Almost on a daily basis, people are confronted with newspaper headlines reporting on failing children’s services and the number of children in welfare states who are suffering chronic abuse or neglect shows little decline. Increasingly, scholars and professionals call for reform of child welfare research and practice. The upcoming paradigm of child- and family-centred care seems to create a window of opportunity for a profound transformation of the system. However, embedding child- and family-centred care in child welfare practice requires radical change and brings along major challenges on multiple levels, not least for organisations and professionals in the field.

This thesis explores how the embedding of the notion of child- and family-centred care can be advanced in child welfare organisations and among child welfare professionals in welfare states. It contributes to a broader understanding of the implications of the embedding of child- and family-centred care in child welfare practice for organisations and professionals and identifies strategies that enhance and support learning and reflection on organisational and professional level. Insights were obtained from an in-depth case study into the innovative case management approach Intensive Family Case Management, recently developed and implemented by the Amsterdam organisation for Child and Youth Protection Services in the Netherlands.

Nienke van Veelen (1989) has a background in Biomedical Sciences and in Management, Policy Analysis and Entrepreneurship in the Health and Life Sciences. For five years, she worked as a researcher and lecturer at the Athena Institute, Vrije Universiteit Amsterdam. Currently, she holds a position as a researcher and knowledge adviser at the Amsterdam organisation for Child and Youth Protection Services in the Netherlands.
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