



The Added Value of Personal and Household Services: Evidence and Issues in OECD countries

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Recent relevant OECD work

- *Help Wanted?* (2011) and *A Good Life in Old Age?* (2013)
 - Costs and provision concerns
 - Monitoring and quality measures
- Integrated social service policies for vulnerable populations
 - A framework for comparisons of integrated social service delivery models (*horizontal integration*), review of success and failures of recent reforms and policies
 - Mapping and comparisons of social service governance structures (*vertical integration*)
 - Chapters comparing integrated service delivery models for vulnerable groups



Main messages

- Human services are being used more, but represent a small yet important part of overall public investment
 - Demand for human services is growing
- The role of PHS differs by service user groups
- For some groups, PHS can improve quality of life and reduce costs (compared to institutions)
- For integrating social services, evidence suggests a *whole-system approach* is most effective
 - Successful initiatives share common characteristics: case management and single-entry point to services...
 - ...though home-based services will be necessary
- Quality matters!



Evidence from the Long-term Care work

- At present 2 in 3 elderly receive LTC at home:
 - Quality of life
 - Cost less
 - Limited evidence suggests better outcomes
- Some concerns about home-based services
 - Quality: measurement and deficiencies
 - When to start home services and cost implications
 - Severity of need, and the care ‘crisis point’, moving to more intensive service provision
 - Workers: status, pay and turnover



The What, Why's and How's of service integration

- Cooperation, Collocation to collaboration
- To meet Multiple needs, improve delivery (efficiency)
- To reduce emergency services use, institutionalisation
- Horizontal and vertical forms of integration
- Common issues in horizontal integration
 - Fragmentation of finances or the 'wrong pockets'
 - Team working / skills matching / case-working
 - Data sharing
 - Balancing intervention and prevention
 - 'Locked' public resources
 - Weak evidence base (person-centred)



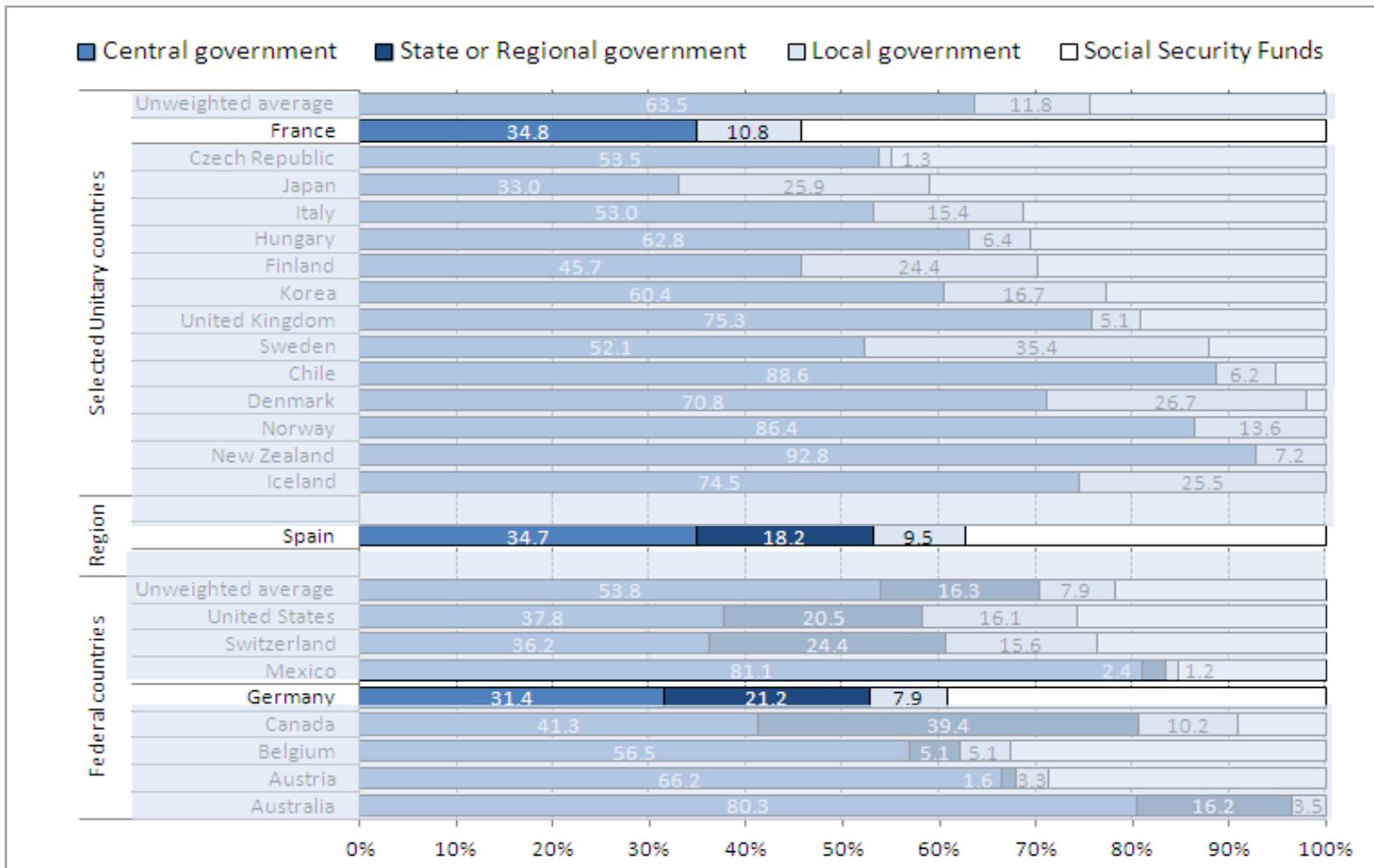
Governance challenges to integrating services

	Social Security benefits		Housing		Healthcare		Education		Employment services	
	Social Assistance	Family cash benefits	Institutions (homeless, children in care)	Social Housing	Primary health services	Counselling / Mental health services	Compulsory	Childcare	Job centres (& Job training)	Cash benefits
Australia	Central	Central	Central State	Central State	State or Regional	State or Regional	State or Regional	State or Regional	Central	Central
Denmark	Central Local	Local	Regional Local	Central	Regional Local	Regional Local	Local	Local	Central	Central
France	Regional Local	Central Regional	State or Regional	Central	State or Regional	State or Regional	Central	Regional Local	Local	Central Local
Germany	State or Regional	Central	Local	State Local	State Local	State Local	State or Regional	Local	Local	Central State
Iceland	Local	Central	Local	Central	Central	Central	Local	Local	Central	Central
Korea	Central	Central	Local	Local	Central	Central	Local	Central	Central	Central
Japan	Local	Local	Local	Local	Central Local	Central	Local	Local	Central Local	Central
United Kingdom	Central	Central	Local	Local	Central Regional	Central Regional	Central Local	Central Local	Central	Central
United States	CSL	Central State	CSL	CSL	Private Central State	Private Central State	CSL	CSL	Central State	Central State

Source: OECD (2014) Integrating Social Service Delivery for Vulnerable Groups, forthcoming



Fiscal federalism, and policy transfer



Source: OECD Centre for Tax Policy, 2013.



Some thoughts on expected public cost savings

- Troubled Families reported to cost UK 8-9 billion GBP a year (11% of FB and IS budget per year, for 1.5% of the families)
- Better services identify more (eligible) applicants
 - Lower non-take-up
 - Middle class capture
- Potential for (and complications of) cost shifting
 - From one provider to another
 - From intervention to prevention
 - From transfers to administration
- Long term savings mean long-term evaluations, cross-party political commitment – not always possible
- Cost-benefit analysis not readily transferable



Implications and challenges

- PHS adds value differently by service user groups
- Challenges of integrated PHS include:
 - Lack of (quality) evaluations
 - Skills mismatch, employment conditions
 - Governance and fiscal federalism
 - Complexities of importing good practice
- Good public and private reasons for optimal investment in PHS



Some relevant publications and links

- *Help Wanted? Providing and Paying for Long-Term Care, 2011*
- *A Good Life in Old Age? Monitoring and Improving Quality in Long-term Care, 2013*

www.oecd.org/health/longtermcare

www.oecd.org/social/integratedservices