

# 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**

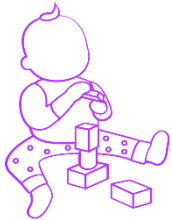
**Funding and Costs**

**Training of  
Practitioners**

# Main findings & recommendations

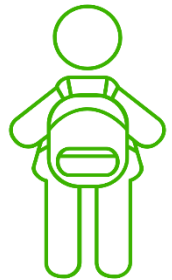


# Ensure a continuity of family support services throughout childhood



- 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.

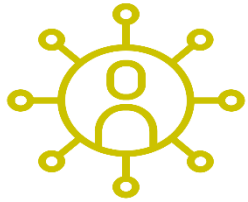
*=> Less than half of OECD capital cities operate in-home support for families with school-age children*



- 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

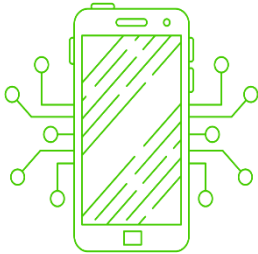


*=> Less than half of responding providers reported conducting impact evaluations*



# 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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