URBAN SOS VOCABULARY

Bureaucracy

Bureaucracy is a term that depicts types of organizations that are complex, and have different layers of systems and processes. Mostly, bureaucracy is seen in governmental organisations, but also in public systems and in large businesses. The rules are designed to guarantee uniformity, hierarchies, and control, but also to warrant equal treatment. One of the key features of bureaucracy is that decision-making is slow, due to its accountability to the different layers and systems the rules are originating from.

'Community Turn'

This term identifies the shift in European welfare regimes from the state to the community that happened around the end of last century and it refers to the tendency to suggest the unidentified or unused resources at the community level as a resource for self-help and social support. In larger urban contexts, harnessing informal community support systems can be challenging; especially in neighborhoods where individuals and households already face heavy life-demands due to poverty, unemployment and stigmatization.

Globalization

As a process it is the result of human innovation and technological progress. It refers to the increasing integration of markets and economies around the world, particularly though the movement of goods, services, industries and capital across boarders. It may also refer to the movement of people and knowledge across international borders. Globalisation can be seen having both positive and negative outcomes visible on national and local levels.

Dark design

Dark Design is the deliberate shaping and design of urban spaces and artefacts with the intention of excluding particular activities and social groups:

From ubiquitous protrusions on window ledges to bus-shelter seats that pivot forward, from water sprinklers and loud disturbing 'muzak' to hard tubular rests, from metal park benches with solid dividers to pointed cement posts under bridges to deter resting or sleeping, urban spaces are aggressively rejecting soft, human bodies.

Ethnography and applied ethnography

A type of social research or enquiry that usually involves examining, and later carefully describing, a field, a phenomenon, an issue etc., from the participants' perspective. Sustained participant observation in the lifeworld's of participants is a typical method in ethnography. As social workers are neither anthropologists

nor ethnographers (among other things because social workers do not only describe and analyze, but also act), we use the term applied ethnography to underline that we are talking about a specific approach and mode of being in social work.

Gentrification

A process – with different dimensions. Two key aspects of the process are social change – populations with a lower socio-economic status are 'pressed out' by a population with a higher socio-economic status. Investments and physical change can be seen in the target neighborhood and these investments are often attached to a global economy that focusses on the city as a place of investments rather than building sustainable, inclusive neighborhoods. The process of gentrification also affects national or local city policy making e.g., legislation and policy is passed to ensure certain behavior in specific areas of the city (e.g., no loitering, no begging etc.) or urban planning policy regulates specific housing areas as seen for example in political strategies aiming to eliminate problematic neighborhoods. This can have both positive and negative effects and therefore it is not inherently good or bad in itself.

- the process by which central urban neighborhoods that have undergone disinvestments and economic decline experience a reversal, reinvestment, and the in-migration of a relatively well-off middle- and upper-class population.
- the commodification of space (land, lots etc., redlining.), polarised power relations and a set of fictions (false stories used to drive a discussion or ideology), that unquestioningly accepts or promotes the drive to conquer space.

Financialisation (see PUSH, documentary)

Financialization refers to the process by which the financial sector—banks, private equity firms, hedge funds, stocks and other conduits through which money flows between those who have it and those who need it—takes up a larger and larger share of the economy, fails to allocate capital to its most productive uses, and increasingly results in the hoarding of economic, and thus political, power at the top of the income and wealth ladders.

"Financialization of housing" refers to structural changes in housing and financial markets and global investment whereby housing is treated as a commodity, a means of accumulating wealth and often as security for financial instruments that are traded and sold on global markets. It refers to the way capital investment in housing increasingly disconnects housing from its social function of providing a place to live in security and dignity

Interdisciplinary social work

Service and care providers from multiple disciplines, organizations, and sectors often work together and influence one another from the perspective of their own expertise and professionalism. Collaboration is a complex matter with distinct phases where, in addition to influencing outcomes, the relational aspect is crucial in being able to work together successfully.

Neoliberalism

Neoliberalism holds that a society's political and economic institutions should be robustly liberal and capitalist, but supplemented by a constitutionally limited democracy and a modest welfare state. Neoliberals endorse liberal rights and the free-market economy to protect freedom and promote economic prosperity. Neoliberals are broadly democratic, but stress the limitations of democracy as much as its necessity. And while neoliberals typically think government should provide social insurance and public goods, they are skeptical of the regulatory state, extensive government spending, and government-led countercyclical policy.

Non-traditional social work

Professionals with cultural or other degrees working in social services using their arts, culture or other backgrounds to enrich preventative and supportive programmes or people without a formal degree, known as experts by experience, working to support people with similar experiences.

Phronesis

This is a type of knowledge refered to as 'prudence' or 'practical wisdom" and always involves judgements (ethical deliberations) upon which decisions can be made. In the project it is understood to mean the ability to make conscientous and deliberate decisions based on the core values of the social work profession as part of a conversing community. Here it is a means to arrive at decisions, not an end. It involves thinking through, and/or with, our values, norms, and practical experience when acting and planning responses to social and societal problems.

Place

A place is both physical, but also encompasses a lot of meaning, activity, negotiations etc., and it is therefor helpful to break it down into smaller pieces to fully understand the concept

- **Location** refers to the objective position with fixed coordinates, measured in longitude and latitude. It also allows us to situate places in relation to others via distances and directions. It answers the question Where?
- **Locale** refers to the material setting of social relations. It refers both to the physical landscape of a place, e.g., buildings, roads, parks etc., and to the particular practices that distinguishes the place from others, e.g., in a school building, which has a design that very often marks it out as a school.
- **Sense of place** refers to the human relationships to the place. It refers to the subjective and emotional attachment people have to a place.

Placemaking

Understanding places as socially constructed and embedded with negotiations and acts of inclusion and exclusion. A right-based perspective both highlights important elements to the concept of placemaking, namely social relations, values, and power relations as well as illuminates the struggles and tensions over resources in urban environments.

Politicizing work

This includes all interventions and practices that contribute to the public discussion about how we organize society.

From the service user's perspective:
- Awareness of the impact you can have as a service user
- Focus on empowerment and taking matters in their own hands.
- Recognizing the same problems as a peer group.
- Common approach of the problem and taking action together.
- Being informed about the signal (communication) and its further development process from 'it can't help me now, but maybe it helps other people in the future'.

From the social worker's perspective:
- Awareness of the impact you can have as a social worker.
- Focus on the client perspective
- Focus on social change and development, social cohesion, empowerment and emancipation of people.
- Focus on the central principles such as justice, human rights, collective responsibility and respect for diversity.

From the organisation's perspective:
- Awareness of the impact you can have as an organization, e.g. through the press or sensitizing actions.
- Focus on how to help social workers on the micro level to feed information upwards to the macro level
- Provide space and possibilities to detect signals from service users, to empower the service user and the employees to work together from their own position. Provide space in every meeting for a time-slot to explore "what made you indignant".
- Creating a vision and a plan of action for politicizing work in the organization.
- Extensive networking with various players/partners and consideration of the political timing.

Space

Space is a social product is made up of contested terrain in which everyday life and practices create meanings, values, signs and symbols. Space is not merely natural, material, a void waiting to be filled with contents. It is socially produced. It is both a product and a process of social activity that occurs within the structures and hierarchy of societies, increasingly subject to what he called 'an urban revolution' that continues to develop under capitalism.

Segregation

the separation or isolation of a race, class, or ethnic group by enforced or voluntary residence in a restricted area, by barriers to social intercourse, by separate educational facilities, or by other discriminatory means. (https://www.merriam-webster.com/dictionary/segregation)

Thick description

In qualitative research the term "thick description" is used as a way of describing observations and interpretations that incorporate a level contextual detail. Thick descriptions take into account the directly unobservable contextual understandings that make an action or social event meaningful.