REVIEWS

associated with low socio-economic status, above average unemployment, large families and poor housing conditions" (page 57). While this process of cluster analysis does require major statistical input and has some limitations, the use of such social indicators related to service provision does raise many questions for the providers.

By 1975, the area office was using one intake team and two long-term teams. Chapters 7 to 13 use the information collected from the Case Review System for a detached examination of the work of the office by the three teams. After analysing the work of the intake team, the authors question whether there are appropriate demands on a Social Service Department and whether social workers are the best people to perform all the tasks.

The detailed information presented on the work of the long-term teams has little relevance apart from the conclusions. They found that concentration on surveillance and review visiting was recorded for 75% of all cases; in over 50%, no change was expected; and nearly 75% of the cases were to remain open indefinitely. The authors rightly question the usefulness of such long term contacts and stress the need for a more task-centred approach. In particular, the chronically disorganised and disturbed families used an inordinate amount of social work resources, sometimes over many years, with few visible results and the need for earlier intervention was stressed.

The Case Review System was the major tool used in the research study. It was developed by a working party of six staff and two research workers over two years and includes some areas of conceptualisation that could be easily transferred (e.g. social worker transactions). It was intended to fulfil five functions:— first, as a practice tool for individual workers; second, as an eductional tool in supervision; third, as a

management tool, in planning of services; fourth, as an information system, about the nature of social worker/client activities; and fifth, as a research tool. At the end of the project, the Case Review System was evaluated by the social workers. It was found that the value of the System was seen primarily as a monitoring and planning tool, which enabled staff to relate their work to that of the whole office, and gain an appreciation of the needs of the areas and the use of different social work techniques. It was also noted that greatest commitment to the system came from those people most directly involved in the project and the authors themselves questioned the efficacy of introducing a similar system "cold" into another office.

In their conclusion, the authors question the ability of a Social Services Department to provide comprehensive help for all. They argue for a greater use of the voluntary sector, preventive community programmes, outposting of social services personnel, task-centred work and specialisation of gate-keeping functions. This last chapter summarises much of what is considered basic in contemporary social work practice. There is little that is new, although the authors stress the need for further experimentation in new ways of deploying social work resources, their evaluation and other monitoring tools like the Case Review System. It is interesting to note that their conclusions on the role of a Social Services Department based on their research findings are consistent with the current ideological arguments on the role of the State, voluntary sector and community.

"Ends and Means" is very readable and quite well presented. Its main interest for Australian readers is the information on the development and use of the Case Review System, and especially the section on implementation and evaluation. The obvious limitation of the Case Review System as described is its failure to consider any

direct involvement in the process. In fact, although the research clearly showed the desire of clients to participate in the running of services, there was no attempt by the writers to explore this area further or accommodate this expressed desire in their analysis.

The book will also interest people concerned about evaluating their own social worker/client process and relating this to potential and actual client populations. The information on cluster analysis is not very developed, but it does provide a means of investigating client contact and raising questions about current service delivery.

BOOKS RECEIVED FOR REVIEW

Many of these books will be reviewed in forthcoming issues.

Burnard, Don. **Towards a life of loving.** Hill of Content. 2nd Edition, 1980. 189 pp. $6.95.

Hannan, C. **Parents and mentally handicapped children.** Penguin, 1980 (Reprint). 175 pp, $3.95.

Harper, J. **Fathers at home.** Hill of Content, 1980. 108 pp. $4.95.

Johnson, V. **The last resort — a women's refuge.** Penguin, 1981, 204 pp. $7.95.

Judge, K. & Matthews, J. **Charging for social care.** George, Allen and Unwin, 1980. 150 pp, $33.50, hardback, or $12,95, paperback.

Kenihan, K. **How to be the parents of a handicapped child: a survival guide.** Penguin, 1981. 202 pp. $5.95.

N.S.W. Association of Child Caring Agencies. **Young people in care speak out.** 1980. 62 pp.

Sandstrom, C.I. **The psychology of childhood and adolescence,** Pelican Reprint. 1979. 288 pp. $3.95.

Snowball, D. & Bolton, F. Springer Series Set 2 (12 books) Cassell Australia 1980. $6.95 or $1.25 per book.

Veevers, ∴ J.E. **Childless by choice.** Butterworths, 1980. 220 pp. $16.00.