THE COHEN INTERVIEWS

THOMAS TINTO – Interview No 19

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This is one of 26 interviews with social work pioneers conducted by the late Alan Cohen in 1980 - 81. The period of social work history Alan wished to explore with the interviewees was 1929 - 59. With one exception (No 24, Clare Winnicott) the interviews were unpublished until this edition in 2013. The copyright is held by the not for profit organisation WISEArchive.

Each interview is presented as a free-standing publication with its own set of notes. However, readers interested in the Cohen Interviews as a whole and the period discussed are referred to:

(a) the other 25 interviews

(b) to the Editors' Introduction,

(c) the select Bibliography.

All of these can be found online at http://www2.warwick.ac.uk/services/library/mrc/explorefurther/subject_guides/social_work

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Thomas Tinto is remembered as a very important figure in the field of social care in Scotland. His career in Glasgow spanned the period between two great reforms -- the Local Government (Scotland) Act of 1929 and the Social Work (Scotland) Act of 1968 and therefore also embraced the radical health and welfare reforms of 1948. His areas of interest and responsibilities expanded during this period and included public assistance, care of the elderly, health and welfare, residential care, community care and voluntary organisations supporting families in need.

Mr. Bob Winter - later to become Director of Social Work for Strathclyde Region and also Lord Provost of Glasgow - recalls a long and rigorous interview conducted by Tom Tinto when applying at the age of 17 for his first job as a trainee welfare officer. Thereafter, in a long social work career, he developed admiration for this man who represented the best values of the profession and who was widely respected as a role model for the younger generation of social workers. (All this despite his bowler hat and pinstripe suit). Given his dedication to the cause of good quality training for front line social workers, he was the natural choice to represent Scotland on the Younghusband Committee from 1955 - 59.

He is also remembered as a compassionate man, ever willing to support those in need of help, and probably driven by a deep personal faith. Given his long connection with the Iona Community and the Church of Scotland, it is reasonable to assume that he was of a Christian socialist persuasion, though he avoided attaching labels to himself.

A.C. When did you first come into social work?

T.T. I was in the Scottish equivalent of the Treasurer's department. I was an accountant there and in 1929 there was a new Act, the Local Government (Scotland) Act. I think there was a similar act in England coming into effect in May 1930. Now before that, the social work set up was that there was the parish council and there was an education authority, a separate authority from the city, and Glasgow, the town council was called, the Corporation of Glasgow. So under the 1929 Act, the public assistance department was formed from the parish council, and the education department was formed from the old education authority. I was involved in the financial arrangements, the incorporating of the new authorities within the Glasgow Corporation, so I had a lot to do with the Education department and the Public Assistance department that had taken the place of the old Parish Council. In 1931, following the slump and going off the gold standard, there was established the means test. The transition payments, involved an adjustment of staff in the old public assistance department, and there was a chartered accountant there who was the assistant cashier, he was getting old, and I was asked if I would go over there on the financial side as assistant cashier. Then I became the sort of cashier and accountant and that took me into the Public Assistance department. I continued to function there mainly on the financial side, but taking a considerable interest in the whole work of the department. When it came to 1948 with the big changes in the legislation there, we had to decide on where we were going, whether we would remain with the Corporation or go to a government department. I actually was fixed up to become finance officer of a new town in East Kilbride but just before I took it over the deputy director of welfare died suddenly and I was asked if I would stay on in the corporation and become deputy director of welfare services, and I agreed. Having become involved in social work more than finance, I agreed to stay on so that was where I finally burnt my finance boats and became interested in the Social Work department. But earlier on, whenever I went across I felt that I had to be able to take part in the administration so that right in 1931 or thereabouts I took up the studies for the Diploma in Social Study at the School of Social Studies at Glasgow University. It was a two year course fitted into the evenings. Sort of five to seven. So I took that.

A.C. Can you describe what that was like? Can you remember that course at all?

T.T. Yes. It was a diploma course. There was an ordinary diploma for those just taking the classes and passing the examinations. There was an endorsed diploma for those who were doing practical work which was mainly organised by the university settlement. I think at that time it may have been called the Queen Margaret Settlement which had been the women's college at the University before the women were integrated into the University. The subjects then were:

political and social history, economic theory, social economics, social psychology, industrial psychology. There was an industrial welfare man who did the factory welfare and there was also a lecturer who was then secretary of the voluntary organisation in Glasgow, I think it was called the Society of Social Service at that time. These were the main courses spread over a couple of years. Just after I had started that, they began a diploma in public administration which was also a two year's course. But a number of the subjects were in both courses so I carried on for a third year, and took the diploma in public administration too. From the point of view of practical work, those who were in the public services could gain a certificate and they got the necessary endorsement in respect of that. So that was my first studies in the field. At that time not everyone in the public assistance department went for the course, because at that time the important one was the Poor Law Diploma: The Scottish Poor Law Diploma.

A.C. Is that the same as the Relieving Officers Certificate? The Scottish equivalent?

T.T. Yes, it was called the Scottish Poor Law Diploma which was run by what had been the Society of Inspectors of the Poor. In Scotland the head of the Poor Law administration was called an Inspector of the Poor. **[1]** That passed out in 1930 but continued as an organisation and ultimately became the Scottish Welfare Officers Association, a Chief Officers Association.

A.C. And did you take that diploma?

T.T. I didn't take that, no. I felt that it was sort of passing out. And I think having qualified as a chartered accountant and these other two qualifications my interests were widening.

A.C. Had you qualified as a chartered accountant when you were in the treasurer's department; before you actually moved over?

T.T. I qualified as an accountant through the Society of Incorporated Accountants. I qualified there and they were integrated with the Institute of Chartered Accountants of England and Wales so I qualified as a chartered accountant. My original chartered accountant's qualification I got in the Treasurer's department.

A.C. Then you moved over and did the social studies diploma and the diploma of public administration?

T.T. Yes.

A.C. You said you did some practical work?

T.T. I was interested in voluntary organisations I had been the President of the Young Men's Guild of the United Free Church of Scotland. There was union of churches in 1929 and I continued there. One of my social work activities (I can't really put a date on it) there was a Scottish After Care Council, which looked after the after care of prisoners, mainly ex-Borstal boys, so I was on the Glasgow Committee of it for some years and then went onto the National Committee so that I did an occasional voluntary guardianship of an ex-Borstal boy. **[2]**

A.C. Do you remember anything about that?

T.T. Yes. At that time the staffing was just hopeless. It was just a couple of men with no social work experience or training who tried to get jobs for boys coming out of Borstal. The supervision was either visiting the boy in his home or bringing him to you to visit and giving a monthly report as far as you saw it, on the boy's welfare. And it was quite strange. It was difficult to see whether you were doing any good or not. But it did turn out later when one of my boys was arrested again and in prison, and having married, his wife came to me to give her some help. I remember my contacts with the church, the kind of things for instance, the man who married us was the Chaplain at Glasgow University and a man of quite exceptional quality, he became Moderator of the General Assembly (of the Church of Scotland), Dr Archie Craig. **[3]** Now he always held himself open for anyone in need coming to him. He would occasionally bring someone to me. I always remember a fellow he brought who was a real hopeless case but Archie Craig felt that nobody was beyond redemption, and I got him a job in a relief scheme. We'll talk about relief schemes and that afterwards, where people got their job and their pay and enough stamps to get back onto unemployment benefit. Well this fellow, I got him a job in this relief scheme and what he required was a pair of boots, and of course the first thing he did was to flog the boots and never turned up to do his work. Well some years later, Archie Craig came to me and said, "Remember our friend Langland? He'd been working long enough to get enough stamps to get unemployment benefit." That's the kind of long term voluntary work that is possible. Compared with the man who I approached to get him a job on relief scheme and who had supplied the boots, he said, "You get the cases. I knew that fellow was yellow from the start!" So that that was some of the kind of background of my ordinary linking with the financial work.

Then of course you were bound to be interested in the work of the people you were paying. For example, the Glasgow Corporation did a lot of what's now called fostering of children, and those days it was called boarded out children. Now of course when you were financing those that were doing the boarding out, you of course had contact in ordinary conversation with how they were going about it. For instance, at that time we'd a very interesting old woman. She seemed old to me then. A nurse Thompson who took away a lot of babies at a time and her relationships were such that anybody would do anything for her. Although she was never a social worker officially, her home became an after-care centre. I remember when the war broke out in '39, the question of fire arms in private hands, and there was an amnesty as people handed over their fire arms, no questions would be asked. Now Nurse Thompson said to me, "A lot of my boys, I've just collected the revolvers from them. Can I hand them over to you and you can settle up with the police?" Now that kind of thing showed a profound personal relationship. This is not modern social work at all, but, by Jove, it was real social work in those days. And there are always other interesting cards among the inspectors, the Poor Law Inspector. One fellow never went out on a Poor Law Inspection without a screwdriver and a pair of pliers in his pocket, repairing wireless sets and all that.

A.C. Would you say they were like social workers?

T.T. You couldn't be working with people without being interested in their welfare, and although the old Poor Law was regarded as harsh, and it was very harsh in many ways, those who were doing the job were mostly very keenly interested and had

taken the Poor Law diploma. So that they had studied as far as it was available at the time. There were three groups of boarding out services. There were the boarded out children and the mental ones were the BOL (Boarded out Lunatics) and BOMD (Boarded out Mental Defectives) and so the mental ones were all done in the same section. Of course there was also the question then of admission to hospital and charges for hospital maintenance. Because remember that before 1930 there were the voluntary hospitals, and there were the ones that were done under the parish council, which were the general hospitals, and there were the infectious diseases hospitals which were run by the Health Department.

A.C. When you were telling me about the Poor Law, you said it could be harsh. What did you mean? How could it be harsh?

T.T. Well in those days, people got what was called outdoor relief. That was the financial relief but there were some people whose character was in doubt, and they were offered instead, indoor relief. So that sometimes you felt that this kind of division, outdoor and indoor, was a bit harsh.

A.C. What did you mean by their character was in doubt?

T.T. Well if a person was thought to be a drunkard who would spend his money unwisely, they might say, “Well you come inside”. Prostitutes as a whole were not dealt with harshly, but some who felt that giving indoor relief would be a test. So that happened. But on the whole, at that time, the thinking was progressing far away from the Poor Law, even though the Poor Law had not been repealed and in 1930 at the change over, the parish council’s buildings for indoor relief were called Poor Houses. In England they were Work Houses; in Scotland they were Poor Houses. But Glasgow acquired one joint authority home which was the Crookston Home. **[4]** There was a joint authority, Poor Law Institution, at the time, but in 1930 the Glasgow Corporation thought we should be advancing in our thinking about residential care and we set about a policy of building cottages so that single people or married couples could have a cottage with a living room, dining room and bathroom and live on their own. Now that was far-sighted and not conceived under the old Poor Law, and you found that sometimes the national legislation and practices were discouraging of such advance. For example with old age pensions, if an old age pensioner in those days went into hospital, if they were getting medical treatment mainly, their pension was still payable to them. But if they were in what was technically a Poor Law institution, maintenance rather than medical care predominated, and because maintenance was predominant, it was regarded as a Poor Law function and therefore the pension was disqualified apart from a pocket money allowance. Even patients who were pensioners who attended mental hospital at that time got a pocket money allowance which was administered under what was still called the Pauper Lunatic Regulations. So you had this public feeling against the Poor Law, and yet you had local authorities like Glasgow who were willing to move forward despite the legislation which wasn’t in fact altered until 1948.

There were practices that had to be changed in order to modernise the care. I remember when I took over responsibility and went to one of our old institutions, our oldest, with the poorest quality of resident as it were. I found there that bread was issued; cut in huge thick slices an inch or an inch and a half thick. Tea was

still served in bowls. And I said we've got to stop this. When they did stop it, some of the older residents felt that with the thinner slices of bread, they were going to be cut down in the rations and no matter how much you told them that they can eat as much as they like they still would put a slice in their pocket in case they didn't have enough. Similarly they felt that a tea cup was a much smaller thing than a bowl. There were of course old people who could hold a bowl in two hands more easily than a cup in one. But these were the kind of changes that had to be brought about. The other problem was the matter of dressing. The male residents always wore mufflers. Never a collar and tie.

A.C. It was issued to them do you mean?

T.T. Oh yes, as part of the clothing that was given to them.

A.C. You had to wear it?

T.T. They didn't have to wear it, but they did wear it because it was part of the clothes that they did have. When we felt that we wanted to change this we could not get them to wear a collar for a time, so we then started issuing collar- attached shirts, that kind of thing. The old women wore shawls, and we had to get them out of that and even got them more often to wear hats when they were outside. All these things. This was almost into the 40's. The end of the 40s we were still making those changes, '48-ish. I took over as Deputy Director in '48. That was the point where these things had to be changed. So it was all step by step and it wasn't so much harshness as lack of mutuality between the officer and the client. The officer was inclined to know the right thing to do and the client had to comply. Although on the other hand you did see in some fields, take the boarded out children's field, how quite a long history in Glasgow of boarding out had had some very good results. On visits to Iona it was interesting to see the long term relationships of many of the foster parents. One house I was in touch with where the mother of a young family who had been a boarded out child, had been seriously ill and her children and her husband were up being cared for by the foster parent of the mother in her childhood, so there were long term tie-ups, although adoptions weren't so much on the go then. But the problem of employment after boarding out was always a very, very great difficulty. The cottage that my family rented up in Iona was one attached to a croft that had had a long history of caring for children and I always remember the guardian or landlord at that time was in his 70's and saw his end was coming. He would have liked very much to have passed his croft to one of his former boarded out boys who came back from America regularly for holidays, but this boy had married a Glasgow girl who just couldn't acclimatise herself to life on a croft on the island, and so he didn't take over the croft.

A.C. Can I ask you a bit more about those early pre-war days? I can see that in a sense it was fortuitous that you transferred from Treasurers to the Public Assistance Committee (PAC), **[5**] but you stuck with the PAC and so you say, eventually burnt your boats as far as Treasurer's was concerned and did that, your interest in social work. Did that have anything to do with your Christian commitment? Why did you get so involved with people and helping people with their problems?

T.T. I don't think you can really diagnose what makes you do things. I do feel that there are influences of guidance in anyone's life. It can be changing your job or meeting the woman that you marry. They are fortuitous circumstances and in my case they're all built up to having a very interesting life because I found so much interest in my job. When I was young I had always thought of retiring whenever I became 60, but when I was working I was enjoying work so much that I felt well I will work on until I'm 65!

A.C. So you wouldn't put it any stronger than that really?

T.T. I wouldn't put it any stronger than the fact that there is a vocational interest. There are times when you feel you might have gone in another direction but my decision at 1948 to go on the welfare side rather than the financial side was really one that my interests had become a much greater interest in people than in accounting.

A.C. In your job that you did in the PAC did the Poor Law inspectors, did they come back and discuss their work with you? How did it work, their relationship to you?

T.T. Well we were all in the one building and we were always having contacts. For example, when a person became incapable, *incapax* because of their mental condition then there were often financial matters to be dealt with. And I became *curator bonis*, a Scottish term for a trustee in England. In England there's the Court of Protection for a person who is mentally ill. In Scotland the person appointed by the courts is called a *curator bonis* and the *curator bonis* administers the financial affairs of the *incapax.* The *curator bonis* who acts in the interests of the *incapax* and the accountant of court checks up on his financial transactions. And then the *curator bonis* is appointed by the Sheriff in the area, or by the Court of Sessions. So you always had things like that happening. Or if a person in care of the corporation became entitled to money, then something has to be done about it. So then there is a constant relationship between the financial administrator and the inspectors. Just that, in this compact administration.

A.C. You weren't responsible for paying out, outdoor relief?

T.T. Oh yes. In those days outdoor relief was paid in cash and it was paid in local pay halls. The poor who were getting relief came in and presented a card and a cashier, a pay clerk, handed over the money over the counter to them. So it was all done in cash.

A.C. Where did they get the card from?

T.T. They got the card from the Inspector. The Inspector issued the card stating the amount that was payable.

A.C. When he called at home?

T.T. Often the applicant called at the office. The volume was very considerable and at that time the relief was divided into two important categories. There was the ordinary poor relief, which was sometimes referred to as the sick poor, because prior to the 1922 Act **[6]** people who were able bodied were not entitled to relief from the parish and in 1922 there came the authority for the parish councils to pay relief to the able-bodied poor. They were kept quite apart in financial

administration and it was the able bodied poor who transferred to the newly formed Unemployment Assistance Board (UAB), under the 1934 Act. **[7]** In those days all the relief was paid in cash and some years later when we decided to try to depart from the pay hall system of payment we evolved a scheme to send the money by registered post. It presented a number of problems because on occasion some crooks would get to know when the postman was likely to have a lot of money in a particular area, and waylay him. It had its problems. But that was the first step that we were able to arrange in Glasgow, was the paying of poor relief by post. And then it changed in 1948 when it was all taken over by the Assistance Board. **[8]**

Another thing, in relation to relief at that time was the change that, in 1931, when the means test **[9]** was instituted and there were what were called "transitional payments." These transitional payments were assessed by the public assistance officials who were financed by the government. And the transition really was a transition from being just unemployed to being permanently unemployed. There was not much transition into employment. But at that time, I think it was '32 or '30 stamps had to be got to get back on unemployment benefit, and so there were relief schemes run by the Corporation where the workers were paid a rate of pay not as high as a normal rate of pay, but higher than the poor relief scale. They are employed there for the requisite period and got enough stamps to get back onto the labour exchange benefit. And some of the scheme did make a contribution. Land reclamation was one of the big ones. Of course a lot of people were put off benefit because of this technical description, 'not genuinely seeking employment'. And sometimes the relief scheme was in a way a test of their willingness to work. They were pretty tough times for many people at that time.

A.C. You were saying that there were paying out halls in each district. Can you describe what it was like inside the paying out hall?

T.T. The hall would seat about a hundred. You know they were sometimes in our offices and either at tables or at windows like tellers' windows, there'd be the pay clerk with his money and there was also a clerk who made up the roll of pay so that the cashier paying money had to balance with the roll, and the card was the recipient's authority. Just similar to a pension book. So the people came up in turn and got their cash at the window.

A.C. What about cases like those you were describing to me earlier where you said the Poor Law inspector couldn't help but get involved in someone's wider human problem beyond their immediate material need? Were there special people appointed to pick up particularly distressing cases, or did the Poor Law inspector carry that all on his own?

T.T. He carried it on his own, but had a supervisor and a deputy supervisor. Glasgow was divided into five divisions and there was a divisional supervisor and assistant supervisor in each division so they were able to take their problem to them. In the days of the old Poor Law there was sometimes far greater responsibility placed on the Inspector of Poor, than anyone carries now. Because in the days when general hospitals were basically provided for the poor, the poor had to get absolute priority. You know if a person was left ill at home unattended to, the

Poor Law Inspector could be hammered. For example in common lodging houses -- in Glasgow they were called “models”, an abbreviation of *model lodging houses*, -- an inspector wouldn’t have dared to leave a man ill in bed in a common lodging house without removing him to hospital. There was a real caring responsibility that was carried very seriously.

A.C. In England the relieving officer was only answerable to the district auditor. Was that the position in Scotland?

T.T. Not at all. No the auditor had nothing whatever to do with us. The Inspector of Poor or afterwards the Director of Public Assistance was responsible to the Scottish Home Department. For the mentally ill there was a Board of Control, a central Board of Control, so there were two Scottish central government departments who supervised. And from the Scottish Home Department, the Home and Health Department, there were general inspectors who would come round and take up any cases. Members of Parliament might write direct to the local authority inspector or they might write to the Minister. There was a central government inspector who’d follow up the Minister’s enquiry. And there were times when, in relation to finance, we raised the question of the role of the district auditor. The district auditor didn’t come into it at all because we had auditors appointed by the Corporation. I remember one stage where the Glasgow Corporation decided to increase benefit to certain unemployed people. Supplementary Allowance it was called at that time. Now the head of the department, then the Director of Public Assistance, because of his personal responsibility if he were authorising payments that were outwith the law had to protect himself, and so they used to have what were called, daily relief committees where the councillor authorised the Supplementary Allowance and the official with the rubber stamp, said, “Not approved by the Director of Public Assistance”. It became a kind of joke because your relationship with councillors was always reasonably good. But that’s the only time there was any expression of fear of financial surcharge. But the District Auditor did not come into our picture at all. We’d just to satisfy our own auditors.

A.C. When I spoke, for example, to Cecil French, (Interviewee no 8) -- who was a relieving officer and ended up as Assistant Director in Bedfordshire, but previously was their Chief Mental Welfare Officer and started life in the Poor Law in 1937 there -- he described examples of occasions where he’d authorised payments to an applicant, and his boss said, “No you can’t pay this”, and he’d said, “I’m only answerable to the District Auditor, and this is the amount I assess they need and this is what I will give” But your system didn’t have that degree of autonomy?

T.T. No it didn’t have that degree. A councillor sitting at a daily relief committee was the one who was supposed to have authorised the payment. Although there was always interim payments - donations as they were called - where a single payment could be made to meet an immediate need.

A.C. Did you stay in Glasgow during the war working for the PAC or did you go away?

T.T. No, I stayed in Glasgow. The service was then called the Emergency Relief Organisation, and I took charge of a lot of the rest centres which were set up in

schools. I set up classes, mostly for Headmasters, on the functions of rest centres, and also on information centres.

A.C. What were the classes for Headmasters for?

T.T. If we were using the school as a rest centre in event of bomb attacks, then the Headmaster would become charge of his school, and therefore he had to be willing to cooperate and understand what we were doing for the people who were in need. In the long run we didn't need to use many schools or church halls. The first people we had in our rest centres, I thing were the Channel Island evacuees. Mostly Alderney and Guernsey children we had in Glasgow. And then we had the rest centres that had to be opened for the air raids in the city.

A.C. You were quite badly bombed on the Clyde weren't you?

T.T. Yes Clydebank **[10]** was. It got the worst of it, but we had quite a lot. My room had its window, just one, blown in during a night attack. Most of the attacks were night attacks.

A.C. How much of Glasgow's housing was destroyed during those raids?

T.T. In Glasgow itself the housing was not very much destroyed.

A.C. So you didn't have big problems settling bombed out families?

T.T. We had a problem settling bombed out families, but when you said housing, I was thinking of Glasgow's own corporation housing scheme. No, we had quite a job settling, but we had some large houses requisitioned that we could take a number of families into the house. Following air raids we usually had a period of considerable pressure, where we used mainly the school meals service for feeding in the rest centres, and we had the mortuary arrangements, the funeral arrangements all that you see.

A.C. It was during the war that the Beveridge plan **[11]** was first unveiled. Were you involved in discussions about that?

T.T. Yes we were very much involved. We wanted to see how the whole set up was going to operate with Beveridge and then with the National Assistance Act **[12]** and the Children Act, **[13]** that came on. We wanted the government to take over the responsibility for the able bodied unemployed. But we weren't involved in giving evidence to Beveridge.

A.C. So at the end of the war when all that new legislation was passed in the '48, that was when you made your big decision really?

T.T. Then of course there was a lot of preparation for the changeover. Because we had the Children Act, the National Assistance Act, the National Health Service Act. Take for instance the National Health Service Act. We had a separate Scottish Act, National Health Service (Scotland) Act, but it was similar to the English one. But with the change-over we would use the National Health Service Act often to do certain social work functions. For instance, when we set up the Family Service Unit (FSU) **[14]** there was no power under the National Assistance Act for the local authority to do that. But we wanted to bear the cost

one hundred percent and so we took it under section 27 of the National Health Service Act which was prevention of illness, care and after-care. This prevention of illness provision came in then and we used that as the argument and the local authority being one authority, it didn't matter whether it was done as a health department function or a welfare department function, so that we had sometimes to do that. Similarly in the development of training centres for mentally handicapped people, for the after-care of special school children and so on. We had to use the Health Act although we were doing it as a welfare function. Part of our mental health provision.

A.C. Were the Welfare Department and the Health Department separate in Glasgow?

T.T. They were separate in Glasgow until after 1948, but by 1950 the departments were amalgamated Health and Welfare, and so my job became that of secretary and principal welfare services officer. I was secretary of the joint department and in charge of the welfare services. It was before the amalgamation that I had charge but soon after '48, the director had a severe illness so that I had charge of the department for a bit before they were amalgamated. And for a bit I was the Acting Children's Officer because the Children's Officer had not been appointed. That was another thing I had to decide whether to remain Welfare or become Children's Officer. But I stayed in the welfare. Although it was interesting at that time some of the older men who had been in the Poor Law Administration or giving out money, didn't see any future in a welfare service that was not giving things out.

A.C. Did it come easy to you keeping up with all the changes? Because by the time, we were talking about 1948 you get to things like setting up of the children's department, a social work service for the children, social work service for the elderly and the physically handicapped and so on, it's rather a different kettle of fish from a starting point which was mainly geared to meeting the material needs of people who are unemployed or had no income?

T.T. I think that there were certain challenges that presented themselves, and you could often find someone similarly interested in another field. If you take old people's welfare. Well, there was a voluntary organisation set up for that. But at that time old people in hospital were just kept in bed. And there were the first breathings of geriatric medicine. One of my fellow elders in the church was the Professor of *Materia Medica* - Professor Alstead, **[15]** his subject was *materia medica*. Now Alstead thought that it was time that something was done and so at Forest Hall which was our poorest establishment, which had a hospital section and a maintenance section, he felt that this lying in bed to end your days should be overcome. Now he started advising the medical staff that something could be done, and I always remember the superintendent at Forest Hall felt this was terrible getting these old people out of bed and sitting up there when they'd be far more comfortable in bed. Soon after that the regional hospital board decided to appoint a full-time consultant of geriatric medicine, and they appointed Ferguson Anderson **[16]** who ultimately became the professor of the first chair in geriatric medicine and got a knighthood. Sir Ferguson Anderson. He and I worked together a lot in trying to move on this geriatric field. Take for instance the care of old people going into residential accommodation. One of his consultants

helped in the assessing of the cases trying to see those that needed psycho-geriatric care as distinct from residential care.

On the other side, almost on the voluntary side, you know I mentioned the after-care council. On the after-care council we were trying to have Borstal training improved. I remember a terrible battle trying to have electro-welding set up in Borstal as a modern training facility, and with very useful consultations with the Ministry of Labour and with the Sheriff. You know in Scotland the Sheriff is the County Judge. Well many of the good sheriffs would be interested in what happened to the people that they were dealing with in the courts, so that in a number of fields like that, you had a field of joint thinking.

A.C. An enormous change in a short time! It's quite interesting how things can materially change over a short time.

T.T. It's hardly relevant but, the Lord Provost one year was getting a tree from Norway: a Christmas tree for George Square. So we got the Christmas tree for George Square and he said to me, "I think we should get some old people to see the Christmas tree". I said, "It won't be much use unless you've some music. I'll arrange for a Salvation Army band to come along". Now that happened and another year the Lord Provost provided tea for them. Now it has reached the stage where a subsequent Lord Provost said, "Now why should I be entertaining the old people in the city chambers, and with just the important in the banqueting hall? Why should we not have a proper dinner for the old people we invite along here for a Christmas meal"? So it began a Christmas dinner with wines and the rest of it. It's just how a thing can move on from this simple incident of a Christmas tree being presented, and it's still the same Salvation Army band that comes along each year to the Christmas dinner for the old people.

Then another kind of example. This is still within your period. In 1957 a fellow produced a scheme to the Lord Provost for handicraft activities for retired people. So we formed a committee and we arranged a conference on retirement and this was in October '57 and I acted as secretary of the committee. We brought together people to discuss this and Ferguson Anderson spoke, Sir Alexander Cairncross, **[17]** the economist spoke, and we formed a Glasgow Council for Preparation and Occupation Activity on Retirement. Now I think that was the first retirement council that we set up. You see the kind of cooperation we had with Cairncross and Ferguson Anderson and so on. And of course the whole pre-retirement, educational programme had developed from that.

A.C. All this new legislation seemed to require the recruitment of a whole army of social workers to implement them. How did that affect the service in Glasgow?

T.T. Well we didn't have much recruitment of the army of social workers. You see Younghusband was really the start of recruiting trained social workers. When we got that through, then came the question of how soon could we get something going in Scotland under Younghusband. The Central Council for Training in Social Work **[18]** was set up and there was a Scottish Advisory Committee of the Central Council, and I was made chairman of that Scottish Advisory Committee, and so we got the first course going. Now at that point there was the question of how can we finance the students going? Before that, in my young days, a student had to provide his own finance for taking certificates. Although the

Glasgow Corporation evolved a scheme of an honorarium, £25, when you passed your intermediate and £25 when you passed your final. Actually they started off by giving an annual increment of £10 for passing intermediate and another £15, £25 for passing the final, but they felt that that was too generous and they changed it to an honorarium. But with Younghusband coming in then we agreed to second students to it on pay. There were those who thought they should be seconded on condition that they undertook to serve two or three years after qualifying, but I was opposed to that and I felt that the important thing was for people to be trained to do the work so the first three that I sent, I said, "We're not making any condition, but I hope we can have a gentleman's agreement that you won't pack up immediately you qualify". But we did it without any restrictions.

I think when the Children's Department did it, they did have the restriction, but I felt you're training people to do a job in the community. But I think that started the recruitment of social workers. Then there were other things. When the Children's Department were allowed to make cash grants to meet social needs, that was the first time the local authority was able to provide in that sphere. In 1931 there had been a build up of the local authority of responsibility for certain supplementary pensions and the like. And then there was a diminution until they were all phased out at '48. But there was this start in children's work of being able to give grants.

A.C. Tell me the story behind the Younghusband Working Party. **[19]**

T.T. I think the Ministers in setting up the Younghusband Working Party decided that there should be somebody from Scotland and so St Andrews House, I think, approached Glasgow to see if they'd be willing that I should go on.

There was an invitation for the Corporation to appoint somebody to the Steering Committee. **[20]** And when that was on the go, the Assistant Secretary of the Home Department who was dealing with this matter, came along and suggested that I might go on. I just got a letter from the Secretary of State, having discussed what would be involved in time, sort of a day and a half a month, I think that was the agreement. So I was put on the working party then, and one of my councillors was put in the steering committee.

A.C. When you went on the Younghusband working party, did you know of the work that Eileen Younghusband had already done on the employment and training of social workers? You know those Carnegie studies?

T.T. We knew about her, yes, and we had been anxious that something should be done because from '48, this is going back a bit, we were left without the Poor Law Diploma as the qualifying thing. So we agreed in Glasgow with the University's Social Studies Department to have a part-time course and they gave a certificate in social welfare at that time. So that ran for a bit as a qualifying course, it filled the space there, and then of course Younghusband became involved with all the others on it.

A.C. Can you remember any of the discussions inside the Working Party and what it was like? Who was arguing for what?

T.T. There was a feeling from some sides of the working party that the local authority often paid PSW's better than the hospital did, and so that people were being attracted to it. The local authority was almost overpaying compared with the others in that field. But the discussions were usually quite constructive. The members had very varied experiences. You see you had Eileen [Younghusband] and Robin [Huwys Jones] **[21]** who were the teachers; and you had Geraldine Aves (Interviewee No 2) who was the central administrator; and we had a GP.

A.C. Doctor Semple wasn't it?

T.T. No. Doctor Semple was the medical officer of health and he was the professor of public health at Liverpool. The GP didn't contribute so much and there were changes: we had an education officer from Reading, an almoner from Buckinghamshire, a home help organiser from the Midlands and Robina Addis [Interviewee no 1]. She was NAMH. **[22]** So there was quite a varied representation. Strangely enough, I being from Scotland was the one from the welfare officer field. But at that time I was interested and active in the Institute of Social Welfare. **[23]** I became President of it, but at that time I may have been Vice-President, or coming up for that, I'm not very sure.

A.C. Robina [Addis] was telling me that there was an argument inside the working party as to whether or not it was necessary to hang on to specialist training.

T.T. Yes there was a lot of discussion as to whether there should be a general purpose social worker, and whether there should be specialist training. I think the balance of opinion was on the general purpose, but I was a bit concerned about some of the specialists that were needed. I was particularly concerned about the deaf. I felt that the deaf needed such an efficiency in communication that lacking that efficiency in communication the social work could not be very well done, and I'm not yet satisfied that we've overcome that. In the field of the blind there wasn't the same social work problem, because the blind were on the whole a pretty well adjusted group. They were able to carry their independence much more happily than the deaf. The deaf were the real lonely ones. One argument for the general social worker was if they understood all the services that were available these could be brought into operation. One of the things we discussed a good deal was the question of case conferences, the people who should be at a case conference and who should carry out the policy agreed at the case conference. That occupied us a lot. And I'm not sure that that is in practice working out terribly well yet. I think the important thing is for a good social worker to get on with his case, and to be able to consult someone else if it needs specialist advice.

A.C. Robina said that this question about the general purpose social worker versus the specialist was something that you really all got, I hope I'm not misquoting her, really quite stuck up on, and you all went away for a residential weekend to sort yourselves out. And it was there she said that she was holding out for specialist social workers and nearly everybody else by this time was going along with the idea. I think what she said was, that when she heard people like yourself saying well we need a specialist social worker for the deaf and the blind, that she began to think, "Oh well maybe there's something in the generalist ...".

T.T. The psychiatric social worker had showed a good example of the worthwhileness of certain specialisation, but all through it I think the important thing was that the resources should be available to meet the needs as analysed by the social worker. Now I'm a bit discouraged in I think that the social work departments have been developing management techniques rather than social work techniques. Another problem that arises is how a good social worker can continue to practise social work without having to go into management in order to get promotion. These are current problems but out of the period we're talking about.

A.C. Can you remember any stories from that working party? Anything stick in your mind about any particular meetings? Any personalities of the committee particularly come through strongly?

T.T. Early on we decided that the papers should be sent out in duplicate. One you would return with any of your verbal alterations, the other would be the subject of policy discussion. When it came to the future programme, the setting up of the Central Council and the establishment of a staff college, I thought in the back of my mind there was the model of the Civil Service College at Sunningdale, that this might be something. So we did ultimately get the National Institute of Social Work. **[24]**

A.C. Was that your idea then the staff college?

T.T. I think it was my idea verbally.

A.C. Say something about that time.

T.T. It was just a question of trying to consider how there can be continuing thought given to the development of social work. The central council could be established by the government but this idea of a staff college could hardly be set up by the government. But at that time Nuffield was quite good, so that finally we set up with trust money. I don't know whether Nuffield put in money, but certainly Rowntree did a good bit of it and they were able to bring on to the council a lot of people who became leaders who were able to have sufficient skill and influence to ultimately see when the voluntary funds were not going to be available, that the national funds became available.

A.C. And the idea at the back of your mind was the model of the civil service staff college?

T.T. Well I had an experience during the war of having the staff college at Sunningdale, going there to discuss civil defence matters. So I thought if all chief officials are brought together to discuss operations like civil defence, why shouldn't there be a similar place to come to discuss our main job, which was the setting up a functioning social work service? So that was what was in my mind.

A.C. Do you remember this residential weekend?

T.T. Oh yes. It was just a straight forward working weekend, but we had a bit longer and were able to probably move a wee bit away from just continuing what we had been doing. And by that time I was also thinking of the interests of the current workers in the field. I myself was getting a bit concerned that if we had the sort of

specialist social worker, represented by Eileen [Younghusband] and others, if they don't realise the value of the people who had really been doing the job it was going to be difficult. So I was concerned that those who had been performing would not be put into an inferior position. That was one of my big concerns and at that time that kind of a discussion was relevant because we were getting near the stage of our final report.

A.C. One of the other things I was told was that some of the employers were saying, when it came to discuss the new certificate courses, they couldn't understand why some of the course work couldn't have been taught on a correspondence course basis rather than full-time. How did that idea come about?

T.T. Well I saw the advantage of correspondence course. I do think correspondence courses require harder work from the student than attendance in classes because the results are only the results of their own work, but there had to be some way of getting experience from people who had it, getting knowledge from people who had experience. That defeated the correspondence course. But the main thing was to convince local authorities of the worthwhileness of this kind of training, and of the worthwhileness of the expenditure. The other problem of course was how can you afford for someone to go away for a couple of years? Are you over-staffed to that extent?

I had one difficulty. We at that time provided our emergency overnight service by staff working a rota of overtime. The fellows that I seconded to the first course, I still allowed them to work overtime to get that extra pay which they'd been having when they were working, and as they were doing little or no work, they could still study on the premises. But other members of my committee, not my corporation committee, the advisory committee, were very much opposed to that, because they thought that as officials working at night, they might then be in a position of authority over their field work tutor. And so I became obliged to stop these fellows from having their overtime and study facilities paid. There were those, and I think they were probably were right in saying this was to be whole time study, and therefore they shouldn't be in anyway involved in day to day work. I believe that's probably the right position, that they are whole time students in the period of secondment. But in all these affairs you have sometimes to think of the personalities of the people involved trying to help. My memories of the Younghusband were all pleasant memories of a very good working party who did their homework. I don't know if you know Miss (Elspeth) Hope-Murray**, [25]** who was the second of our Secretaries. It's great to find a civil servant who can do their actual hard graft. And we all got on very well. For instance Professor Semple and I might have differences of opinion because he was very much pro - Medical Officer of Health and I was not. But still it didn't prevent us being the best of friends because he was a Glasgow boy too!

A.C. What were your reservations about the MOH? What were your points about that?

T.T. My reservations were that they had had a particular training, which didn't give them the skill to boss other people in other fields. They did think often in terms of public health medicine. Many of them thought that the health visitor was the social worker *par excellence*, whereas I thought she was a health educator. I felt

that social work is general life, whereas health work is specialised. God didn't give the MOH a particular kind of brain and skill. And we had some quite interesting times. We'd a MOH in Aberdeen, Dr McKean, he was one of the keen health visitor people. Now at one meeting to expound the Younghusband report to a new health visitor, we were there and we expressed our opinions quite differently. I was also invited to speak to the post-graduate course for the diploma on Public Health on these issues too where I was able to put to prospective MOH's the opinion I had on social work. But it didn't prevent us taking advantage of one another's services if they were going to help. For example one of the provisions of the National Assistance Act was section 47; this compulsory removal to hospital. Now I always felt that the use of that showed a failure in the services, and therefore you should use every member of a team that you can to prevent it. It might be the health visitor, the sanitary inspector (the public health officer), the social worker, the home help: all your resources should be brought to bear, so often the one with the best skill in that field might be the one that wasn't your own. I think there were advantages in this close cooperation, but you can have a MOH who does not cooperate as well as another. They varied. So when it came to the latter stages, a report to a Corporation committee was usually asked from the head of the department. Now there was a circular in Scotland, *Social Work in the Community* **[26]** I think it was called, and when the committee asked for a report on that, they said, "We'd also like a separate report from the Principal Welfare Services Officer". So that we made a joint report in which we expressed our differences.

A.C. Sounds as though you had pretty good relations with the local authority councillors. The committee asked you for reports?

T.T. We had a very good committee, a committee where both parties cooperated. The only times we had a vote were on issues that were policy issues of the nature of direct labour, or private contractor. That was a policy issue. But on most other issues the parties cooperated and when David Jones **[26a]** and Robin [Huwys Jones] were up about this course, we arranged for the leaders of both parties within our committee to be present and discuss it, and they were able to show their interest. Take that circular on *Social Work in the Community.* Now the leader of the right wing said, "Now do you give your unqualified support to this?" I was very keen on it being promoted, and it was an awkward question to be asked. But I did say that my only qualification was I was not sure that probation should have been taken under the 1968 Social Work Act in Scotland yet. We discussed this on Younghusband. I think on Younghusband we felt that the probation could well be within social work, but I found that we've lost on probation in Scotland, by having combined because the courts are not able to use probation as they did before. For instance I was discussing it with one sheriff, in private conversation, he said, "Before the Act I used to say, 'Is there any reason why this person should not be put on probation?'"

That's one point where at a time you'd sometimes to choose the lesser of two evils, that you might think a thing had better be done in two stages, rather than one, and I'm inclined to be still of that opinion because of how things have worked out.

A.C. You talked about the Institute of Social Welfare a little while ago and said you were an active member of it. How did that come about? The Institute. What happened there?

T.T. There were the three chief official organisations and we felt that there should be a joint organisation brought together as a professional organisation and so we agreed, the three organisations agreed, to set up the Institute of Social Welfare.

A.C. Which three organisations?

T.T. There was the County Welfare Officers Association, The Association of Directors of Welfare in Municipal Corporations in England, and the Association of Directors of Welfare in Scotland. We formed the Institute and it is carrying on as a sort of multidisciplinary organisation. My own personal opinion was rather for a more restricted professional organisation.

T.T. There were those who felt that those who were working in old people's homes and the like should be encouraged to be in it. That's how it has continued, so that it's now more a sort of mutual education organisation rather than a professional organisation. But it is still functioning very well. Brian Long preceded me as president and then I came on and I think George Evans of Cheshire followed me.

A.C. Did you give evidence to government enquiries and things like that?

T.T. Yes. We submitted evidence. And we gave a lot of informal opinions to government departments.

A.C. Can you give any examples of that giving informal opinion?

T.T. Yes, we were always available. I was always in close touch with the Home and Health Department in Edinburgh. In Scotland we were in a kind of favoured position having a Secretary of State with responsibility for all departments. So when it came to the Younghusband committee, there was the problem of association with the Home Department, with the Health Department, with the Education Department. In Scotland we'd the Secretary of State so that we had really better communications with the Minister than was possible in England. We were fortunate in that way.

A.C. Yes. Can you remember any specific issues that you give informal evidence about? Does anything come back to you about that?

T.T. When it came to the mental health legislation I was able to submit a paper on the functioning of the local authority mental health service particularly in relation to mental defectives; and getting over financial problems in relation to developing services. For instance meals on wheels. You can only do that kind of service through a voluntary agency. The WVS **[27]** (as it was then) had one or two vehicles. We'd always to see that we were able to justify our expense. The question of setting up the Family Service Unit (FSU): that was a tricky one which depended on good relations, because the Government could have been sticky about that.

A.C. It is a long period we've covered. What would you say looking back on it were the influential ideas of this period?

T.T. What I think was influential was a kind of sense of doing something ... "Underprivileged" was not a term used then, the "underdog" was what I had in mind, and being able to provide it without encroaching on the independence of the individual. For example, even in an establishment of old people's homes at the start, these Crookston Cottages I referred to, getting people not only to have a sense of independence from the State as it were, but even independence from their children. Because previously there had been the liability for children to maintain them so that it was this growth of the sense of independence. I mentioned that I was interested in disabled drivers. Now there is a great group that I've been able to work with and it was how to be able to help them to do things for themselves. Latterly with the development of the disabled pass, the car badge. I think Glasgow was pretty early on with that car badge.

In 1954 we set up the Imodiss Tricycles Association (ITA) and I was able to give them accommodation on our premises. I was greatly taken on with how they were able to show their independence. I well remember in a case when the cleaner had put papers down in the kitchen floor, when they'd just been washed, and the girls who were using sticks were sliding. So the boys in the wheel chairs were able to wheel over and make the tea that night. Then there was the question of help to the families who were carrying severely mentally handicapped children. That was another very, very difficult issue. There was education provision for those who were educable and those who were trainable. For those who were below that standard we the services had not been developed at all and so we started on a voluntary basis and then gradually developed in providing almost a day a week, when there should have been a service available five days a week, the same as other children going to school. People who had a heavy burden were slow to get relief from it during that period. But over the period it has been coming.

A.C. Some rather critical things have been said about social workers of this period 1929 – 1959. I'm thinking of the sort of things Barbara Wootton **[28]** said in *Social Science and Social Pathology*. I can recap on those points if it's a long time since you read the book. But I wondered what you'd say about it all?

T.T. I would say that the social workers in that period were of a very good quality working to improve things under old legislation, and working often very unselfishly. When I see social workers going on strike, I almost despair of the efforts that I put into developing the status of social workers because if you can strike to hurt a councillor, good and well, but if you've any self respect in your relationship with your client to withdraw yourself from him is almost blasphemous. So that I would say that with the improved status of social work it's got people into it who haven't deep down the conviction of service. If I might illustrate it. We used to do reports to the Lord Provost who was asking whether he should make grants from his fund. I remember a letter came to me saying that this person was unworthy of a grant. So I got that person up and said, "Now look here. If it weren't for the unworthy ones, you would be out of a job". And therefore, we're not a court of morals. We are providing a service to people who need it, and if you remove the need good and well and if you work yourself out of job I'll be

pleased. I feel that that is the point where, when having provided the present status for social workers we have probably recruited some people with whose principles I would not agree.

A.C. Can I remind you of some of the other points that Barbara Wootton made? She said social workers were too much concerned about what went on inside people and not enough about their social conditions. Too much concerned about individual motivation and pathology or psychopathology. She said that social workers gave the impression from the things that they wrote, and sometimes from what they said that they were somehow omnipotent and they could sort out the most intractable of problems. She said, "If they are that good then perhaps we should refer some of the world's leaders to the social workers and we'd be saving ourselves some problems".

T.T. I'm inclined to agree with her. I don't think that we can deal with the inner things. I remember once when a very noted man was in the chair at a meeting in [Glasgow] City Chambers. He was a general, and I was asked about this question of giving advice. I said, "I'm opposed to giving advice and I'd rather talk it over. For example, we were crossing along the road there with general so-and-so and he walked across against the lights. Now somebody like that won't even take the lights. Who's going to take your advice?" So that I think that external conditions are of importance. In 1957 – we'd a big X-ray campaign in Glasgow, almost the crest of the wave. After that TB improved. The worries that people had about the TB were far in excess of any problems we had about the relationship with a wife who's got TB. These external things may become internal like TB in a community. I'm not for trying to solve anybody's personal inside problems. I can help them to solve them themselves, but the important thing is that a social worker is not there to agree with other people's solutions of their problems, saying that, for example, a house and this particular nice housing scheme is the only thing to meet their needs. But I'm inclined to be with Barbara Wootton that we have to accept that external things are the things that we can put right, and internal things we can maybe help with, but we can't tell them how to deal with it, anymore than we could tell the general that he went across on the green lights only.

A.C. I'll ask you my last question now. What's the best social work thing you ever did? Looking back on your career, what are you most proud about? What gives you most pleasure to look back on?

T.T. I don't know if it's the most pleasurable, but I think that I've seen social work established as an important service and, if it continues to improve the lot of the underdog, that is the most valuable. I'd be terribly disappointed if it deteriorated into a self-interested, self perpetuated organisation like this question of striking against the people that you've given your life to serve. But on the whole I feel the pleasure had been that I landed in a job that while it gave me worries at times, it always gave me great satisfaction. And it also can be a great job for a team if they feel like it. I'm not sure that I like the description; the word "team" as a description.

A.C. Can you think of any particular thing that you did during your career that you're proud of? An achievement?

T.T. I really can't pick out any one thing. When you feel that your whole life has been privileged it's difficult to think of the things that you felt you did any particular good. But I do think that it's all been a steady growth in satisfaction. I can't pick out any one thing that I'd like to be remembered, other than that I got on well with the people I worked with and in doing that work we did a good job.

A.C. Thank you very much.

EDITORS' NOTES TO THE TINTO INTERVIEW

1. **Poor Law in Scotland**. Having retained its own legal system after the Union with England, Scotland had different laws and practices relating to public relief of the poor. The legislation for Tom Tinto at the beginning of his career would have been the Poor Law (Scotland) Act of 1845 to be replaced from 1929 onwards by a reformed system. The Society of Inspectors of the Poor was founded in 1858. See *Poor Relief in Scotland* (1995) published by the Scottish Record Office and the *Glasgow Herald* archive.

2. The Glasgow Herald briefly reported in May 1939 a meeting of the **Scottish Central After-Care Association** in Edinburgh with Lord Polwarth in the Chair. The meeting reviewed the progress of all borstal licence-holders.

3. **Dr. Archie Craig** (1889 --1985). Was widely respected throughout Scotland. Gained publicity (mostly good) in 1962 when as Moderator he visited Pope John XXIII in the Vatican.

4. **The Crookston Home** was a Glasgow Corporation provision well in advance of its time. There were small wards for those in need of nursing care; cottages for couples and single people who were relatively fit; extensive gardens and grounds; and communal facilities including a theatre, a library and bowling green. (*Source*: conversation with Mr Bob Winter).

5. **Public Assistance Committees (PAC) and Departments** were created after the reforms of 1929 when Poor Houses were also abolished. The Committees inherited responsibility for the administration, at local authority level, of poor relief in the U.K.

6. The Editors have not been able to trace a 1922 Act of Parliament that introduced such a change. The reference is probably to the Poor Law Emergency Provisions (Scotland) Act of 1921 and is implementation possibly did not take effect until 1922.

7. This **1934 Unemployment Act** created different arrangements for those claimants who had contributed to the National Insurance scheme and those who had not for any reason. The latter group had to apply for 'dole' payments that were means tested: that is, any income or other resources held by them and their families were taken into account when calculating their financial needs.

8. The National Assistance Act of 1948 was one of the major welfare reforms of the Attlee government and the **National Assistance Board (NAB)** a central mechanism for sweeping away the harshness of the previous poor law Public Assistance Committees and their means testing. While insured workers could obtain benefits by right, the NAB's function was to assess the needs of the uninsured and make payments to them. Under Section 29 of the Act, the power was granted to local authorities to promote the welfare of physically handicapped individuals. The social needs of the mentally handicapped were to be the responsibility of mental health departments which, being part of the new National Health Service, were to provide its services to all those needed it, regardless of ability to pay. All these benefits only applied to insured workers, so in 1948 the National Assistance Board (NAB) was set up to cover those not insured. The NAB took over the old Public Assistance Committees (PAC's) and for the first time, without the earnings of their families being considered, claimants were interviewed to see what kind of help they needed. Means testing was ended.

9. **The 'Means Test'** was essentially a continuation of the Poor Law principle that public bodies should not be obliged to give support unless it is established that the applicant has virtually no resources of their own. In the 1930`s, through a combination of Poor Law and Unemployment Acts, the resources of the applicant's family were also taken into account when assessing eligibility for unemployment relief – and this was hugely unpopular.

   The local inspector, who was charged with ensuring that all family resources were counted in, became known as the *Means-Test Man*. Walter Brierley wrote a powerful novel with that title in 1935 describing a week in the life of an unemployed Derbyshire miner. There was also a popular song with the same title which satirically casts the Means Test man as villain.

10. **Clydebank** is 17 miles from the centre of Glasgow. Its shipyards and factories were severely bombed in March 1941 with considerable loss of lives.

11. **Beveridge Report 1942.** The war-time Government appointed William Beveridge to chair the Inter-Departmental Committee on Social Insurance and Allied Services in 1941. The Report was a best seller on publication and is remembered as a foundation document of the post-war "Welfare State". It identified 'Five Giants' that had to be overcome by society: squalor, ignorance, want, idleness and disease. The solution offered by the Report was a contributory social insurance scheme combined with: financial support for families with children; full employment and a national health service free of charge at delivery. The main Beveridge themes were very much "in the air" in the 1930's in addition to keenly felt problems such as housing and education. See *The Five Giants: a Biography of the Welfare State* by Nicholas Timmins. 1995.

12. The **National Assistance Act of 1948** was one of the major welfare reforms of the Attlee government and the National Assistance Board a central mechanism for sweeping away the harshness of the previous poor law Public Assistance Committees and their means testing. While insured workers could obtain benefits by right, the NAB's function was to assess the needs of the uninsured and make payments to them. Under Section 29 of the Act, the power was granted to local

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13. The **Children Act of 1948** for Scotland emerged from the deliberations of the Clyde Committee (on Homeless Children in Scotland.) These had a similar focus to the terms of reference of the Curtis Committee on the Care of Children for England and Wales and each arose out of a war-time concern for child welfare and from a number of cases where vulnerable children had been seriously abused by those responsible for their care. The Act ushered in new local authority structures and responsibilities for the care of children and placed over-riding emphasis on the welfare of the child. Local authorities were free to develop a variety of child care provision when children's natural parents were absent or unable to look after them. For example, to decide on the balance between foster care and residential institutions; and on the provision for children with particular needs.

14. **Family Service Units (FSU).** Tom Tinto is referring to the setting up of a branch of FSU in 1965 in Castlemilk, one of Glasgow's large peripheral housing schemes constructed between the late 1940's and the 1960's. The Unit had its own local management committee and was led by Bob Purves. FSU was an independent charitable social work agency, founded in 1948 in succession to the Pacifist Service Units created during World War 2. Alan Cohen worked for FSU for a period in the 1960's and published in 1998 *The Revolution in post-war family casework: the story of Pacifist Service Units and Family Service Units 1940-1959***. (**University of Lancaster). In common with the 26 Cohen interviews, this book was based on interviews with pioneers. The charity merged with **Family Action** in 2006.

    An FSU archive can be found at the Modern Records Centre at the University of Warwick. www2.warwick.ac.uk/services/library/mrc.

15. **Professor Stanley Alstead** (1905--1992). Regius Professor of Materia Medica at Glasgow University, 1948 to 1970 and a senior visiting physician at Stobhill Hospital. Co-author of *Pharmacology and the Therapeutics of the Materia Medica*, 1960.

16. **Sir William Ferguson Anderson** (1914 –2001). As described by Tom Tinto, his appointment as the David Cargill Professor of Geriatric Medicine at Glasgow University in 1965 was the first ever university Chair in this specialism. He too taught in the Department of Materia Medica and practised at Stobhill Hospital.

17. **Sir Alexander Cairncross** (1911 –1998). Economic historian and adviser to UK Treasury in the 1960's. Author of the widely read *Introduction to Economics*, 1944.

18. **Council for Training in Social Work, (CTSW**). Tom Tinto understandably mis-remembers the exact title. Predecessor body to CCETSW that awarded

recognised Certificates for completed training in some specialist areas of social work. The Certificate in Social Work (CSW) was issued by the Council for Training in Social Work from 1962 to 1971. The Council was set up simultaneously with the Council for Training Health Visitors and each Council had the same Chair and overlapping membership.

19. **The Younghusband Working Party** sat from 1956 to 1959 and produced a Report with radical proposals for the future use of social workers in the local authorities health and social services departments. The Committee's recommendations were presented in the *Report of the Working Party on Social Work in the Local Authority Health and Welfare Services. (1959). HMSO***.** Robina Addis and Eileen Younghusband (Interviewees nos. 1 and 26) were members, in addition to Tom Tinto and seven others.

20. **Steering Committee**. Somewhat confusingly, the Younghusband Working Party had a Steering Committee of thirteen people, a combination of distinguished medical people and local councillors and aldermen. Secretaries to the whole enterprise were Mr G. Crawford and Miss E. Hope-Murray (see Note 25 below).

21. **Robin Huwys-Jones** (1909--2001), social work policy maker and academic. In the mid-1950s, while Director of social science courses at University College, Swansea, Huws-Jones joined, and later became vice chairman of the Ministry of Health working party (chaired by Eileen Younghusband) investigating the staffing needs of social services. The Report led to the establishment of a staff college to train the trainers of local social service staff, the National Institute for Social Work Training, and Huws- Jones became its first Principal. He was an active member of the 1968 Seebohm Committee (Home Office. *Report of the Committee on Local Authority and Allied Personal Social Services*. London, HMSO (Cmd, 3703)) which led to the 1970 Local Authority Social Services Act and the birth of new local social services departments in 1971.

22. **The National Association for Mental Health** was established in 1946 by the merging of three major mental health organisations. These were: the Central Association for Mental Welfare (established in 1913) - led by Dame Evelyn Fox; the National Council for Mental Hygiene (founded in 1922); and the Child Guidance Council (established in 1927), which set up the first child guidance clinics and launched training courses for their staff. The amalgamation was recommended by the Feversham Committee on voluntary mental health associations, which reported in 1939. The formal merger had to wait until the end of the Second World War. The title was later changed to MIND.

23. **The Institute of Social Welfare (ISW)** dated from 1953 and Tom Tinto explains later in the interview about its three predecessor organisations. Its membership was open to welfare services staff, originally in local authorities and later also for those in voluntary social services. The Institute was concerned with conditions of service, qualifications and with improving the quantity and quality of staff training in the social welfare field. It published a monthly journal, *Welfare*, and had about 1,500 members by 1975. Several of its positions were taken up and advanced by the Younghusband Report of 1959. However the Institute was unsuccessful in its attempts to join the Standing Conference of Social Work

Organisations during the 1960's largely because its members included administrative staff who were not directly providing social work services. The Institute's south west regional centre was dissolved in 1989 due to declining membership. (The Editors are grateful to Professor Andrew Sackville for references to the ISW and for information about its archives).

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24. **National Institute for Social Work Training (NISWT or later NISW)** aimed to raise standards of social work and social work management through research, publications and training courses . It was set up in 1961, following the recommendations proposals in the report of the Ministry of Health Working Party on Social Workers in the Health and Welfare Services (the Younghusband Committee) in 1959. The Institute wound down its activities from 2001 onwards and closed in 2003.

25. **Miss Elspeth Hope-Murray** (1914 – 2013) was a senior civil servant and acted as Secretary to the 1959 Younghusband Committee. Later became Deputy Chief Social Work Officer at the Department of Health and Social Security. She is referred to in an article by Jane Lewis in 20th Century British History, Oxford Journals, online edition 2012.

26. **Social Work in the Community** was the title of a White Paper (Cmnd. 3065) issued jointly by Scotland's Education and Home & Health Departments in 1966 after the publication of the Kilbrandon Report.

26a. **David Jones**. General Secretary of Family Service Units from its foundation in 1948 to 1961 and later succeeded Robin Huwys Jones as Principal of the National Institute of Social Work Training

27. **The Women's Voluntary Services (WVS)** was established in 1938 by Stella Isaacs (later Stella, Marchioness of Reading (1894–1971). It was initially formed to help recruit women into the Air Raid Precaution (ARP) movement assisting civilians during and after air raids by providing emergency rest centres, feeding, first aid, and assisting with the evacuation and billeting of children. It was credited with helping to move 1.5 million people out of cities in the early days of September 1939. By 1941, 1 million women belonged to the WVS. After the war it was transformed to become a leading voluntary organisation in the field of social care. It became the Women's Royal Voluntary Service in 1966 and in 2004 simply WRVS in an attempt to modernise the image and partly in recognition of the fact that 11% of its 60,000 volunteers were men.

28. **Barbara Frances Wootton**, Baroness Wootton of Abinger (1897–1988). Eminent economist, criminologist and social scientist. After leaving Cambridge, Wootton took up a research studentship at the LSE and later worked for the research department of the Labour Party and the Trades Union Congress. She was Principal of Morley College from 1926, and Director of studies for tutorial classes at London University from 1927 until she became Reader at Bedford College in 1944 and Professor in 1948. She published widely and her *Social Science and Social Pathology* (with Vera G. Seal and Rosalind Chambers. Allen & Unwin, 1959) remains a classic in the application of utilitarian philosophy and empirical sociology to the enlightened management of society. It is a wide ranging 400 page book, and Alan Cohen, in his interview questions,

concentrates on a chapter ("Contemporary attitudes in social work") that was very critical of some approaches to social work and the claims made about what social work could achieve. It would be difficult to find more trenchant and sustained criticism of the attitudes, language and assumptions of the selected social work writers and academics quoted – in particular of the claims made for the more high-flown psychoanalytical approaches to solving human problems. These she ridicules and claims that they do a great disservice to social workers in their daily tasks. It is clear from the edited transcripts that Alan Cohen was keen to gather the views of his interviewees about the impact of the Wootton bombshell and most of them give a response.

From 1952 to 1957 she was Nuffield research fellow at Bedford College. She was created a life peer in 1958 and was the first woman to sit on the woolsack in the House of Lords; and later held several senior public appointments. Her reputation as a fiercely independent thinker was sustained during the following years of public service. Accounts of her life and work are available from her autobiography, *In a World I Never Made* (1967) and Ann Oakley's biography *A Critical Woman* (2011).

(*Sources:* Personal Papers of Barbara Wootton, Girton College Archive, Cambridge; and the books cited above).