

THE COHEN INTERVIEWS

LETTICE HARFORD -- Interview no 11.

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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 With one exception (No 24, Clare Winnicott) the interviews were unpublished until this edition in 2013.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) the Editors' Introduction,
- (c) the select Bibliography.

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

Lettice Harford

The work and reputation of Lettice Harford was clearly well known to a number of the 26 interviewees and indeed to Alan Cohen but in the interview with her she really fails to do justice to her own career. This is almost certainly due to her age at the time and her failing memory, allied to an innate modesty.

During the 1930s and 1940s there were various committees of which Miss M L Harford was a member but to which she makes no mention in the interview. For example in 1943 the government appointed a Social Welfare Advisory Committee of "metropolitan experts" to advise on "social welfare in urban and rural communities in the colonies". Miss Harford was a member and listed as the Chief Woman Officer of the National Council of Social Service. She does talk about her work on the *Our Towns* report when at the NCSS but makes no reference to her own paper towards that report on Personal Hygiene and Sanitary Habits. By 1943 she was able to announce that 5000 copies of the report had been sold. In fact she wrote very little which makes tracing her career in any detail that much more difficult. However there is little doubting her practical contribution. She was described as a "dynamic warden" of the Lady Margaret Hall Settlement where she was from 1935-39 and where she

was actively involved in the British Association of Residential Settlements (BARS) of which she was then to become President. The second world war saw settlements concerned about their financial future but with grants from charitable trusts and other sources a grants committee to assist them was set up in 1940 of which Lettice Harford was one of three members along with Sir Wyndham Deedes and Miss H Escreet. She shows quiet pride about her membership of the Curtis Committee in 1946 which came after an active social work career starting in 1919.

One slight mystery remains about her name which appears as Laetitia in one source, nowhere as Lettice and invariably as Miss M L Harford. It would have been satisfying to have had the interview solve that but, in the light of all she achieved, not that important.

A.C. When did you come into social work Miss Harford?

L.H. I'm sorry if I'm a little slow because I have to get right a long way back to 1919.

Well I had been working over the North of England in speaking to meetings about the Church Pastoral Aid Society [1] for four years. My mother wasn't at all strong and I decided to stop doing something that took me to different parts of England and away from the family. So I was wondering what I should do, and at that time Miss Macadam [2], former Warden of a Settlement in Liverpool called the Victoria Settlement [3], and a great friend of Miss Eleanor Rathbone [4] who was a member of parliament, called on my mother and said that they were going to open a new settlement near the University and she wondered whether Lettie would care to join. My mother listened and said that she would be glad to tell me about it and to see what I thought. Incidentally she knew that I would know Miss Macadam. Well I did see Miss Macadam and I liked the sound of her suggestion.

A.C. Can you tell me what was the Church Pastoral Aid Society?

L.H. Church Pastoral Aid Society was, I suppose people might have said, a low church society and it supplied, (it was a central organisation), but it supplied clergy sometimes, and church workers, to go and work in Evangelical Parishes. Very often it was woman church worker in a parish.

A.C. Was it something like the Moral Welfare Association?

L.H. Yes it was to a certain extent, but it was more like a parochial church worker. Because it didn't expect you to do moral work in that sense, it did do Christian work. More like that. You see it would sometimes be Sunday School, the church worker would do or a man would perhaps take a boy's class. But they would be Christian people.

A.C. How did Elizabeth Macadam sell the idea of a settlement to you? What did she say?

- L.H. I think my mother knew of it already. She'd been a member of the committee of the Victoria Settlement so she knew it quite well, but she wasn't very strong so she didn't continue tremendously long with it. I think that could very well be true because she was a member of the committee. There was a men's committee or boy's committee in Liverpool but that was all, and this one which was mostly girls, but was for young people. The people who came to the settlement were the members, the people who came particularly into the clubs based there. While the committee were people who lived in Liverpool, who would listen, and manage it.
- A.C. And you were interested in the idea of working there?
- L.H. Yes because I knew about it because I'd heard my mother talk of it. I don't think I'd ever been to it because for four years I had been working all over the North of England. And in the dioceses particularly of Liverpool, Chester and Manchester. Later on I went to some of the other North country ones. But that was merely speaking at meetings.
- A.C. You stayed at the Settlement for a couple of years did you say?
- L.H. I didn't. Because my father was dying. We didn't know that was going to be the situation, so I was only able to stay one year. But I was allowed to take the examination and I did get the top marks.
- A.C. Which examination was that?
- L.H. The examination in social science.
- A.C. Do you remember any of the people in the department at that time?
- L.H. Some I do remember. As it was after the war some of the people had been in the war and one of them was a rather remarkable person, and one could learn quite a lot from her. She used to give lectures and lead discussions and she arranged for other people to come. For instance Liverpool is a place with docks as you well know, and one of the men who gave an admirable lecture to us was an educated man who was the head of a firm. And also someone who lectured was a trade union member, who gave an admirable lecture, on the sort of things that trade unions dealt with. I was trying to think what other things we were specially taught. We were really taught partly by going and working at other social work places. There was Miss Keeling [5], a woman of great character who came from Yorkshire, and she started the Personal Service Society of Liverpool [6]. Several students went there to be taught, only by the time it came to my turn it was being filled up, quite a lot of students were being employed and it was decided that I should go somewhere else because there really were enough people. I went to a most delightful woman, very able and delightful woman, who was concerned with mentally handicapped. She was in charge of the mentally handicapped and what I did was to go and visit where she said "go and visit." There was a child who is mentally handicapped and lives up a certain road, very poor road, and I went and sat and talked in a rather chatty way with the mother, and she told me about the child. But she didn't say that he was mentally handicapped. She wouldn't have known how to describe it I don't think. That was the sort of work I did during two days a week in each term. Next term I did something different. I think they all did.
- A.C. How did the settlement experience fit in with all that?

- L.H. I didn't have much settlement experience because I lived at home. I used to bicycle a long way to get to the University or rather the house that we used on behalf of the University.
- A.C. You started telling me about going to the settlement where you worked for a year. You decided to give up the Church Pastoral Society because your mother was unwell and you felt you shouldn't be travelling around so much. You only worked at the settlement a year, you said, and then you were at the University and did placements with someone who works with the mentally handicapped.
- L.H. One placement was the juvenile employment exchange in Liverpool. When we went to these places, these were to teach us how to work in social work. That's what these were. Twice a week we always went to some place. When I went to this place in the middle of Liverpool there were two very nice people, a man and a woman who were in charge, and who were senior people. And two other nice people who I was equal with and we sat behind, not a ledge, but along like that, and we sat on high chairs (rather like a trestle table) and the girls came in. I always remember one little one who must have been just 14 "Please Miss. Me mother wants me to get a job." I'll always remember that child. And the other girl I think her sister, sullen and miserable because she'd been turned out of a school, because she wasn't allowed some kind of money I think. Because what happened was that the government had stopped certain payments at that time and so they didn't get it. And this girl sullen and annoyed, she came and asked if she could have a job. But that was the sort of thing that was happening at that time. There was real trouble going on between the employers and the employed.

The next term there were three of us then attending police courts and generally learning what happened to girls, some of whom haunted the streets at night. The place where I learned this and studied it with two other students was the police court. But it also was the police court mission. There was a very wise woman in charge, in fact there were 3 or 4 policewomen. They were called women police patrol. One way and another they did patrol and in the evenings they walked up and down the street near Lime Street. They taught us about it. We had a committee at least once a week and she would discuss the sort of things that happened to the girls, and the sort of thing that they were trying to do. In addition during that time, we actually went and saw some of the girls where they lived. They got into a hole of some kind and they'd be taken to the police court and then they'd be handed over to the police patrols and then a student might be sent to take the girl to get better clothes, or if she was rather a naughty girl to take her home. Or see her actually off the train to go to her own home. Even as one did, she just ran away. So we got to know the girls. We got to know what the life was like and Miss Cowling, who was the head of the police patrols and was very able. She taught us really. I can remember quite well taking a girl on rather wet day, wearing my mother's mackintosh, I went up with her to this poor part of Liverpool and while the girl went to get some food, she showed me into the room. Well it was a dirty room and things hadn't been put away, or dealt with as they should have been. I saw her off at the station to go to Manchester. But she didn't stay; I don't know what happened to her. So one saw the different kinds of difficulties that these police patrols were dealing with. Of course one of the things we were observing was the Magistrate who was giving them not quite a punishment, but some kind of warning. There was

something given to them because they'd behaved badly, it was some sort of punishment but I can't think of the right word now.

A.C. Do you mean he would say they should be on probation?

L.H. Some of them were on probation. In those days they weren't police people doing this sort of thing and they weren't like probation officers, the people who were dealing with the girls.

A.C. Those were the court missionaries.

L.H. That's right. Yes the court missionaries [7]. I can see them now. I remember that once we arrived late at the court. After it had finished and the stipendiary had finished, the police court missionary who'd been sitting in front of us turned round and said "Oh Miss Payne three such lovely girls! What have they done?" That's one thing that didn't go out of my head you see!

A.C. So at the end of your third term you finished your course?

L.H. Oh may I tell you one more thing? Because it might interest you. It's rather interesting what the Liverpool people were doing. Some were women in their 20's. They were quite young things. One of the people in our group had been in war work, as a soldier really. They didn't call them soldiers but they really acted as a soldier; she was a very able woman indeed. She told me one evening that she'd come back from speaking to a women's prison. She said, you know you ought to do talks. Well I was rather interested but I said "What should I say?" She said "Well say anything. Tell them stories. Anything you're interested in. Tell them stories." I'd been brought up to almost tell fairy stories. So I thought it seems to me stories of some kind for a women's prison would be most suitable. So I went to Walton Prison and shivered as I came inside the locked door. A prison officer took you to the prison and into the chapel and you climbed right up to the pulpit. You looked down on the chapel with a green curtain between the common women and probation boys. So they were on one side and on the other were middle aged women. Well I told them stories and, for the boys, it meant a great deal to them to laugh. The women - who were a very tough lot - wore a kind of uniform, a print uniform, white aprons and probably blue print clothes and caps.

A.C. How old were the boys?

L.H. The boys must have been about 15 or 16. Young lads yes. Then the church army chaplain spoke very kindly about me and said Miss Harford was a born speaker. That was my particular effort at talking to prisoners.

A.C. At what point did you go to Dr Barnardo's? [8]

L.H. I went after I took a Diploma in Social Studies, with distinctions. Two of us had distinctions.

Then my father died. That meant that we'd got to do something, because naturally you know what it is with the clergy, the whole house went. We had to go. We had to leave, pack up. My father's books, he had several thousand books, were sold. Well as it happened during that winter the remarkable woman, one of the 2 remarkable women who'd recently become head of Barnardo's girl's village homes, twice came

to stay with us. We had some link with her family I think. She met me and learned what I was doing and was very interested. When my father died and our home was broken up, she wrote to me and asked me if I would come and work at Barnardo's. I wrote back and said that I could not leave my mother and sister. So then she wrote back and said that they were willing to invite us all to come and take up some activity in Barnardo's. I was asked to take charge of the mentally handicapped, who are the laundry girls. My sister they made to work in with the lady who was in charge of the girls who were leaving to go to Canada. At the same time, my mother for a time acted as housekeeper of the hostel, to which we were invited. Actually they hadn't had a hostel like that before, but they'd made one. We were about 4 or 5 girls there, and a remarkable woman who was in charge of accounts. She was a middle aged woman.

The two ladies - who were in charge of the whole thing - were the first women to do accounts because there was a man there for about 30 years. It was a very great change that they made. The girl's village home was about 30 or 40 cottages, something like that, and they had a remarkable housekeeper who supervised all the cottage mothers. And they would have about 20 to 30 children each. I looked after the laundry girls I was responsible for. But she really had the exact responsibility and looked after the laundry mothers. They did beautiful work because they were very well supervised. And then when we settled in, we were the first people, 4 or 5 youngish people and the first people who became guides. Even the headmistress of the school (there was a bit of teaching) took on uniform. She didn't like it at all. We were quite amused and later on we took them under some guidance, we took them to camp. I taught the laundry girls at lunch time. I took them out on the big green and taught them hockey. It wasn't at all easy there because I had one of the girls whom I was trying to help the cottage mother to keep in order, and I wasn't very successful myself.

- A.C. Was this when you were working with the mentally handicapped girls, was that something to do with you having had that placement on your course when you visited families where there was a mentally handicapped child. Was that a continuing interest of yours?
- L.H. That was the only time I really had it. So that I don't think I thought a great deal about it. Just coincidence. I did see various ones but they weren't didn't stand out. I was disappointed that very nice woman I told you I worked under.
- A.C. Was her name Dame Evelyn Fox? [9]
- L.H. Yes I knew her, but she wasn't that then. No I knew her in London. How did I know her so well in London? Much later when I joined the National Council of Social Service [10] and I worked with her. She wasn't a Dame then. That was later. I was 3 or 4 years at Barnardo's and my sister was asked to take a party of girls out to Australia, and what's more, the little brownies. They took them! My sister told me quite a lot about it finally.
- A.C. Do you mean to settle or a holiday?
- L.H. To settle. Not for a holiday. I left after I think it was 4 years and put in for a job that was advertised at Chesterfield to be a social worker at Chesterfield. There was only one in post at that time. I'm not sure she was actually a proper social worker, and

later on I went up to Chesterfield to be interviewed with Miss Violet Markham [11] in the Chair, who was a remarkable person indeed, and who owned the settlement there.

A.C. Was the social worker employed by the settlement?

L.H. No employed by the local authority. I was the first one to be employed by the local authority like that. I lived for a time actually in the settlement there. When I was appointed to the distress and annoyance of a rather clever woman who was with me, interviewed along with me, said to the Town Clerk who was a very nice man. I was unsure if I could stay. He said, "Really it's very important. I said "you see my sister is going to Australia". Anyhow he persuaded me and then I had got the job. But they didn't mind my leaving on the day and coming back almost a month later.

A.C. So you went to Chesterfield?

LH I was lucky in that for about a year I lived in the Settlement. Then I luckily made friends with an elderly lady and she invited me to come and live with her. She was a sweet person, and it was much easier for me and I only had to walk for about $\frac{3}{4}$ hour to get to my office. My office was under the direction of the medical officer of health Dr. Garrow [12] and I was under him therefore, but also under the Town Clerk who was a charming and delightful person who came from Manchester. Afterwards he became Town Clerk of Westminster. I was employed partly by the Health Department, MOH and partly by the Town Clerk.

AC What sort of people did you visit?

LH People came to see you. We had 2 rooms. One a nice room which was mine and one which was an elderly clerk's whose uncle would very much have liked her to have my job, which she didn't get. There was a very nice young girl who was the clerk. And people would go to them first and then would be passed on to me. Much of it was new to me you know. The elderly clerk had to help me quite a lot one way and another. I remember once I said to her, "Well how much will we give to this person?" She said, "Oh I think about so much you know." Now, I certainly hadn't had that kind of training. I learned it on the spot. Then what I did do of course, I went and visited. What I was very lucky about was that as well as the monthly committee of elected councilors, there was a general committee, which was made up of gentlefolk perhaps, people of a very different kind perhaps, but who were interested. Also there was a local committee with about seven members and they were outside the town you see, and met once a month in about seven different places. I used to have to be present at that. It was pretty heavy work really that way.

A.C. Was it like being employed as a lady visitor for the Public Assistance committee? [13] Was it that sort of job? Did the Relieving Officers [14] refer certain kinds of cases to you?

L.H. I think it was more the other way round really. I used to see the Relieving Officer – and he'd come in and talk about a case. But there was no very definite system of referrals.

In case I forget, I want to say that I got together a group of educated girls, and we formed a committee and they visited children. They were girls who had gone to good boarding schools and they said to me that they didn't know how they could

talk to any of these children or their mothers. I said "you wait until you get there first. Because you won't need to worry" I remember one of them said "But will the mother let me speak to him or will she speak to me" I said "you just wait". The mothers of course were delighted to have these charming girls come and talk and ask questions. Out of that committee these educated girls took toys and presents, but also they raised funds. They held a dance every year and made money out of that.

A new doctor came from Sheffield and served at the hospital at Chesterfield. I was asked to continue this scheme in order that there should be somebody to visit the children, and therefore be able to get the children to the doctor from Sheffield.

A.C. What happened after Chesterfield?

L.H. Through a contact at a conference I got to know Captain Ellis, [15] the Secretary of the National Council of Social Service . I wanted a change. I was offered the Secretaryship at Sheffield or somewhere on the south coast. I chose Sheffield. This was about 1927.

So I was then Secretary of the Sheffield Council of Social Service [16]. There wasn't very much room there. It was rather a crush. But we moved after a time and had a bigger place right next to the Cathedral. That was much more interesting, because the other one was right in the middle of a tram-way street. But on the other hand I think I saw as interesting people in that first place as anywhere else. I was so interested, I can't tell you how much. I'd got the car, with petrol paid for, so I travelled all over the place and I got to know quite a lot of people.

They had a good committee. An elderly man was the chairman and left a lot to me one way and another. Because he really was so old. The committee was very kind, but one or two of them were impatient with me.

A.C. Did you move on from Sheffield?

L.H. I was there nearly 8 years. I loved Sheffield.

A.C. Where did you go after that?

L.H. Already I'd been to various things in London, when there was a conference or something and once somebody said to me "I wouldn't like to be anywhere but this" and I looked at it and said "I wouldn't like to be here". But I wondered if I would like anywhere else. Well then somebody wrote to me and said "We have a settlement, Lady Margaret Hall Settlement, [17] and the warden is finishing her time here, would you be interested in it? Or do you know anyone else?" Well you see I'd been hunting around London whenever I'd been in London, always trying to find something, and not getting anything. So I rang up my sister and told her and said "Could you find out what it's like"? Well my sister was a very able person and she wrote an admirable account of the Lady Margaret Hall Settlement in Lambeth. It was an admirable account, so I applied. Then I was asked to go and see the Head of Lady Margaret, Miss Grier. [17a] I was delighted with her. She was a big woman you know and she didn't straight away ask me questions. She talked about things in that lovely room. We parted good friends, nothing more than that. And then the large committee interviewed me and they were quite tough.

A.C. How long were you there for, can you remember?

- L.H. 4 years. I knew that I'd have to go back and live with my mother. And in the meantime I went to quite a number of committees either at the COS [18], as it then was, and the National Council of Social Service. So that I learnt quite a lot about what people were interested in.
- L.H. In the autumn of 1939 I left the Settlement and went to live in Gordon Square, London, and to work at the National Council of Social Service.
- A.C. What did you do at NCSS? Were you the National Secretary?
- L.H. No. I wasn't I can't think of his name a very nice man who was the Secretary of the National Council at the time - a very delicate man.
- A.C. Sir George?
- L.H. No. Sir George was his assistant. No. Mr Sackville West something like that. And he was an ex-Education Officer. And Sir George, he wasn't Sir George then, he was George Haynes, [19] had been at Liverpool. He'd done boy' clubs and various things there.
- A.C. When you were at the Council of Social Service during the war, did you stay there all through the war?
- L.H. Yes all through the war. One thing I did was to bring together all the main women's organisations in London and form the Women's Group on Public Welfare. [20] I was Secretary of that.
- A.C. Were you involved in those surveys that they did? Can you remember those surveys? "Our Towns: a Close-up." [21]
- L.H. How wonderful, yes! I had to do so much of it!
- A.C. Can you go back to where you were telling me about the place during the war where you were having to go and stay every 10th day?
- L.H. About half way through the war, was the time when we were all asked if we would go and spend a night in the Architectural Association sleeping there, about once every 8 days or something like that. That was one of the things that you couldn't escape. But there were a whole lot of things which all of us social workers were engaged in some way or another. For instance Mr Harry Willink, afterwards Sir Harry Willink [22] who was the Minister of Health, got together what he called his "young ladies" and my sister was one of them, and they went all over London doing special things, helping the children getting away or parents having to come back; all the different things that might happen to families. That was part of the thing that the National Council of Social Service and its staff would help with. We all began to get very interested in the families, who had not sent their children to the country.
- A.C. So, you got interested in the families who'd stayed on.
- L.H. That's quite true. There was one man who was very ill and they'd got a baby with them, a little child, rather than a baby, and he just said "She's got something on her frock that says who she is". Then, to make the long story short, he died that night and the wife died that night. She had a label on her chest. She was only about 3. They asked me if I would go to the settlement and get somebody to fetch some

relation. So I walked over to my old settlement, and one of the people who lived there had got a car. She went off and fetched the Grandma. That was part of a life that any social worker might have had.

A.C. Social work during the blitz

L.H. After that I travelled quite a lot and I also had one of our staff, little woman who was wonderfully good at doing things, who visited all over the towns talking about social work. And about things that they might do, and I always remember particularly going to Birmingham with Miss Lucy Butcher and the bombs were falling, and we downstairs into a spare room, and the other people who were there were a different kind of people from us, they were playing bridge. Then we managed to get a room and then, of course, we jolly nearly got killed because the bombs were falling so much! My sister, she went up to Liverpool and had a awful time there. Social workers I think you can add that, they did a great deal of the things that needed doing from the actual point of people and happenings.

A.C. How did you become involved in the Curtis Committee? [23]

L.H. First of all Miss Curtis [24] came from Cambridge. She used to come up and she joined a committee on which I sat. I remember she asked me a question which was really very difficult and they all looked round at me hoping I should remember it. Luckily I did, because she was tough you know, although I liked her. Lady Allen of Hurtwood [25] wrote a letter to the *Times*, saying how bad it was that the small children weren't getting proper care. I remember I went to see a man at the Home Office and we talked about it and he answered me "Of course we shall have to have an enquiry". And we did you see. I was one of the people on the Inquiry. Two of us were social workers; only two of us were.

A.C. Was that you and Sybil Clement-Brown? (Interviewee no 7)

L.H. Yes it was. That's right. We travelled too. Four people went to each of the different places, areas. An awfully nice man from Birkenhead was in my group. It was very hard work.

A.C. A lot of travelling around.

L.H. Yes, and also a lot of interviewing people. Well on the Curtis Committee after we'd interviewed all these different people we were always made to discuss it afterwards. We didn't go home or anything like that. We had to discuss it very carefully afterwards.

A.C. There are some very hair-raising descriptions in the Curtis Report of some of the bad children's homes that you visited.

L.H. Yes and I'll tell you one that I can think of. It was in Wales and I went with the only Roman Catholic member of our Committee. She always reported everything we saw to the Cardinal. The Master showed us the kind of pottery that the children had to eat from, and he was troubled. They had such ordinary things. Not as good things as they ought to have had. That was one thing. I always remember that man.

- A.C. There's one in there were they describe how the children went into some kind of cellar for meditation or prayer before they had breakfast, in the morning. Do you remember that one?
- L.H. I didn't remember that. Where could that have been?
- A.C. It doesn't say in the report where all these places are, it just describes them.
- L.H. I'll tell you what we did have though, we had a Master who came up and, I'm not certain if he brought his wife with him, but he told with horror of a boy he'd had who behaved as if every bed was the lavatory. I remember Miss Curtis saying, "Well if you want to you've only got to go down there". I don't think any of us felt that was one of the things we were going to try to compete to do. I should like to have known much more about the boy really myself.
- A.C. Can I ask you one last question? Looking back what do you think is the best thing you've done in social work? What's the thing you're most pleased about, most proud of. Gives you the greatest pleasure to look back on?
- L.H. I think the times that one feels, looking back, most glad about, are the times when there was somebody who you were able to help without your hardly realising you were doing it.
- A.C. I know what you mean.
- L.H. I was very fond of Chesterfield. If I can find the copy of my account of Chesterfield would you like it?
- A.C. I'd be very interested indeed. Thank you.

EDITORS' NOTES TO THE HARFORD INTERVIEW

- 1 **Church Pastoral Aid Society** was founded in 1836 so that the gospel might be preached to the poor.
- 2 **Elizabeth Macadam** (1871–1948). Social worker and close colleague of Eleanor Rathbone. She lived for a time at the Women's Settlement in Canning Town, she was awarded a scholarship to train in social work at the Women's University Settlement in South London and then was hired to become Warden of the Victoria Women's Settlement in Liverpool, a position she held for eight years. Assisted by Emily Oliver Jones and Eleanor Rathbone, she improved the settlement's organization and finances and also altered its philosophy and direction. In 1904 the Settlement launched a training programme for social workers that combined lectures on poverty, child welfare, and civic administration with a course of practical work undertaken in collaboration with municipal and voluntary associations. She also wrote several significant works on the development of this new field, publishing in 1925 *The Equipment of the Social Worker*, a study of the evolution of training for social work; and in 1934 *The New Philanthropy*, a survey of the complex and evolving relations between state and voluntary efforts.

- 3 **Victoria Settlement** was established in 1897 and served the Everton district of Liverpool until 1972.
- 4 **Eleanor Florence Rathbone** (1872-1946). Social reformer, researcher and campaigner:, she worked alongside her father, until his death in 1902, to investigate social and industrial conditions in Liverpool. She was elected as an independent member of Liverpool City Council in 1909 and served until 1934. In 1903 Rathbone began working with the Victoria Women's Settlement, which had opened in 1898 and was now expanding. In 1902 the settlement had appointed a dynamic new warden, Elizabeth Macadam (1871–1948), a Scottish social worker who had trained at London's Women's University Settlement in South London. In 1929 Rathbone entered Parliament as an independent MP and campaigned for cheap milk and better benefits for the children of the unemployed. In 1945, the year before her death, she saw the Family Allowances Act pass into law.
- 5 **Dorothy Keeling** (1881-1967). Social worker and author of *The Crowded Stairs*. She was educated at home and at a girls' grammar school, but physical weakness in childhood barred her from serious academic work. After some experience with workhouse visiting, in 1907 she joined the staff of the Bradford Guild of Help . After her father's death in 1916 Keeling became self-supporting, accepting first a salary for her work in Bradford and then the secretaryship of the National Association of Guilds of Help. She was hired in 1918 as the first secretary of the newly established personal services committee of the Liverpool Council of Voluntary Aid, a position she held until the Second World War. The Personal Services Society (PSS), as the committee was renamed in 1922, was set up by those Liverpool municipal reformers and social workers—among them Eleanor Rathbone (1872–1946), Elizabeth Macadam (1871–1948), and Frederic D'Aeth (1875–1940). Keeling skilfully guided the Society's affairs for a generation before moving to the NCSS in London to expand the Citizens Advice Bureaux network.
- 6 **Personal Service Society of Liverpool** was created in 1919 to address the pressing social needs of Liverpool after the war. One of the founders was Eleanor Rathbone. In 2009 it was awarded Liverpool's "Freedom Roll of Association".
- 7 **Police Court Mission** began its work in 1876 and by 1907 there were 143 missionaries in 358 courts when they became "officers of the court" under the 1907 Probation Act.
- 8 **Dr. Barnardo's** was begun by Thomas Barnardo in 1866 and by 1906 there were 96 homes. It is now, in 2013, called Barnardos.
- 9 **Evelyn Fox** (1874 -1955). Leading campaigner for better services and better understanding of mental disabilities and mental illnesses; and the distinctions between them. Her long involvement in statutory and voluntary bodies, including five years service on the Wood Committee on the education of children with special needs, made her a feared and respected advocate. For a fuller portrait see *The Nature of Special Education* by Tony Booth and June Statham.
- 10 **The National Council of Social Services (NCSS)** was launched in 1919 to bring various voluntary bodies together and into closer relationships with government departments. Its foundation was made possible through a legacy from Edward Vivian Birchall (1884–1916) who had played a large part in the evolving voluntary

sector before he was killed during the first world war. NCSS became the National Council for Voluntary Organisations (NCVO) in 1980.

- 11 **Violet Markham** (1872-1959) was a writer, social reformer and administrator. She was a member of Chesterfield Education Authority from 1899 to 1934. In 1901 she inherited money from a friend of her father and in 1902 founded the Chesterfield Settlement which closed in 1952. She was a member of the Unemployment Assistance Board in 1934 and its deputy chairman in 1937.
- 12 **Dr. A. Garrow** produced a report on smallpox fatalities in England which was discussed in the Irish Parliament debate on vaccination in 1928.
- 13 **Public Assistance Committees (PAC) and Departments** were created after the abolition of the Boards of Guardians in 1930, when workhouses were also abolished. They inherited responsibility for the administration, at local authority level, of poor relief in the U.K.
- 14 **Relieving Officer** Relieving Officers were employed by the Poor Law Union to receive applications for relief and make payments when approved by the Board of Guardians. Could also issue orders to admit people to the workhouse.
- 15 **Captain Lionel Ellis** was the first paid officer of the NCSS in 1919.
- 16 **Sheffield Council of Social Service** by 1929 there were 25 local councils of social service.
- 17 **Lady Margaret Hall Settlement** was established in Lambeth in 1897 by Dr. Talbot, the Bishop of Rochester and its aim was to bridge the gap between the rich and the poor. It was a settlement of ladies connected to the Church of England and Lady Margaret Hall, Oxford. It is still operating. 17a. **Miss Lynda Grier** was Principal of LMH from 1921 to 1945.
- 18 **Charity Organisation Society (COS)** was founded in London in 1869 and led by Helen Bosanquet (1860–1925), social theorist and social reformer and Octavia Hill ((1838–1912), housing and social reformer. It supported the concept of self help and limited government intervention to deal with the effects of poverty. The organisation claimed to use "scientific principles to root out scroungers and target relief where it was most needed". It organised charitable grants and pioneered a volunteer home-visiting service that formed the basis for modern social work. The original COS philosophy later attracted much criticism though some branches were much less doctrinaire than others. Gradually volunteer visitors were supplanted by paid staff. In 1938 the COS initiated the first Citizens' Advice Bureau, and continued to run CABx branches until the 1970s. The COS was renamed Family Welfare Association in 1946 and still operates today as Family Action a leading provider of support to disadvantaged families. [For more information, see Charles Loch Mowat *The Charity Organisation Society 1869-1913* (1961), Madeline Roof *A Hundred Years of Family Welfare: A Study of the Family Welfare Association (Formerly Charity Organisation Society) 1869–1969* (Michael Joseph 1972) and Jane Lewis *The Voluntary Sector, the State and Social Work in Britain* (Brookfield 1995). Michael J.D. Roberts, in an article 'Charity Disestablished? The Origins of the Charity Organisation Society Revisited, 1868-1871' in the *Journal of Ecclesiastical History* (CUP 2003, vol 54).

- 19 **Sir George Haynes** (1902-83). A distinguished social services administrator who began his career in a slum area of Liverpool as a schoolmaster and then as Warden Liverpool University Settlement . He joined the regional staff of the National Council of Social Services (NCSS) and became Deputy Secretary in 1936 and Director in 1940. Led the NCSS effort to expand the Citizens Advice Bureau (Cabx) network from 1939 onwards and initiated an important series of publications on major social issues. In the post-war period he assisted the formation of several national charities.
- 20 **Women's Group on Public Welfare** was named such in 1940 having been set up by the NCSS in 1939 as the *Women's Group on Problems arising from Evacuation*. It was chaired by Margaret Bondfield (1873-1953), a Labour politician, who as Minister of Labour was the first woman cabinet minister in 1924. It became the Women's Forum in 1975 and closed in 1980.
- 21 **Our Towns, a close-up**. A study was made 1939-42 by the Hygiene Committee of the Women's Group on Public Welfare addressing concerns about evacuation especially of school children. Its Report in 1943 made a big impact on public opinion, partly through prominent coverage in *The Times*. Upper- and middle-class people were shocked by the appalling living conditions and poor standards of care experienced by many of the poorer families in the cities.
- 22 **Sir Henry Willink** (1894-1973) Elected Conservative MP for Croydon North in 1940. Was appointed Commissioner for the homeless in London in 1940. Minister of Health 1943-45 in the Coalition government. Re-elected in 1945 but resigned his seat in 1948.
- 23 **The Curtis Committee's** recommendations of 1946 were embodied in the Children Act of 1948. This imposed on local authorities, under the direction of the Home Secretary, a duty to provide care for children deprived of a normal home life, as long as this was consistent with their welfare. Each local authority was to set up a Children's Committee and appoint a Children's Officer to take charge of a Children's Department with undivided responsibility for the care of such children. The Act required local authorities to exercise their powers so as to further children's best interests and provide them with opportunities for the development of their characters and abilities. The Act emphasised fostering as the preferred form of substitute care, and gave powers to authorities to continue assisting young people after they had left care. It provided no other means of assisting families other than the reception of their children into care.
- 24 **Dame Myra Curtis** (1886-1971). Civil servant and college Principal, attended Newnham College, Cambridge. From 1915 onwards she had various positions in the Civil Service and in 1937 she moved to the Treasury as assistant secretary and director of women's establishments. Following her retirement in 1941 Curtis, who had retained her links with Cambridge as a member of the University's Women's Appointments Board, was elected principal of Newnham College from January 1942. In November 1944 she was appointed by Herbert Morrison, the Home Secretary, as a member of a committee chaired by Sir Godfrey Russell Vick to investigate conditions in remand homes administered by the London County Council. This inquiry began her interest in addressing the needs of the nation's

distressed children and thus to her appointment to the Committee of Inquiry that bears her name.

- 25 **Lady (Marjory) Allen of Hurtwood** (1897–1976). Landscape architect and promoter of child welfare. During her life she became increasingly interested in the well-being of children, both in Britain and beyond. In 1944 she ran a campaign to expose the conditions under which children in institutions were living. She was chairman and president of the Nursery School Association, a founder president of the World Organisation for Early Childhood Education, and a member of the Central Advisory Council for Education. In 1950, as liaison officer with UNICEF, she developed programmes for disabled children in Europe and the Middle East.
