

Looking Beyond COVID-19: Strengthening the role of Family support Services

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Since the onset of the COVID pandemic, needs for family support services has grown sharply

**Higher levels of
child poverty &
inequalities**

**Greater need for
support among
already-
vulnerable
groups of
children**

**Greater need for
mental health
supports**

**Higher levels of
family stress**

**Learning loss &
school
disengagement**

What scope of family support services?

“Services and supports provided to help parents improve their child rearing capabilities and to make parenting behaviour and family functioning more conducive to good child outcomes”.

Five key areas:

- *Basic material needs*
- *Health care services*
- *Family functioning services*
- *Parenting support and early intervention*
- *Specialised services to address specific or complex needs*



OECD Questionnaire on Family Support Policies

Policy Priorities and Governance

Programmes Content

Policies to enhance Family Support Services

Costs and Funding

Monitoring and Knowledge Sharing

OECD Questionnaire on Family Services Providers

**Location, Population &
Service Content**

Delivery of Services

**Strategies to reach
Families**

**Best Service
Delivery
Practices**

**Monitoring and
Knowledge sharing**

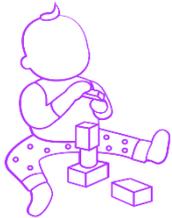
Funding and Costs

**Training of
Practitioners**

Main findings & recommendations



Ensure a continuity of family support services throughout childhood



- Address families needs emerging in early childhood

=> “first 1000 days” approach promoted by a handful of OECD countries can help design integrated services



- Make good use of schools and community centres for the delivery of school meals, health screenings or psychological assistance; and complement with in-home support.

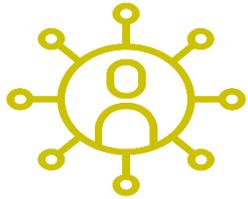
=> Less than half of OECD capital cities operate in-home support for families with school-age children



- Consider introducing conditional cash transfers (CCTs) linked to family service use.

=> Already half of OECD capital cities reported supporting needy families with conditional CCTs.

Promote high quality family support services



- Enhance practitioners' skills by making renewal of licencing and accreditation conditional on participation in training and professional development programmes.



- To address complex needs, put families at the centre of co-ordinated service delivery.
- Collect feedback from service users and use it to identify needs and gaps in service delivery.



- Use outcome evaluations to identify ways to deliver services effectively

=> Less than half of responding providers reported conducting impact evaluations

Better use digital tools to enhance service delivery (and limit their costs)

The use of digital tools is key to:



- Engage service users
- Swiftly match the local supply of services to families needs.
- Improve service providers internal working practices.

=> Only a quarter of service providers indicated using digital tools in their practice.



But digital tools require family service workers to adhere to legal safeguards and ethical practices.



- Bernard van Leer Foundation & German and Japanese governments.
- COFACE, European Social Network, Families Canada, International Step by Step Association, and the International Federation for Family Development, TUSLA (Ireland).
- All OECD delegates for the Working Party on Social Policies and contacts in OECD capital cities.



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