fiona Verity** is Professor in Social Work at Swansea University. Fiona has a practice background in community development. She has been active in community research in areas such as risk management and public liability insurance, community capacity building, community care and participatory evaluations.

**Tim Versey** is a social worker for Flintshire Local Authority. Tim has 15 years’ experience working in the field of multiple exclusion homelessness. He has been an advocate for visible recovery and publicly raising awareness of the stigma and discrimination attached to addiction. He is at present a practising social worker with Flintshire Local Authority within the Substance Misuse team. His current (PhD) research is around the UK addiction recovery movement.

**Sarah-Jane Waters** is Chair of the Coproduction group at Cardiff University. Sarah-Jane is a great believer in looking beyond the immediate problem to understand what led to it. She has an interest in the involvement of people who will use a service or project from its conception, creation and delivery. She is from Rhiwbeina, Cardiff but spent many years in Derby and is currently between terriers.

**David Wilkins** is a Reader at Cardiff University. David is a qualified social worker, with practice experience primarily in the fields of disability and child protection. David was one of the first Principal Child and Family Social Workers appointed in England following the Munro review of child protection. David now works for Cardiff University, lecturing on the MA Social Work programme, and undertaking research in relation to professional supervision, good judgement and decision-making.

**Sandra Williams** is a founding member of Outside In at Glyndŵr University. Sandra has been involved in all types of play provision in north Wales since 1973. She retired as a play provider in 2012 but continues to be involved in community regeneration as a community councillor and as director of a community interest company that manages a building as an advice/information centre, community café and meeting place.
**Tim Wynn** is a long-standing member of Outside In at Glyndŵr University. During his time with the group, he has greatly enjoyed participating in many areas of the social work degree. Due to an acquired neurological condition, Tim’s career in physiotherapy was curtailed. However, his involvement in the group has been invaluable in maintaining Tim’s sense of well-being and worth. He first started writing poetry during the 2020 lockdown.