

Employment, Family and Community activities: A new balance for women and men

France

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EUROPEAN FOUNDATION
for the Improvement of Living and Working Conditions

General introduction

Since the publication in 1993 of the White Paper entitled *Growth, Competitiveness, Employment*, **increasing employment by expanding labour supply has been one of the key objectives of European policy on employment**. The authors of the report *L'offre future de main-d'oeuvre en Europe* [Future labour supply in Europe] (Rubery et Smith, 1999, p. 10) have highlighted the three factors likely to stimulate the supply of paid labour: family and household organisation, provision of social services and help to dependent persons, and the education and manpower training system. Whilst women have accounted for much of the growth in European employment over the past few years, the high proportion of women not in work in all European Union countries (they account for the majority of those not in work among the highly active age groups between 25 and 54, notably due to the traditional division of family responsibilities within the home) shows that they have a crucial role to play in the future growth in labour supply (Table 0.1)¹. They represent the principal potential source of labour within the European Union (Rubery and Smith, 1999, p. 18). The entry of women on the labour market is largely dependent upon the availability of suitable structures for the provision of childcare, support for dependants and mechanisms for reducing time spent on unpaid domestic labour.

The increase in labour supply does not stem solely from a plurality of individual decisions.

The way in which the working population is configured greatly depends not only on the country's economic policy but also on other measures taken by the State.

Various schemes put in place by the Welfare State have an impact on labour supply, e.g. help to inactive persons in the form of support for single income families, assistance with regard to education and training, old age and invalidity pensions, work-related tax incentives, unemployment benefits, invalidity benefits and pensions, the existence of substitutes for domestic labour, as well as care facilities for children and for the elderly, policies facilitating or impeding reconciliation of work and family/private life. (Rubery and Smith, 1999, p. 26). (See Table 0.2).

Clearly evident in this regard is the pivotal role of family structures and equality of the sexes. Following the adoption of a Communication in February 1996², the European Commission launched a comprehensive “*mainstreaming*” programme to incorporate equal opportunities for men and women into all Community policies and initiatives (European Commission, 1998: 11).

These two objectives, of increasing the activity rate and promoting equality of the sexes, are very closely linked. In France, a recent report produced by the *Conseil d'Analyse Economique* (Council for Economic Analysis) highlights three “modern objectives” for women in the light of the socio-demographic changes underway. Firstly, women are seeking to hedge themselves against two new risks: the unemployment of their spouses (in 9% of couples, the man is unemployed) and separation of the couple (on average divorce rate of 33%, 50% for young urban couples). Hence, women are seeking ways to obtain autonomy and financial independence, and to have a greater say in family matters, enabling them to meet head on the

¹ The tables appear in a separate document entitled “Statistical tables”.

² COM (96) 67 final of 21.02.1996.

marital and financial trials and tribulations of life and, in the longer term, to obtain health insurance and personal pension rights. The latter objective seems particularly important in view of the ageing of the general population, the difference in life expectancy between men and women and the age differences between spouses. (Majnoni d'Intignano, 1999, p. 38).

This report attempts to tackle the development of employment in the domestic services sector from two viewpoints: job creation and promotion of equality of the sexes. In the context of this twofold objective, there would seem to be some aspects which are promising for the development of the domestic services sector. Firstly, by fostering a move away from domestic and family “self-reliance” (often by women) towards the formal labour market, the development of domestic services tends to stimulate the demand for paid labour. All the signs are that this will lead to the creation of new jobs and/or the expansion of existing jobs and thereby help to reduce unemployment, a true evil of contemporary society within Europe.

Secondly, by offering women in the mid age groups (25 to 54 years of age) alternatives to the burden of unpaid domestic and family responsibilities, the growth of the domestic services sector would facilitate the financial participation of women and increase their social integration and autonomy vis-à-vis any “bread-winner” spouse and the community as a whole (allowances for mothers in the home, minimum social entitlements, etc.). Hence,

the full participation of women in working life is a powerful growth factor and the starting point for an **auspicious cycle** of demand, activity and job creation. [...] By increasing demand, the trend towards a service-based society could go hand in hand with a move away from a patriarchal society to a society of two-income couples, creating a need for community services, and also for cultural and leisure facilities.

(Majnoni d'Intignano, 1999, p. 49).

Policies aimed at fostering the emergence of a formal household domestic services sector might therefore be the key to employment promotion policy in the Member States of the European Union, and, at the same time, responding to the objective of promoting greater equality between the sexes. This report seeks to assess the situation with regard to domestic services in France based on this twofold objective.

Part I provides a general overview of the background to the emergence of this sector within France. The report first defines (or rather delimits) the scope of this broad range of activities and then outlines the measures taken by the State to structure the domestic services sector in France.

Part II of the report examines the phenomena behind the growth in employment in this sector. The object is to examine more closely the nature of existing or emerging jobs and the characteristics of employers, companies and salaried workers in the domestic services sector, based on a regional analysis of the characteristics of growth in employment in two distinct geographical locations – Toulouse and Lyons. Based on this analysis, the key stakes can be identified, as regards both increased employment and equality of the sexes.

Part III explores working conditions within the domestic services sector. The object is to ascertain the extent to which activities which have gained professional status equate to quality jobs, providing satisfactory prospects for sustainable and durable integration into the labour market of salaried workers, with potential for security, training and social advancement. The specific risks of such jobs, from the point of view of successfully reconciling work and

family/private life, are the focus of particular attention. Will work in the domestic services sector lead to full and comprehensive participation as a citizen in society as a whole, with this being placed on an equal footing with family life and friendship, access to leisure activities and associative involvement?

Finally, the last part of the report makes a series of recommendations for the future development of the domestic services sector. By describing various possible scenarios and analysing the pressures which affect the relationships between the players concerned, it attempts to highlight the optimum conditions for the growth of this sector in the light of the objectives established by the public authorities in France and in Europe: growth in employment and promotion of equality of the sexes.

1. Household services in France

1.1 Definition of the scope of household services in France

Household services have a composite character which makes it difficult to circumscribe them as a sector of economic activity. In this report we have proceeded from the premise that most of the jobs in this sector are the result of a process of externalisation of family or domestic responsibilities into the formal commercial or voluntary sectors. These services are characterised by an abstract, non-storable end product born of close interaction between the provider and the client or user³ (Flipo, 1998, p. 124). The classification adopted by the European Community distinguishes four broad categories of community service: the services of everyday life, services designed to improve living conditions, cultural and recreational services and environmental services (Flipo, 1998, p. 126). As far as France is concerned, the 1996 Economic and Social Council report states that the services of everyday life are developing at the heart of community services and have the potential to create a range of jobs in what it calls 'family occupations'. In a survey it conducted in 1996 on community services, INSEE⁴ offered a definition of community services of everyday life based on the nature of the activity, the place of work, the end product and the occupational category of the provider. According to that classification,

community services of everyday life comprise services provided outside the user's home (such as childminding, crèche and dressmaking services), and those provided in the user's home. Where a home-based service includes the sale of a product, it should be termed a 'customer service', because the provider offers it as a value added service to supplement the sale of the product (home delivery of meals or shopping, for example). The community 'household service', on the other hand, does not depend on the purchase of any item, the service itself being the end product (the services of a household help, for example). Within the category of household services provided on the user's premises, home-help services are distinct from domestic services and care services, because each is provided by a distinct occupational group⁵ (Flipo, 1998, p. 127).

³ Anne Flipo, who headed the community-services survey conducted by the French National Institute for Statistics and Economic Studies (INSEE) in 1996, is one of the experts consulted by the team producing the Council for Economic Analysis report on employment in community services which was presented to the Prime Minister in July 1997.

⁴ *Institut National de la Statistique et des Etudes Economiques* – National Institute for Statistics and Economic Studies

⁵ It should be mentioned that this definition does not cover the catering industry and the eating habits of the French. We shall, however, analyse some elements of this industry in the **Annex**.

Figure 1.1: Summarises the subject of our study (Filipo, 1998, p.128)

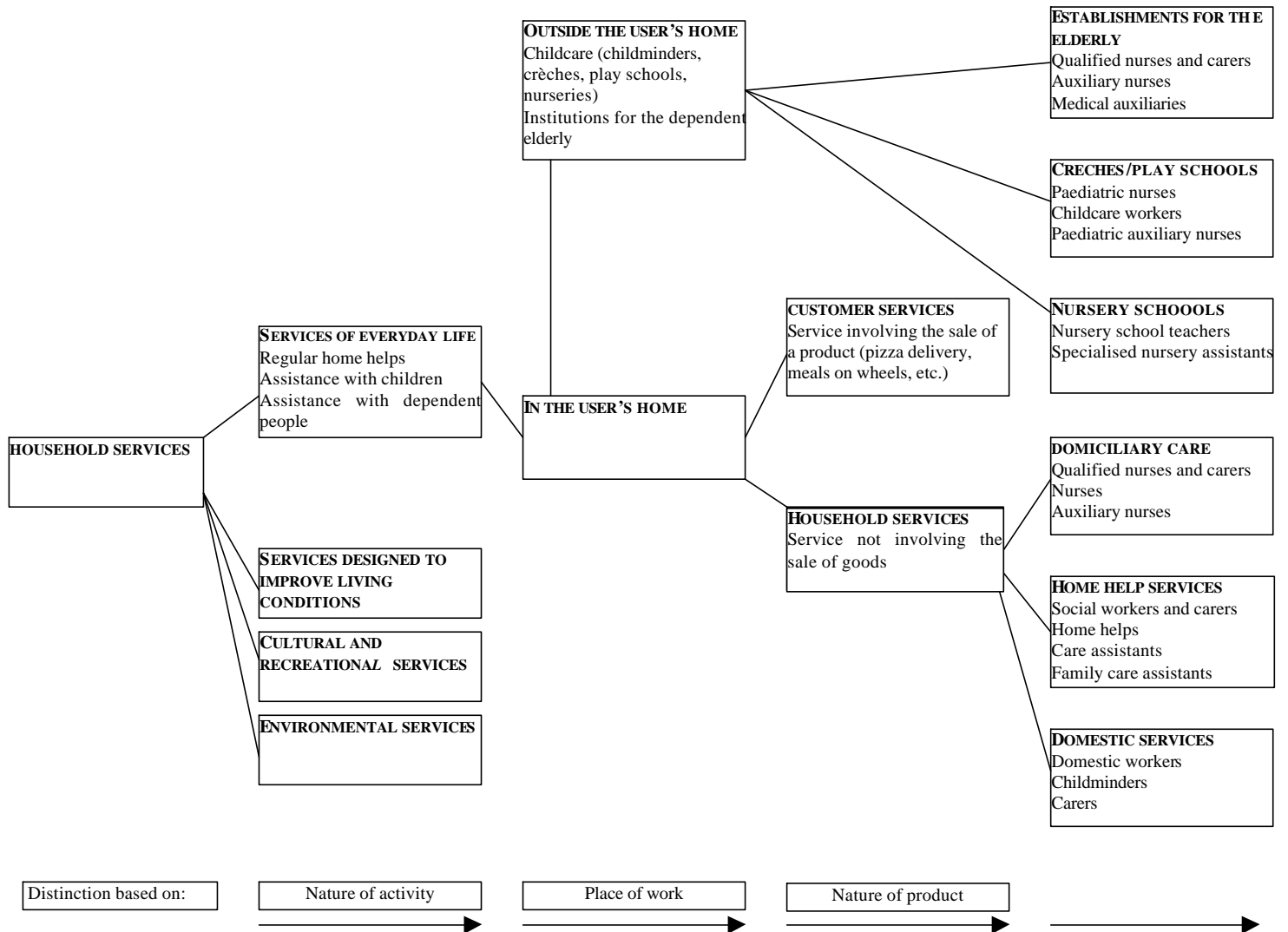
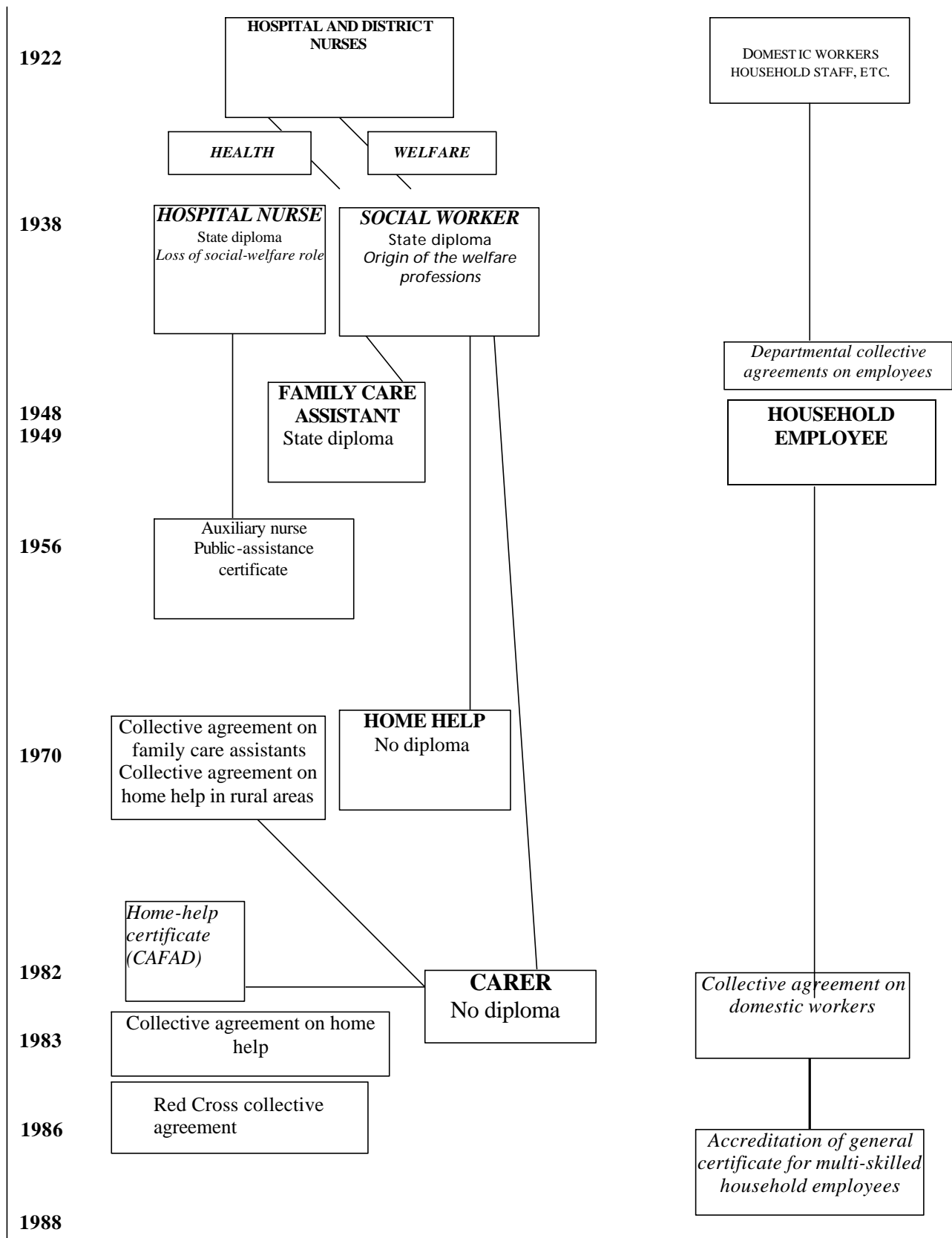


Figure 1.2: *Emergence of professions and other occupations in the health and social domestic sector in France (Croff, 1994)*



1.2 The organisation of professional activity in the domain of household services

The job-creation potential of household services partly depends on the relative development of the process of externalising the services that have traditionally been provided within the framework of the family unit. The Member States of the European Union are obviously not all at the same stage in this process. It is therefore worth noting that, as far as France is concerned, the employment sector we are examining here is not entirely 'new'. Nevertheless, under the cumulative impact of several economic and demographic factors, it is undergoing a profound transformation.

Some of the activities in this domain have long been part of the formal commercial or non-commercial sectors. They are historically rooted in two distinct occupational fields – that of the welfare services on the one hand and that of the domestic services on the other (Figure 1.2). (Croff, 1993, p. 23).

1.2.1 Domestic services

By domestic services, we mean the direct engagement of domestic employees (who used to be known as servants) by individual householders, either under a common law contract (containing certain derogations from the Labour Code) or on an 'informal' basis. The direct employment of staff in private households was a very widespread practice in the 19th century, but it declined in the early years of the 20th century, and the number of domestic servants fell sharply after the First World War (Fraisie, 1979). There are many reasons for the fall in the number of domestic employees: the increase in householders' labour costs resulting from the gradual applicability of general social rights to domestic employees, the general rise in education standards among the French population, especially among women, the emergence of new jobs in manufacturing and the service industries and the rural exodus associated with the industrialisation of France, as well as the general change in lifestyles and the decrease in family sizes.

Between 1975 and 1982, the number of people employed in domestic service fell by 36%, from 320 840 in 1975 to 204 344 in 1982. (Causse, Fournier and Labruyère, 1997). Moreover, the traditional model of the domestic employee (employed full-time with board and lodgings) is gradually giving way to the practice of employing cleaning ladies, nannies or gardeners for a few hours a week as required.

Initially, the reduction in the number of domestic employees went hand in hand with a sort of 'privatisation' of the household tasks that were once performed – at least among the wealthier classes – by domestic servants. During a period when it became the norm for married women to stay at home, most of these tasks were integrated into the (unremunerated and hence statistically invisible) workload of housewives.

Then, as the female activity rate began to rise steadily from the sixties onwards, with domestic services becoming quite expensive, we saw the gradual emergence of an informal job market which took over the niches of household maintenance, childcare and childminding services and care of the elderly and which, with the exception of outdoor work such as gardening, was overwhelmingly dominated by women.

1.2.2 Domiciliary care and home-help services

By domiciliary care and home-help services we mean the assignment of people to assist the household as part of a public policy designed to enable elderly or disabled persons to continue

living in their own homes. While the tasks performed by home helps and visiting carers may equate to those performed by a domestic workers, they are performed in the community-care context by various categories of employee - home helps, family care assistants, nursing auxiliaries or nurses. As far as the first three categories are concerned, they may only perform their professional duties in a client's home through the agency of an approved association or of a local branch of the social services. Unlike domestic service, traditional domiciliary care and home-help services are only available to recipients of welfare benefits, whose personal contributions only go a short way towards paying for the provision of these services, the bulk of the cost being met by the public social services.

The various job profiles provide an explanation of the nature of the occupations involved in the provision of household services, both on the social-welfare side and on the domestic-service side. (see Annex).

1.3 Outline of the conditions for translating needs into jobs

While an assessment of the extent of the need for community services is an essential stage in this study, such an assessment alone would not suffice to draw the contours of this area of employment. The decision to use a community service depends on cultural constraints, which may prevent households from seeking external help with household tasks or the care of dependent persons. The constraints may also be of a socio-economic nature, such as income level, educational attainment, age and, above all, the price of the available services. On this point, the data presented by the authors of the 1998 report of the *Conseil d'Analyse Economique* (Economic Analysis Council) shed some valuable light on the French situation.

1.3.1 The importance of unpaid housework

A survey that INSEE conducted at the beginning of the 1980's provides some useful tools to help analyse the job-creation potential generated by the externalisation and professionalisation of household services. In fact, the number of hours devoted to housework, defined as 'work performed in the family context as required for daily life in accordance with prevailing social standards' (Chadeau and Fouquet, 1981), far exceeds the time devoted to such work on a professional basis. Depending on the calculation method, housework represents between 30% and 70% of the total volume of gross domestic product (GDP) in Western societies. Most of this work is done by women.

So there is undoubtedly a great need for the services of everyday life among the French population. However, although various attempts to estimate the extent of these needs have shown them to be considerable, this does not mean that such needs will lead automatically to the creation of jobs.

In order to satisfy a particular need, a household has several options: to do without the service, to provide the service itself, even if it means buying increasingly sophisticated labour-saving appliances, to have a friend or family member provide the service on an informal basis or to have recourse to a commercial or non-commercial service (Flipo, 1998, p. 103).

In point of fact, several recent studies of housework show that French households prefer to provide services themselves or have them provided by friends or family members on an informal basis⁶ (Table 1.1). Thus,

in June 1996, out of 47 million households in which the reference person is under 65 years old, only 1.8 million pay for a regular household service (cleaning, washing and ironing, gardening, etc.), in other words just under 4% of the 'young' population [below the age of 65]. (Flipo, 1998, p. 105).

According to the 1995 INSEE survey on household budgets, the propensity to employ a cleaning lady increases with age. While the number of over-75s who employ a cleaner is twice the average for all households, there is still only 10% of them who do so. In practice, the demand for everyday services among elderly people is divided into a demand for private domestic services and a demand for publicly-subsidised home-help or care services (the subsidy takes the form of an allowance granted after the client's state of dependence has been assessed by the social services). In 1996,

18% of households in which the reference person is over 65 avail themselves of paid household services, whether declared or on an informal basis; this is equivalent to 1.2 million households. In 64% of these cases, i.e. 800 000 households, the services relate to the care of dependent persons (Flipo, 1998, p. 110).

Thus the estimates produced by INSEE in 1996 reveal a wide chasm between the total volume of services used by all French households and the volume of services for which payment is made. (Table 1.2).

Moreover, several recent French opinion polls have highlighted a very high potential demand for everyday services. A study conducted in 1995 by the CREDOC⁷ estimates the job-creation potential of community services to some 477 000 full-time jobs. A survey commissioned by the SESP⁸ in 1996 concluded that the available range of community services was liable to interest 25% of French households, i.e. almost six million households, about 4.1 million of which were estimated to have unsatisfied needs relating to household work. Lastly, the INSEE survey on community services, which was conducted in 1996, indicated that more than four million households felt the need for a home help in their everyday lives (Flipo, 1998, p. 117).

More than half of these would want a home help for their recurrent household chores (general housework, shopping, washing and ironing, etc.), 19% would need to have someone work on their domestic environment (gardening, etc.), while 9% would seek childminding or child escort services (Flipo, 1998, p. 117).

In the light of such encouraging data, several recent surveys have tried to identify the precise mechanisms that are at play in the development of an economically-viable demand for

⁶ The tables are in a separate document entitled *Statistical Tables*.

⁷ *Centre de Recherche pour l'Etude et l'Observation des Conditions de Vie* - Consumer Research and Documentation Centre

⁸ *Syndicat des entreprises de services à la personne* - Union of Personal Service Enterprises

everyday services, which is a *sine qua non* condition for the emergence of new jobs in these services. While neoclassical economic theory has long been advocating the establishment of models demonstrating the choices made by households between working time, housework time and leisure time (Becker, 1965), the vast array of variables in such an equation makes any attempt at formalisation extremely speculative.

Rational choice can be made all the harder to formulate because the variables include such diverse factors as income levels, service prices, the structure of family and social life, the various players' lifestyles and tastes, etc.
(Flipo, 1998, pp. 110-110).

While a number of social and demographic factors, such as the increase in the economic activity rate among women, the ageing population, the collapse of family structures, the increase in educational qualification levels, the higher living standards of households, the changes in eating habits, etc., are often cited as a potential source of satisfiable demand for the services of everyday life, more thorough analyses demonstrate clearly that a causal relationship between these factors and the creation of jobs is far from being quite so self-evident⁹.

1.3.2 Obstacles to the externalisation of unpaid housework

The obstacles to the use of household services which have been identified may be grouped under two headings: those that are connected to the price of the services and those relating to what several authors call the 'cultural effects'.

1.3.2.1 Financial constraints

Financial constraints are part of the reason why households might not avail themselves of household services. Sixty-six per cent of the respondent householders stated that their household budgets would not stretch to such services (Flipo, 1998, p. 117). Several studies have shown, for example, that the likelihood of employing a cleaning lady increases as family income rises (Table 1.3).

The income elasticity of the services of a cleaning lady is estimated at three, which means that expenditure on the employment of cleaners rises by 3% when average household incomes rise by 1%. Few items of expenditure are quite so sensitive to changes in income (Flipo, 1998, p. 117).

It would seem that a reduction in the cost of these services would help households to translate their needs into opportunities for paid employment (Flipo, 1998, p. 117). Nevertheless, even if this step were taken to make demand more satisfiable, some geographical and cultural constraints would still remain.

1.3.2.2 Geographical constraints

The supply of household services varies considerably with population density. Rural areas with low population density are not conducive to the establishment of a range of services, even though there may actually be a very high demand in such areas (especially in the realm of services for the elderly). A systematic comparison between different locations in terms of the supply of services is no easy matter. While variations in consumption between different regions provide a rough indicator of supply, they may quite simply point to the social

⁹ The data from which the nature of these changes can be observed are reproduced in the **Annex**.

characteristics and demographic composition of the respective populations (a high percentage of elderly people or of working couples with dependent children will automatically increase the average expenditure on household services, for example).

1.3.2.3 Cultural constraints

Constraints of a cultural nature are linked to the fact that household services entail the 'intrusion' of a third party into the privacy of the home. Several factors, such as a feeling that it is somehow improper to be the 'boss' of a household employee, may be barriers to the use of household services. These misgivings would seem to vary in accordance with the professional status and income bracket of householders (see Table 1.4).

There are also obstacles in terms of the specific place occupied by housework in the construction of gender identities and in the consolidation of emotional relationships within the family. Numerous sociological research studies emphasise the extent to which the cultural standards associated with the role of 'mistress of the house' tend to induce women to provide domestic services themselves, especially women who live in fairly straitened circumstances (Kaufmann, 1997). This hypothesis appears to be confirmed by the findings of the INSEE survey on domestic services, which clearly shows that the increased pressure on women's time which results from external employment is not automatically reflected in the externalisation of some of their household tasks.

At a given standard of living and within a given social stratum, the fact that a woman is in paid employment and the corresponding reduction of her free time only marginally increase the chances of her employing anyone to work in her household. Her recourse to the services of a cleaning lady has far more to do with the fact that a woman has, or used to have, a professional career than with whether or not she is working at the present time. One-third of women at managerial level employ a cleaner, whether or not they are still in employment, whereas non-managerial employees scarcely ever avail themselves of such services, even when they are working. All other things being equal, the apparent effect of the number of women in employment pales into insignificance when compared with the effects of income levels and formal qualifications (Flipo, 1998, p. 113).

The key role played by such 'cultural' factors in the decision not to purchase domestic services illustrates the need to examine the development of employment in the domain of household services in the context of the promotion of sexual equality.

1.4. Household services and gender equality

Like the European Commission, the French Government puts the issue of better reconciliation of family and working life at the heart of its political efforts to promote gender equality. The development of employment in household services has a strategic role to play in the pursuit of this objective on both the supply and the demand side. Firstly, it is a matter of measuring the effects of potential job growth from the point of view of user households.

A perceptible imbalance between the sexes is still reflected in the general approach to the care of children and other dependent persons, a task which is generally assumed to be incumbent on women. This hypothesis is substantiated by the fact that most unpaid informal care is provided by women and that it is almost exclusively women who take

time off work to look after dependent children and relatives. (European Commission, 1998, p. 13).

From this point of view, a number of questions present themselves. What are the effects of a switch from self-help to paid services on the gender division of household and family responsibilities between the sexes? Are these jobs capable of easing the burden of unpaid housework that weighs on women and prevents them from playing a full part in public life, whether in terms of employment, education, politics, trade unionism or voluntary activity? Are they capable of making more time available for a more balanced contribution to civic life by men and women, for greater participation by both? Are they able to improve women's access to the autonomy to which they aspire at every stage in their lives (youth, maternity, old age)? Secondly,

the great majority of those who provide household services for money are women. The efforts that are currently being made to involve more men in this type of work are limited and have proved rather unsatisfactory (European Commission, 1998, p. 13).

It is therefore essential to assess the effects of these jobs from the point of view of potential employees or employers in these services. This dimension is especially important in view of the extremely high percentage of women in the great majority of the occupations currently involved in the provision of household services. According to the latest INSEE employment survey (1998), few other occupations in the French job market are so dominated by women. But, at the present time in France, as in the European Union generally,

employees in this sector, 95% of whom are women, are often poorly paid, have little or nothing in the way of qualifications or training and few career prospects (European Commission, 1998, p. 13).

The *Plan national d'action pour l'emploi* (National Action Plan on employment) sets a number of targets for household services as a means of easing the domestic and family pressures on women.

Although efforts have long been devoted in France, with official approval, to the development of reception facilities for young children in particular, the present solutions do not satisfy all of the demand. The problems associated with childminding or with the care of elderly or disabled dependants are serious obstacles which restrict women's access to jobs, to training courses or to work programmes designed for women in difficult circumstances (*Plan national d'action pour l'emploi, France, 1998, p. 46*).

The Government, however, is still very cautious in its assessment of the potential role of these services as sources of job opportunities for women. The aims of job creation in these services do not feature in either Guideline 16¹⁰ of the National Plan or Guidelines 17 and 18¹¹. In fact, these aims appear in Guideline 10¹², in the provision of jobs for young people, and are to be achieved primarily through the reduction in the cost of highly labour-intensive work for which

¹⁰ Guideline 16 deals with the prevention of discrimination on grounds of sex.

¹¹ Guidelines 17 and 18 cover the reconciliation of work and family life and reintegration into active life.

¹² Guideline 10 is about encouraging the emergence of new activities.

Guideline 12¹³ provides. The reason why women do not explicitly appear to be a target population for public action to promote household services¹⁴ is essentially because the measures taken to promote gender equality focus primarily on the diversification of training paths for women and opportunities for their absorption into the labour force. The measures envisaged in Guideline 16 are as follows:

encouraging girls entering higher education to opt for scientific and technical courses leading to occupations in which women are in the minority [...]; developing agreements between enterprises and the government on job desegregation (*contrats pour la mixité des emplois*) and occupational equality (*contrats pour l'égalité professionnelle*) with a view to promoting the access of women to positions or occupations for which higher qualifications and skill levels are required; making it easier for women to obtain bank loans to enable them to start up in business, as well as providing them with technical assistance in terms of training, advice and monitoring to ensure the long-term survival of their business ventures.

(*Plan national d'action pour l'emploi, France, 1998, p. 43*).

Be that as it may, the final objective under the heading of gender equality – to give women effective access to anti-unemployment measures, especially the most closely work-related measures – may directly concern those women who are liable to find work in the domain of household services. In fact, these women, who are over-represented among the long-term, low-skilled unemployed and among casual workers, have everything to gain, *a priori*, from the planned measures, even if their absorption into this particular field of employment will do nothing to diversify the range of jobs performed by women, at least not in the short term.

To sum up, the objectives set by the French Government's national action plan on employment focus more sharply on the benefits that women can derive from job growth in the realm of household services in the role of clients or users of those services than in the role of prospective employees in that sector. The only exception relates to female jobseekers below the age of 25, who are directly targeted by the provision on jobs for young people.

This cautious approach to promoting the employment of women in the provision of household services reflects genuine difficulties in reconciling the various objectives that the French Government has set itself in this domain.

1.5 Public initiatives in household services – a historical perspective

According to the authors of the Economic Analysis Council report, “public initiatives in the domain of household services is chiefly based on three aims: a social or even redistributive aim, an employment aim and an integration aim”. (Cette, Héritier, Taddei and Théry, 1998, p.33). While the social aim is the oldest of these in historical terms, employment and integration have forcefully established their place in this rationale over the past fifteen years. We must therefore assess the development of the community services in terms of the aims pursued by the public authorities.

¹³ Guideline 12 is devoted to the aim of examining the expedience of reducing VAT rates on highly labour-intensive services.

¹⁴ Even though women below the age of 25 are more seriously affected by unemployment than their male counterparts (in 1997, 27% of women in that age bracket were unemployed, compared with 20% of men) and are consequently eligible to benefit from the measures prescribed in Guideline 10 of the National Action Plan.

The social aim is pursued by providing assistance to the households that experience difficulties in performing the tasks of everyday life. It becomes redistributive in scope if the assistance is means-tested or if it is part of a regional development policy designed to assist rural areas in decline.

The employment aim is pursued by increasing the volume of household consumption or by altering its structure to ensure greater use of household services with employment potential.

The integration aim involves facilitating a return to work by certain categories of people (be they active or inactive), for whom integration into social and economic life is difficult (Cette, Héritier, Taddei, Théry, 1998, p. 33).

The history of public initiatives in the field of household services is complex, but it is possible to isolate the most crucial stages in its development.

In the immediate postwar years, networks of civic associations developed with the aim of responding to the need for social services among households which could not rely on the solidarity of family members in or near the place where they lived and could not afford to employ other people to assist them in their homes. Gradually, the local authorities systematised this collection of local initiatives in such a way that, alongside the traditional practice of employing domestic staff (direct employment), there developed a range of civic welfare services in the areas of childminding and care of the elderly. Direct employers and provider associations benefited from the same State support: exemption from VAT for all services and various specific allowances for social services. The desire to ensure a certain quality of service gave rise to the emergence of new occupations such as home helps and childminders and the conclusion of collective agreements governing their terms and conditions of employment. At the same time, public or private collective facilities such as crèches and retirement homes were created to supplement the range of domiciliary social services.

(Debonneuil et Lahidji, 1998 , p. 45).

Thus,

until the reforms of 1986-87, the aim of public initiatives had been exclusively social in character. It was a matter of providing high-quality essential services for vulnerable sections of the population, namely young children and the elderly, at an affordable price. However, the introduction in 1986-87 of reduced labour costs as an instrument of social assistance testified to the new aim of creating jobs. In 1992, the addition of a job-creation aim to the social aim was confirmed by the introduction of two innovations at a time when unemployment was increasingly causing concern. From its basic concentration on childminding and support of the elderly, the scope of the assisted services was extended to include routine domiciliary services such as home maintenance and small-repair services. Over the whole range of family-related jobs, tax relief on 50% of total annual expenditure was granted to taxpaying households up to a ceiling which was substantially raised in 1995 then lowered in 1998

(Debonneuil et Lahidji, 1998 , p. 45).

Today, employment and integration policies are among the Government's top priorities. From 1992, reducing labour costs by means of general and specific measures became the pivotal

aim of employment policies; employment-related costs were lowered for part-time employees in 1992, and employer social security contributions for workers in the lowest pay brackets were cut in 1993, a measure which was reinforced in 1995 and again in 1996¹⁵ (see Table 1.5). These measures do not relate directly to household services, but they do have the potential to structure that field of activity. Moreover, an explicit reference to 'job-creation opportunities in the new household services' appears in Point 2.4 of the National Action Plan on employment which the French Government adopted in 1998.

The aim is to achieve the creation of 350 000 jobs for young people by the year 2000 [...] in new activities responding to emerging needs that the market does not yet satisfy, especially in the domains of sport, culture, education, the environment and community services. This initiative on the part of the public authorities should serve to identify a demand for these services which is backed by purchasing power and to sustain such services in the medium term by integrating them into the market
(*Plan national d'action pour l'emploi*, France, 1998, p. 10).

1.6 Promoting employment in household services: aims and mechanisms

While the creation of new jobs and the reduction of unemployment are the key aims of household services in the eyes of the public authorities, the methods used in pursuit of those goals are manifold and testify to the development of new priorities over the course of time. We can identify the twelve aims that have shaped public initiatives in this domain since the end of the eighties.

1.6.1 Reducing individual employers' labour costs

Two laws passed in the late eighties and early nineties established mechanisms designed to reduce employment-related contributions for certain categories of individual employers. The first was the Act of 26 December 1986 establishing a child homecare allowance (*Allocation de garde d'enfant à domicile* - AGED), which was designed to cover the social security contributions and labour costs paid by employers for the care of children below the age of three¹⁶, up to a ceiling of 6 000 francs per quarter. This allowance was to be raised to 12 390 francs per quarter in 1996, with an allowance of just over half that amount (6 418 francs) being made available for children aged between three and six and in cases where the family was receiving the parental education allowance (*Allocation parentale d'éducation* - APE) at a reduced rate.

In addition, the amount of the *Prestation Spéciale Assistante Maternelle* (special childminding allowance), created in 1980, was increased in 1987. This benefit was replaced in 1990 by family assistance for the employment of a registered childminder (*Aide à la famille pour l'emploi d'une assistante maternelle agréée* - AFEAMA), which covers employment-related contributions, is increased for each additional child and provides a tax allowance corresponding to 25% of the total amount spent on employing a registered childminder (*assistante maternelle agréée*), up to a maximum of 15 000 francs per annum. The recipient need not be employed, nor is the assistance means-tested.

¹⁵ The number of beneficiaries of these employment policies reached 2.85 million in 1997, of whom 400 000 benefited from the measures relating to part-time work.

¹⁶ On condition that the child was looked after at the parents' home and that both parents were working or, in the case of one-parent families, that the parent with custody of the child or children was in employment.

The second legal provision, Article 38 of the Act of 27 January 1987, establishes exemption from employment-related contributions for individual employers who are required to use the services of a third party, those who are over 70 years of age and those responsible for the care of a disabled child. Associations providing care services establish contact between employer and employee and perform, on behalf of the employer, the various administrative tasks (declaration of contributions to the URSSAF (*Union de recouvrement des cotisations de sécurité sociale et d'allocations familiales* – social security and family allowances contributions agency), pay computation, provision of replacement staff, etc.) associated with the employment of a domestic carer. These associations, in other words, operate as agencies.

1.6.2 Promoting the reintegration of unemployed persons

The Séguin Act of 27 January 1987 created intermediary associations as a mechanism to support the reintegration of unemployed persons. These associations are empowered to recruit jobseekers who have been out of the labour market and to make them available to individuals on a commercial basis to perform small jobs during short assignments (labour leasing). The employing association enjoys complete exemption from employers' contributions if the employee's total working hours do not exceed 750 in the course of the year. These employees are paid the national minimum wage (*Salaire Minimum Inter Catégoriel* - SMIC) with no added perks and are on fixed-term contracts. (Grosjean and Saint-Martin, 1994). In the initial stages, these associations have been offering job-by-job assistance, but they are also gradually moving towards a range of far more regular services - the domestic cleaning, for example. By the end of 1996, there were 1 144 active intermediary associations. Housework and house maintenance accounted for one-third of the working hours of the 230 000 employees hired out to individuals.

At the end of 1991, the new family-related jobs scheme was adopted. It was also designed to achieve a number of specific objectives, which have been gradually refined in subsequent years.

1.6.3 Enabling private households to satisfy their demand for domestic services

The Finance Amending Act of 1991 introduced tax reductions for households on the basis of expenditure on the employment of a person to work in the taxpayer's home and of amounts paid to an approved association devoted to the provision of services to individuals in their homes. This mechanism is based primarily on assistance to households in the form of tax relief on 50% of individual employers' total annual expenditure (pay and employment-related contributions), up to a limit of FF 25 000 per annum. This ceiling was raised to 26 000 francs in 1993 (which meant that the maximum reduction of an employer's taxable income was increased from 12 500 to 13 000 francs). In 1995, the expenditure ceiling was raised to 90 000 francs (giving employers a maximum reduction of 45 000 francs their taxable income).

The Act of 24 January 1997 created a special dependence benefit (*Prestation spécifique dépendance* - PSD) for people over the age of 60, whether they lived alone, in an institution or in another person's home. This allowance, funded by the departmental General Councils (*Conseils Généraux*), can be worth up to 5596 francs per month. It is intended for people over 60 who need assistance to carry out essential everyday tasks or who require regular surveillance. The benefit, which is means-tested, is not payable to any individual with a monthly income in excess of FF 6 000 or to any couple with a combined monthly income exceeding FF 10 000. Recipients of the special dependence benefit may employ one or more members of their own family other than their spouse. No more than 10% of the benefit may be used for expenditure on items other than labour (technical aids, minor adjustments to the

home, meals on wheels, etc.). It is estimated that 300 000 people in France are eligible for the special dependence benefit (*Contrat d'Etude Prospective* - CEP, 1997, p. 108).

1.6.4 Structuring the supply of household services and guaranteeing its transparency

In 1992, the status of *organisme agréé de services aux personnes* (approved personal-service body) was instituted and conferred on non-profit-making associations whose activities include either childminding at the parents' home or assistance to elderly or disabled people. Once the *Préfet* (governor) has granted approval, these associations are eligible for a start-up grant and exemption from VAT, corporation tax and business tax. Approval also enables associations to grant tax reductions to individuals. These associations must ensure that the jobs they offer are 'proper' jobs and must encourage the professionalisation of those who are employed in the realm of personal services.

1.6.5 Assuring the quality of commercial and non-commercial household services

Alongside the mechanisms designed to back demand with purchasing power and to develop the supply structure, the Government recognises the fundamental importance of the quality of the services that are available in this potential growth sector. From 1992 the provisions on approval were gradually amended, and in 1996 a two-tiered approval procedure was introduced: 'basic' approval is granted by the Regional *Préfet* in response to a proposal from the Departmental Directorate for Labour, Employment and Vocational Training (*Direction Départementale du Travail, de l'Emploi et de la Formation Professionnelle* - DDTEFP) and relates to associations or businesses that are not involved in childminding for the under-threes or in the provision of assistance for the elderly or disabled, while 'quality' approval, which the Departmental *Préfet* grants in response to a proposal from the DDTEFP and after receiving the opinions of the *Direction Départementale de l'Action Sanitaire et Sociale* (Departmental Directorate for Health and Welfare Services - DDASS) and the *Comité régional de l'organisation sanitaire et sociale* (regional committee of the health and welfare organisation) on the ability of the associations and businesses to provide a quality service - particularly in terms of the necessary human, material and financial resources - is required for bodies that wish to operate in the field of childminding services or in the domain of care for the elderly or disabled.

In addition, a circular dated 30 March 1992 set the targets for the professional development of staff, which were to be pursued in particular through the provision of extra places on courses leading to the certificate of aptitude for home-help duties (*Certificat d'Aptitude aux Fonctions d'Aide à Domicile* - CAFAD), a diploma created in 1988, and through various preliminary training and familiarisation measures. Some purse strings were loosened to cover the cost of training. Legislative instruments provided for the State to foot the training bill up to a limit of 200 hours at 50 francs per hour, but, in the absence of mechanisms to maintain the remuneration of the staff during their training courses, it must be said that the associations have long been struggling to fulfil their obligations in terms of staff training. Be that as it may, the Act of January 1996 instituted a legal obligation for employers to devote the equivalent of 0.15% of their total wage bill to vocational training.

1.6.6 Combating undeclared employment and promoting legal employment

Born of a desire to simplify administrative procedures for the direct employment of a person to provide household services, the service cheque (*chèque emploi service* - CES) was instituted by the Five-Year Act of December 1993. The system was piloted for a year, during which time the CES service cheques could only be used to engage someone's services for up to eight hours per week. It serves to simplify the process of engaging and paying an employee

to work in one's home and the submission of returns to the social-security authorities. It covers the same field of activity as the family-related jobs scheme, and its users enjoy the same tax benefits. The employee's pay should not normally be lower than the net national hourly minimum plus a 10% allowance to cover paid leave¹⁷.

According to the *Direction de l'Animation de la Recherche, des Etude et des Statistiques* (Directorate for the Promotion of Research, Studies and Statistics- DARES), in 1991 there were at least 26 000 individuals who employed people to work in their homes without informing the authorities. It is estimated that 20% of this undeclared employment was put on a legal footing in 1992. (Causse, Fournier, Labruyère, 1997, p. 41). The *Contrat d'Etude Prospective (forward study contract - CEP)* for 1997 shows a ratio of one to five between the number of declared and undeclared employees in the field of household services (CEP, 1997, p. 42).

1.6.7 Encouraging competition and promoting economic viability in the realm of household services

The Act of 29 January 1996 opened the market in household services to intermediary associations¹⁸ (*associations d'insertion*) and to commercial enterprises. In concrete terms, it made these bodies eligible for approval by a *Préfet*, which would qualify the individual employers for tax reductions. This benefit does not only apply to family-related employment but to all forms of domiciliary service. However, the placement of employees with individual householders remains the prerogative of the service-providing associations, which are the only bodies with the right to act as agencies in this domain. The Act enshrined the system of CES service cheques and extended it to full-time employees.

The Act of 16 October 1997 on the development of activities to promote youth employment served as the basis for a programme entitled *New services, new jobs (Nouveaux services, nouveaux emplois)*, through which the State provides financial support for projects designed to launch activities in response to emerging or unsatisfied demand; this support is granted for the first five years of the project. The state contributes 80% of the national minimum wage (SMIC) for each new job that satisfies 'social needs' in a domain such as culture, sport, education, tourism, environmental management, etc. Some of these jobs therefore relate to household services (especially those that involve the care of children outside school).

1.6.8 Mobilising management and labour

In 1996, the creation of the service voucher (*Titre emploi service - TES*) enabled works councils, local and regional authorities and welfare associations to grant financial assistance to staff members who employ a person in their homes to help with family or household tasks. Modelled on the system of luncheon vouchers, the TES service vouchers are issued by an authorised organisation (the issuing body) and are acquired by the purchasing organisation, which may top up their value before making them available to its employees for the purchase of a household service from an approved provider.

The purchasing organisation chooses the value of the service vouchers it distributes and also determines the extent to which it intends to subsidise them. It may top up the vouchers to

¹⁷ In practice, the fact that some working hours are defined as a 'standby duty' enables the individual employers to pay their employees 66% of the SMIC hourly national minimum for part of their duties.

¹⁸ Associations operating in the field of vocational development and reintegration

different amounts depending on the income levels of its employees or target certain groups (single mothers, large families, employees who are sick or in difficult circumstances, etc.). However, the total assistance per person per calendar year may not exceed 12 000 francs. TES service vouchers are exempt from social-security contributions; they are not regarded as part of an employee's pay for income-tax purposes but are taxable as other income. In September 1996, four TES service-voucher issuing bodies were accorded official recognition (the name given to the vouchers issued by each body is in italics): Chèque Déjeuner (*Chèque Domicile*), Chèque Restaurant (Groupe Sodexho) (*Chèque Logis Services*), Ticket Restaurant (Groupe Accor) (*Ticket Emploi Domicile*) et Chèque de Table (Groupe Banques Populaires) (*Ticket Social*). Some 80 000 TES service vouchers were sold in 1997.

At the end of each month, an invoice for services rendered is submitted by the approved providers. The bill may be entirely or partly covered by the service vouchers.

1.6.9 Promoting the preservation of traditional industrial relations

In practice, the TES service voucher is establishing itself as an alternative to the CES service cheques that were introduced in 1993. It requires employees to go through an approved association or company if they wish to procure household services. The TES service voucher may not be used by a beneficiary who is directly employed by the provider of the services in question. In fact, the resounding success of the CES service cheque has led to serious misgivings being expressed regarding the emergence of a 'new servant class' within French society, particularly by the trade unions. The extreme individualisation of industrial relations has certainly posed major problems, both for those individual householders who feel uncomfortable in their new role as employers and for the employees. The very short time spent with each employer, the unpredictability of client demand and the complex management of relations with employer clients have proved detrimental to the working and living conditions of the employees who are paid through the system of CES service cheques. Apart from the need to accumulate a sizeable number of contracts, often for a very small number of hours, in order to amass an adequate monthly salary, employees operating under the cheque system have experienced the greatest difficulties in asserting their rights in terms of paid leave and further training.

Figure 1.3: Comparison of the CES service cheque and the TES service voucher

CES SERVICE CHEQUE	TES SERVICE VOUCHER
FOR THE BENEFICIARY	
The beneficiary determines the duration and nature of service provision	The beneficiary determines the duration and nature of service provision
The beneficiary is the employer and must apply the collective agreement on household employees	The beneficiary buys a service from an employee of a approved organisation
The entire cost of the service is borne by the beneficiary	A purchasing organisation pays part of the cost of the service
The use of the CES service cheque entitles the beneficiary to tax relief and to exemptions from employment-related contributions	The use of the service voucher entitles the beneficiary to tax relief and to exemptions from employment-related contributions.
FOR THE DOMICILIARY EMPLOYEE	
The household assistant is the employee of an individual householder	The household assistant is the employee of a approved provider organisation
If the provision of the service is terminated or suspended, the employee is dismissed by the beneficiary	If the provision of the service is terminated or suspended, the employee does not lose his or her job
The employee organises his or her work alone and deals individually with all the clients to whom he or she provides services	The employee benefits from the organisational and management services of the approved organisation for which he or she works
The employee must negotiate with each individual employer in order to obtain the annual leave, sick leave and training leave to which he or she is entitled	The employee enjoys the rights in terms of annual leave, sick leave and training to which he or she is entitled as the salaried employee of an approved organisation

By requiring future service recipients to go through an approved organisation, the system of TES service vouchers is designed to restore a more traditional form of industrial relations (Figure 1.3 above).

1.6.10 Safeguarding social justice in the allocation of assistance

When it became clear that the first tax exemptions and benefits granted by the State to promote employment in household services were strongly anti-redistributive in their effects, some measures were taken to redress the balance. The **Decree of 10 March 1998**, for example, reduced the maximum amount of child homecare allowance to 50% of total employment-related contributions, up to a ceiling of 6 418 francs per quarter, for households whose net annual income exceeds 300 000 francs or where the child is between three and six years old. The allowance (AGED) amounts to 75% of total contributions, up to a ceiling of 9 627 francs per quarter, if the child is below the age of three and the net annual household revenue is less than 300 000 francs. In addition, the **1998 Finance Act** halved the tax allowance for the employment of household staff. Tax relief, which still amounted to half the expenditure incurred, was now capped at 22 500 francs per annum.

1.6.11 Limiting the budgetary constraints

It should be remembered that all the job-creation incentives in the domain of household services had to be created in the context of general adherence to the convergence criteria that were laid down for the changeover to the Euro. The need to curb public expenditure affected the various social-security funds (*Caisses de la Sécurité sociale*) (family benefit, health insurance, pensions, etc.) and the unemployment insurance fund.

1.6.12 Promoting job desegregation and the professional advancement of women

Lastly, these measures should be seen in the general context of pledges given by the French Government with regard to the 'mainstreaming' of mechanisms designed to promote gender

equality and especially with regard to the opening of 'male bastions' and the top hierarchical echelons to women.

In conclusion, it may be said that, during the period from 1987 to 1998, the aforementioned mechanisms combined to bring about a radical transformation of the old order in the realm of domiciliary personal services.

With the support of the public-assistance mechanisms, the number of **household service jobs increased by 80% between 1991 and 1997; this represents a total of 190 000 new jobs, including childminders, at a time when the general employment market was stagnating**. In 1997, all publicly-subsidised activities in the social and household services employed a total of 920 000 people, almost all at 50% of a full-time contract. In terms of total working hours, this equates to 400 000 full-time jobs. Eighty per cent of these people were directly employed by households; only in 20% of cases were the employees' services procured through companies and associations acting as agencies or providers. In actual fact, private companies continued to play an almost negligible part in this field of activity. By contrast, there was no job growth in the niche markets not covered by public assistance (Debonneuil et Lahidji, 1998 , p. 46). - the emphasis is ours).

The aims set by the State do not necessarily form a coherent system; indeed, "superposing them by means of successive legislative acts creates a great deal of obscurity in the conduct of public policy and in the behaviour of the various players" (Cette, Héritier, Taddei, Théry, 1998, p. 34). This 'obscurity' is not dispelled in any way by the fact that, alongside measures explicitly designed to promote employment in household services, the French Government has implemented other legislative measures that may well have an equally decisive direct or indirect impact on the development of household services.

First of all, there is a legislative bill, scheduled to become law in the year 2000, on the **general introduction of the 35-hour week**. This initiative is driven by the explicit aim of cutting unemployment and improving employees' quality of life, but its impact on demand for household services is still largely a matter for conjecture. Nevertheless, it seems likely to ease some of the pressure on the households of private-sector employees by putting more time at their disposal. Consequently, it has the potential to bring about a profound transformation in the supply of jobs by reducing the differential between men (unbroken service and long hours plus overtime = high pay) and women (intermittent service and/or short hours plus time spent on family and domestic duties = low pay). However, we cannot rule out the possibility that the time gained as a result of the shorter working week will encourage people to start doing their own housework again, especially in households with low incomes. The guaranteed maintenance of present pay levels for the lowest-paid workers which will, in all probability, accompany the switch to a 35-hour week ought to help limit the potential adverse effects on demand for household services. It may also be that an increase in the time devoted voluntarily to dependent people by the wealthier strata of society will diminish, albeit marginally, the employment potential of these services.

Moreover, certain policy measures relating to the family seem to run counter to the Government's vigorous efforts to boost employment. One such example is the **Act of July 1994** extending the parental education allowance (APE) to parents of two children in cases where the younger child is below the age of three. This allowance is paid to the parent who withdraws from the labour market to look after a child under the age of three. When it was

introduced in 1986, the allowance was restricted to households with three or more children. The extension of this allowance, the full rate of which is 3000 francs per month, had trebled the number of beneficiaries to 500 000 by 1997. Thus, after rising for several years, the activity rate for mothers of two children, one of whom is below the age of three, has fallen from 69% to 53% (Afsa, 1998, p. 37). The parental education allowance has induced a large number of economically-active women to opt out of the labour market and devote themselves to the care of their own children at home. According to analyses undertaken by the National Family Allowances Fund (*Caisse nationale des allocations familiales - CNAF*), this withdrawal has primarily occurred among women who have been experiencing major difficulties in the labour market (unemployment, precarious employment) and/or who live in areas where there are few communal childminding facilities. In this respect, **the parental child-rearing allowance appears to run counter to the autonomy of women and to induce households (particularly women) to provide their household services themselves, thereby diminishing the number of employment opportunities.**

Conclusions of Part I

Painting with broad brush strokes, we have portrayed the general characteristics of the household-services sector in France from the point of view of both State intervention and operational structure. It remains to be said that, while the implications of the development of household services in terms of employment have been largely grasped by the French public authorities, the same does not hold true of the implications in terms of promoting gender equality, which have scarcely been raised in recent debates. It seems clear, however, that the objectives set by the Government in the domain of household services will eventually lead to a considerable shake-up of the conventional division of labour between the sexes. The changes that have been in progress for a decade or so will have a dramatic impact on women, both in their role as clients or users of these services and in terms of the dominant position they occupy in the ranks of the economically inactive, the unemployed and the labour force in the realm of household services.

2. Localised study of the development of employment in the provision of household services

The demographic, economic, cultural and political factors that lie at the origin of the development of employment in the provision of household services allow us to make a rough assessment of the potential for future expansion in that domain¹⁹, but they furnish little information on the nature of the jobs that will be created or of the employers and employees who will provide those services. Moreover, the causal relationship between any given extraneous factor and any given employment situation is far from being automatic, because the processes whereby families switch from providing their own household services to generating a satisfiable demand for external services remain shrouded in mystery, being governed by values - particularly those that underlie the gender division of labour - which develop in different ways within different social milieux.

All we can do at this juncture is to sketch the employment profiles that are emerging at the present time in the domain of household services in France. We shall try to illustrate the main thrust of the developments that have been taking place over the past decade or so by reference to the more detailed picture of job development in the various household services. To that end, we shall use the available national data, supplementing them as appropriate with the findings of a field survey conducted in two different geographical areas: the City of Toulouse, in the *Département* of Haute-Garonne, and the City of Lyon, in the Rhône *Département*. It should be noted that, precisely because of the political interest in the job-creation potential of household services (cf. Part 1), we possess quite a wealth of recent data on the players involved in the provision of household services in France (households, employers, volunteers and employees). The study of local conditions proves to be indispensable when we come to examine the actual implementation of national mechanisms and in particular the supply structure. That is why we have selected two locations which seem to combine the right conditions for job growth in the sphere of household services, namely a relatively favourable economic situation, a high percentage of managerial staff within the active population, high female activity rates, demographic growth and a high percentage of elderly people within the population, but which also offer scope for comparison²⁰. Whereas Lyon has a tradition of industrial manufacturing, the economy of Toulouse has long been dominated by the service sector. The domain of household services seems to be more firmly structured in Lyon, thanks to the existence of the departmental household-services platform *Qualidom*, which was established in 1996, whereas various attempts to form the approved associations in Haute-Garonne into a federation have failed. Nevertheless, the situation is developing rapidly, and the innovations that have already been introduced in the two cities will be presented below.

2.1 Organisation of the supply of household services in France

The supply of household services in France is structured with the aid of various mechanisms, which we shall outline briefly here. Apart from direct employment, each of the organisational forms of supply is subject to administrative approval under Article L.129-1 or Article L.128 of the French Labour Code:

¹⁹ The data showing the extent of the economic and demographic changes that are liable to influence the development of employment in the provision of household services are presented in the **Annex**.

²⁰ For a presentation of these two cities, see **Boxes II.1 and II.2** at the end of this part of the report.

- **Direct employment** In this case, individual employers administer the employment contract themselves and recruit their employees by advertising or through personal contacts. These employees are covered by the *convention collective des employées de maison* (collective agreement for domestic workers) and may be paid by means of CES service cheques (*chèques emploi service*) – Article L.129-2 of the Code. The employees are paid by the hour, with a 10% supplement to cover their entitlement to paid leave.
- **Service provider associations/associations providing domiciliary services (Article L.129-1).** These associations recruit employees directly and provide individuals with services which involve the performance of domestic tasks or care of the family, from childminding to looking after dependent elderly or disabled persons. These associations are exempt from VAT and corporation tax and are eligible for either low-pay rebates or for a 30% reduction in employers' welfare contributions in respect of services rendered to persons over the age of 70, to invalids, to disabled persons or to those with custody of a disabled child. The provider associations are subject to income tax. Within this framework, employees have a single employer and only work with recipients of welfare benefits.
- **Domiciliary-service companies (Article L.129-1).** Since the adoption of the Act of 29 January 1996, private enterprises whose activities are confined to the performance of household or family-related tasks have been able to provide the same services as the service provider associations. Such companies, however, are subject to the general VAT regime and are required to pay corporation tax and business tax. On the other hand, they are eligible to benefit from the social provisions relating to low pay and to part-time work.
- **Agency associations (Article L.129-1).** Agency associations are authorised to act as placement organisations. Natural persons can entrust an approved agency with the task of completing the legal formalities required for the employment of a third party in their homes. Employees work for one or more employers through the agency association, which assumes some of the employers' responsibilities (declarations, recruitment, payment of salary, etc.). As in the system of direct employment, employees are covered by the *convention collective des employées de maison* (collective agreement for domestic workers) and may be paid by means of CES service cheques (Article L.129-2).
- **Intermediary associations (Article L.129-1).** These associations have been active in the domain of household services since 1987. They recruit unemployed people who are experiencing particular difficulties in obtaining employment and then make them available to individual clients in exchange for payment. Their work is confined to "activities that are not provided within the local economy by private initiatives or through the action of the public authorities". The invoices issued to individuals for the hire of personnel are exempt from VAT. The intermediary associations enjoy exemption from employers' welfare contributions for the first 750 hours per employee per annum. Some intermediate associations have also created family-related employment associations to complement their other activities.
- **National, regional, departmental and local authorities.** In the framework of the national education system and the social services, the various devolved tiers of government and the decentralised national authorities are omnipresent employers in the field of household services, even though their employees are not covered by the new mechanisms for the promotion of employment in domestic services. It seems important, nevertheless, that account should be taken of this category of employers and their employees, whose existence and development directly influence the growth potential of household services.

It therefore emerges that the recent provisions have complicated the market in domestic services. In the wake of the new legislation, the old provider associations have been prompted to diversify their range of services, either by creating an agency service or by using an intermediary association. This means that they can now offer to arrange contacts for their users in the highest income brackets (who can benefit from tax concessions) with employees who can provide them with household services. So the employees work for two types of employer – the service organisation and individual householders. However, the collective agreements governing these areas of activity certainly do not offer employees the same guarantees.

To summarise the situation, Figure 2.1 presents an inventory of the main institutional players in the domain of household services in France in 1997, along with an estimate of the number of employees, expressed as the equivalent number of full-time jobs in each field of activity. Most of the figures are taken from the Economic Analysis Council report (Marciaux and Pommier, 1998), the only exceptions being the data relating to government employees and to the employees of the regional, departmental and local authorities as well as those relating to individual employers outside the service-cheque system; the latter data are less reliable than the former, mainly because of the difficulties involved in isolating details for these employees from the findings of national statistical surveys.

Figure 2.1: *Institutional structure of the household-service sector in France in 1997, including the number of employees, total working hours and their equivalent in terms of full-time jobs*

Household services by type of employer					
Services provided by the national, regional, departmental or local authorities	Services provided by public service associations (e.g. those funded by the social-security funds)	Services provided by associations establishing contact between individual employers and employees	Services provided by associations for the reintegration of the long-term unemployed	Services provided by private enterprises	Services provided by persons employed directly by individual employers through the CES service cheque scheme
<i>Central, regional and local government</i>	<i>Provider associations</i>	<i>Agency associations</i>	<i>Intermediary associations/reintegration companies</i>	<i>Private enterprises</i>	<i>Individual employers – direct employment</i>
	4 651 approved associations, administrative workload equating to 3 000 full-time jobs, 11 600 volunteers		1 144 active intermediary associations and 800 reintegration companies	Approx. 100 approved enterprises (*)	CES service-cheque recipients and others
Approx. 150 000 employees in household services (excl. staff of the national education authority)	Approx. 90 000 employees 64 500 000 hours' work	Approx. 120 000 employees serving 200 000 employers 73 500 000 hours' work	230 000 employees in the intermediary associations, 33% of whom provide household services 7 000 employees in the reintegration companies, 3% of whom provide household services 13 000 000 hours' work in the intermediary associations.	Approx. 15 000 hours' paid service	Approx. 219 467 employees serving 589 800 people in the CES service-cheque scheme, but only 289 800 regular users 50 326 000 hours' work
Equating to 130 000 full-time jobs	Equating to 32 000 full-time jobs	Equating to 36 000 full-time jobs	Equating to 6 400 full-time jobs	Equating to 88 full-time jobs	Equating to 25 000 full-time jobs in the CES service cheque scheme and approx. 45 000 outside the CES scheme

(*) This figure relates only to the private enterprises approved as providers of family-related jobs.

Source: *Marciaux and Pommier, 1998, (pp. 169-185)*

2.2 The potential for future job growth in the field of household services

The survey conducted by INSEE²¹ in 1996 on living conditions in French households enables us to assess the current state of household services and to sketch out their potential for development in the coming years. This potential appears to be considerable in the light of the following statistics:

- Only 14.5% of the 24 million households in France currently avail themselves of a household service;
- Regular domestic assistance is given to 7.5% of all French households (i.e. 1.8 million households);
- Of the 2.2 million households with a dependent resident, only 40% (870 000 households) receive professional help from outside the home. Sixty per cent of all care services for dependent persons are provided on an informal basis. A total of 320 000 households rely on a family member or friend to come and provide this type of aid, while 600 000 dependent persons entrust themselves to the care of a member of their own household; a further 500 000 dependent households receive no assistance. Moreover, only 18% of households in which the reference person is over the age of 65 have recourse to family-related services on a commercial basis, whether the use of the service is declared or not. In 64% of these cases, the service consists in the care of a dependent person (800 000 households);
- Services (other than those provided by the national education authority) for children under the age of eleven are used in just over 25% of the five million households for which they are intended. The result of this is that 1.4 million families do not avail themselves of any regular paid childminding service for their children under the age of eleven, despite the fact that in 500 000 of these families both parents are economically active, while a further 100 000 are one-parent families in which the parent is economically active (employed or unemployed);
- Of the 15.7 million households which have no dependent residents and which do not avail themselves of any regular community service for the tasks of everyday life, five million are couples who are both economically active, and 400 000 are one-parent families in which the parent is economically active.

If we include assistance provided on an informal basis, this brings the number of recipients of a domiciliary service up to a total of 7.7 million. The estimated volume of this informal help, from which 3 200 000 people are believed to benefit, confirms the importance of the household services as a potential source of job opportunities.

2.3 The players in the field of domestic services in France

2.3.1 Households

Through their decision to use or not to use chargeable domestic services, households play a key role in the development of those services. The household services currently used by French households fall into three categories: routine domestic services (cleaning, shopping, washing and ironing, house maintenance and gardening), childminding services and care of elderly or disabled persons (Table 2.1)²². While routine cleaning and maintenance services

²¹ *Institut national de la statistique et des Etudes Economiques* - National Institute for Statistics and Economic Studies

²² The tables are in a separate document entitled *Statistical Tables*.

lead the way in terms of the number of assisted households and in terms of expenditure, they account for considerably fewer paid working hours per employee than childminding services. So although routine domestic services create the largest number of full-time job equivalents, it may be concluded that those who deliver such services are more likely to work very short hours than the employees who provide the other types of household service.

A survey conducted by the Brigitte Croff consultancy firm in Haute-Garonne in 1999 as part of a European project on employment in community services unearthed a considerable unsatisfied demand for standard services such as cleaning, ironing, childminding, sewing and odd jobs as well as increasing interest in services designed to satisfy 'emerging needs', such as housewatching during the owners' absence, home tutoring, advice on major purchases such as electrical appliances and information technology, home shopping and deliveries, bodycare and hairdressing at home and assistance with administrative procedures.

2.3.2 Employers

Employers can fall into any one of the six categories defined in Figure II.1. It can be seen that the first exemptions from employment-related contributions in 1981 and the tax concessions for domestic jobs from 1991 were virtually immediate in their effects. The public services and the various tiers of devolved government remain the major employer in the domain of household services, but they are ceding ground to the associations and more especially to the individual employers. The agency associations have now overtaken the provider associations in terms of both number of employees and average hours worked, although the difference between them is fairly slight in terms of full-time job equivalents. The intermediary associations provide a small percentage of all household services but are well ahead of the private enterprises, which do not seem to have gained a foothold yet in this new field of activity. This trend is confirmed by the two local case studies. According to figures from the IRC²³, in the mid-1990s more than 600 000 households in France employed a household employee (Table II.2). In 1999, the FEP²⁴ announced a membership of 1 200 000 employers. The 40 departmental divisions of the Federation offer a helpline providing legal advice to employers who have paid its 780-franc membership subscription and, for a subscription of 980 francs, will provide a payslip administration service.

In each *Département*, the DDTE²⁵ collects specific information on the associations and enterprises approved under the family-related jobs scheme²⁶. Besides our secondary analysis of the data files held by the DDTEs for the Haute-Garonne and Rhône *Départements*, we also combed the telephone directories and the local press in order to obtain as comprehensive a catalogue as possible of the organisations offering domestic services to households in Toulouse (Haute-Garonne) and Lyon (Rhône) at the time of the survey²⁷.

2.3.2.1 Confirmation of the traditional employers

The State and its constituent tiers of government have long been the dominant force in the provision of household services, particularly with regard to the care of young children and

²³ *Institut de Retraite Complémentaire des Employées de Maison* - Domestic workers' Supplementary Pension Institute

²⁴ *Fédération des Employeurs Particuliers d'Employés de Maison* - Federation of Individual Employers of Household Staff

²⁵ *Direction Départementale du Travail et de l'Emploi* - Departmental Directorate for Labour and Employment

²⁶ It should, however, be noted that the nature of the information which is collected varies from one *Département* to another.

²⁷ The catalogue of household services is contained in the *Statistical Tables* document.

services for the dependent elderly. In recent times, it has been noticeable that both the public services and the approved agencies are experiencing growth, so it is not a matter of one being ousted by the other, but rather of a diversification of supply. This is obvious in the care of young children. On the one hand, the number of places in crèches and playgroups has increased sharply since the mid-eighties (Table 2.3), while the drive to provide nursery places for children between the ages of two and three has been continuing. (Tables 2.4 and 2.5).

For all that, the provision of facilities for the care of young children is not entirely homogeneous throughout the country. While both of our localities are above the national average in terms of nursery places for two-year-olds (Table 2.6), the *Département* of the Rhône is distinctly less well endowed in crèche places than Haute-Garonne (Table 2.7). Moreover, according to the INSEE family-budgets survey of 1995, annual expenditure for childminding at home is more than twice as high in the region of Rhône-Alpes, where the Rhône *Département* is situated, than in Midi-Pyrénées, the region to which Haute-Garonne belongs (947 francs per household, as against 393 francs per household). The annual average for the whole of France is 744 francs per household. The demand for regular childminding services is more frequently satisfied by communal public facilities in Toulouse than in Lyon. In fact, there are 74 communal crèches in Toulouse, compared with only 62 in Lyon. However, we identified just as many approved bodies offering childminding services in Toulouse as in Lyon (25 in each city, excluding day nurseries and babysitting services). The main difference between the two cities is seen in the greater number of childminding places in the Rhône-Alpes region (246 for every 1 000 children below the age of three, as against 154 in the Midi-Pyrénées region) (Table 3.7). It should nevertheless be noted that childminding accounts for 14% of the services provided by the approved organisations in the Rhône *Département*, compared with a national average of 8%. So despite being relatively few in number, the approved organisations of the Rhône provide quite a considerable number of hours of childminding.

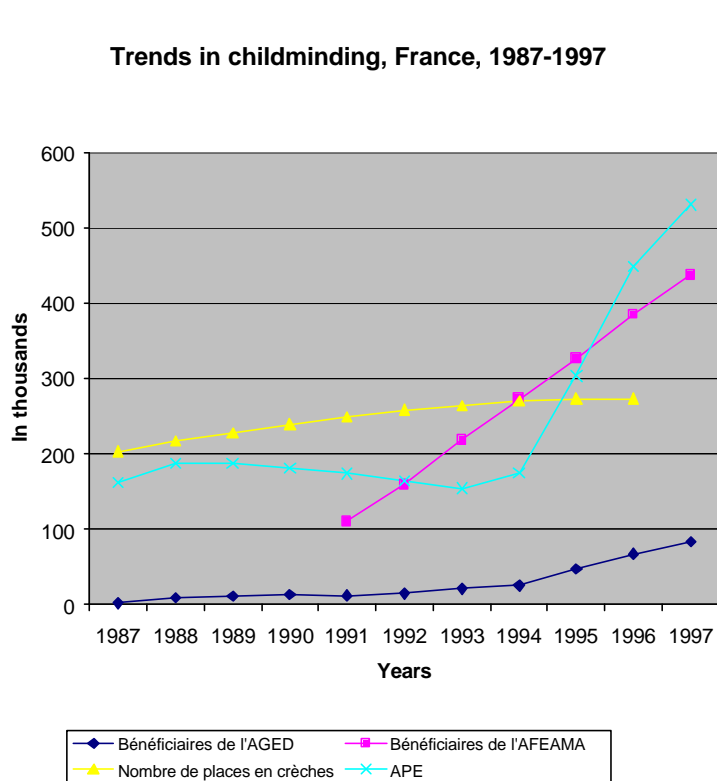
The vast majority of the staff of establishments for the elderly are public employees (see Table 2.8). However, the communal establishments for the care of the dependent elderly are in direct competition with the domiciliary services for elderly people. From that point of view, the Rhône-Alpes region is endowed with more communal residential places for the elderly than the national average and than the Midi-Pyrénées region, whereas the percentage of the population over the age of 65 who benefit from home-help services corresponds to the national average in both localities (Table 3.9). We identified 173 communal establishments for the elderly in Lyon, compared with 89 in Toulouse, and the number of approved organisations offering domiciliary services for the elderly is also substantially higher in Lyon (56 organisations) than in Toulouse (17 organisations). Even if we allow for the Haute-Garonne DDTE having underestimated the provision of services for the elderly, it seems reasonable to conclude that families in Toulouse play a greater part in the care of their parents than their counterparts in Lyon and that there is therefore a wider gap between the two cities in the development of employment in this domain. This hypothesis seems to be supported by the greater number of private enterprises that have moved into the provision of personal services in Toulouse than in Lyon, even though the figures for both cities are still low in absolute terms.

2.3.2.2 The emergence of new categories of employer

So new employers have made their appearance alongside the public bodies in France rather than taking the place of those bodies. It is noticeable that individual employers (i.e. those who engage staff directly) have gained considerably in strength since the mid-nineties (Table

2.10). The number of traditional employers under the age of 70 is declining, some of them having now opted for the CES service-cheque system. The increase in the number of the employers who are over the age of 70 – and hence eligible for exemption from employment-related contributions – is a result of the financial benefits that wealthier people in this age bracket can gain by directly employing a household employee (rather than using a home-help service, for example). Finally, with regard to domiciliary childminding jobs, which often entail the performance of related household tasks, the number of employers who benefit from the child homecare allowance (AGED - Allocation de garde d'enfant à domicile) is constantly rising. These employers are working couples or mothers of one-parent families containing at least one child under the age of six. Since the early nineties there has been a noticeable increase in home-based childminding (either at the parents' home or at the home of a registered childminder), even though a large part of this increase relates to recipients of the parental education allowance (APE - Allocation parentale d'éducation) and does not generate any new jobs. (Chart 2.1)

Chart 2.1:



Bénéficiaires de l'AGED = Recipients of child homecare allowance (AGED)
 Bénéficiaires de l'AFEAMA = Recipients of registered childminder assistance (AFEAMA)
 Nombre de places en crèches = No. places in crèches
 APE = Recipients of parental education allowance (APE)

Source: CNAF (1997)

The way in which young children are distributed among the various forms of childminding service not only has implications in terms of greater or lesser job-creation potential; it also affects the cost to the community of childminding services (Table 2.11).

2.3.2.3 An increasing proportion of agency activity

While the total activity of the employer bodies has been increasing steadily since the start of the nineties, at the rate of 8% more working hours every year, the proportion of this activity arranged through agencies has also been growing apace, rising from 16.3% in 1992 to 26.8% in 1995 (Table 2.12) and topping the 50% mark in 1998.

This general development is also reflected in our two localised case studies (Table 2.13). Services arranged through agencies account for more than half the total hours of service provided by approved organisations in the Rhône and Haute-Garonne *Départements*. On the other hand, the distribution of the workforce is not the same in both *Départements*. Haute-Garonne is characterised by a very high proportion of employees working through agencies (60.4%), whereas the corresponding figure for the Rhône is only 46.6%. So it would seem that the employees of the agency associations in the Rhône *Département* have a higher average number of hours' work per month than their Haute-Garonne counterparts. However, the monthly average working hours per employee calculated by the DDTEs are not absolutely reliable and require confirmation.

2.3.2.4 Adoption of a mixed organisational form (provider and agency)

A more detailed analysis of the legal status and the activities of the approved associations in the Rhône and Haute-Garonne *Départements* reveals that most agency activity is actually carried out by organisations which also operate as providers of services. Forty-seven per cent of the organisations in Haute-Garonne and 48% of the Rhône organisations engage in both types of activity (Tables 2.14a and 2.14b). We are therefore seeing the gradual adoption of this dual status by the bulk of the employer bodies. It should be noted that the intermediary associations play a larger part in the domain of household services in Haute-Garonne (30%) than in the Rhône (18%).

2.3.2.5 Size of employer organisations

On average, employer organisations in Haute-Garonne are larger than those in the Rhône (Table 2.15). This result is all the more surprising when we consider that the agency associations dominate the Haute-Garonne market and that the Rhône data indicate that this type of activity is chiefly undertaken by small entities with fewer than 50 employees (Table 2.16). In fact, the type of activity seems to influence the size of the approved associations in the *Département* of the Rhône²⁸, since 60% of the mixed organisations (agency and provider) have more than 50 employees, whereas only 35% of the organisations which are purely agencies and 38% of those which operate solely as provider organisations have that size of staff.

2.3.2.6 Nature of services

The two dominant activities of approved household-service organisations in France are routine housework and care of the elderly (Table 2.17). The relative importance of the latter activity seems to be even greater among the agencies than among the provider associations (59% of total hours worked, as against 50%). The departmental authorities do not engage in such systematic detailed analysis of the services rendered by or through their approved associations, but the available data for the Rhône associations do not suggest any significant local deviation from the national norm. The small part played by learning-support and childminding services should be mentioned, although these categories account for 14% of

²⁸ We have no corresponding information for the *Département* of Haute-Garonne.

hours worked in the Rhône, compared with only 8% nationally. This is largely due to the exclusion of registered childminders from the statistics collected by the DDTE.

2.3.2.7 Attempts to structure supply

Whatever their legal status, the organisations offering domestic services suffer from the fact that potential user households are not sufficiently aware of the available range of services. A survey conducted by the Brigitte Croff consultancy firm in Haute-Garonne in 1999 as part of a European project in the field of household services confirmed the low level of information in households, not only about the services on offer but also about the tax concessions for which service users may be eligible. While there is a real or latent demand for these services, households have difficulty identifying the various operators in the field and understanding how the system is organised. From this point of view, direct employment, whether declared or undeclared, seems to be the easiest and most flexible option. The services offered by the approved organisations and their geographical location remain a mystery to most households. The existence of an intermediary structure between the beneficiary and the person who actually provides the service is more frequently experienced as a constraint than as a guarantee of quality and professionalism.

In a bid to structure the supply of services more effectively, and in particular to make the range of services more transparent, several experiments in household-service 'platforms' have been launched in France. One prominent example is the *Qualidom* platform, which was created in Lyon in 1996. Since then, *Qualidom* has structured the range of household services offered by virtually all the approved organisations in the Rhône *Département*. From the outset, the *Qualidom* initiative was supported by the public authorities, including the *Préfecture* and the *Direction Régionale du Travail et de l'Emploi* (Regional Directorate for Labour and Employment - DRTE). By calling a single telephone number, households can obtain clearer information about services and can be more effectively guided towards an organisation that is capable of satisfying their specific needs within their local area.

This platform also enables the approved organisations to set up working parties, for example, in order to reflect on new developments in the domain of household services and to promote innovative initiatives in collaboration with the local authorities. One such initiative is the campaign launched by *Qualidom* in 1998 to heighten awareness of the TES service voucher (*titre emploi service*). By holding a series of meetings, to which it invited a federation of works councils within the Rhône *Département* (Inter-CE 69), *Qualidom* sought to promote the use of the TES service voucher as an alternative to direct employment on the basis of CES service cheques.

It should also be noted that the bodies licensed to issue TES service vouchers have played a leading role in structuring the supply of household services. Motivated primarily by a desire to market the TES service voucher, they have been quick to grasp the fact that they would benefit from involvement in the efforts to rationalise and organise the domain of household services and indeed that they should lead these efforts themselves in the absence of prior consensus among the employers in that domain. Although the various attempts to structure the supply of personal services in Haute-Garonne have not resulted in the creation of a platform, a new initiative has nevertheless taken shape, generated by the investment of the ACCOR group in the aforementioned European project.

2.3.3 Volunteers

By virtue of the fact that voluntary associations are the organisational entity which traditionally offered operates in the domain of household care services, volunteers are omnipresent in that domain. Their role, however, is not the same in every type of association. The study produced under the forward-study contract (*Contrat d'Etude Prospective - CEP*) identified two trends in the absorption of volunteers into the realm of household services.

On the one hand, we have a model of solidarity in which the organisation, while endeavouring to become more professional, has left room for volunteers to act as representatives of the beneficiaries [of its services] and to be present on administrative boards and in the more operational functions. On the other hand, there is a fully professional model in which the volunteers are essentially administrators and managers of the association
(CEP, 1997, p. 45).

As far as the 'volunteer representatives' are concerned, there are three categories – the public figure, who lends a certain legitimacy to the association, the volunteer who is involved on the operational side of the association and the 'activist' volunteer, who defends the cause of domiciliary support or the interests of those who employ a domestic assistant (CEP, 1997, pp. 47-48). The volunteers' contribution to the process of delivering services is diminishing at the present time. This stems from the fact that the volunteers are growing older, from a general disaffection with the traditional voluntary associations and above all from providers' explicit desire to become more professional. This aim implies a sharper distinction between the functions that the various players assume and perform as well as confronting the old volunteers with a set of new regulatory constraints that they find hard to accept and assimilate. The supplanting of volunteers from the operational side does not mean that they are disappearing entirely from the scene. On the contrary, the creation of new associations and the reorganisation of long-established structures in the wake of new legislation (providers forming an agency service, for example) leave broad scope for the contribution of volunteers, who are often very highly motivated, to the definition of the future strategy of employer bodies. The nature of their input into the life of the association certainly influences the ways in which the latter manages its human resources (CEP, 1997, p. 46).

In this respect, an important difference exists between the provider organisations and the agencies. As a general rule, the providers, by dint of their long history of involvement in the field, are more strongly influenced by altruistic values and frequently initiate projects that go beyond the mere provision of services and focus on the fight against unemployment, integration or the creation of services that are better suited to the needs of their beneficiaries, for example. The agency services that have been built onto provider associations (the structures we call 'mixed') are also able to adopt this type of rationale.

2.3.4 Employees

The social and demographic characteristics of the workforce and their working conditions will be analysed in greater detail in Part III of this report. At the present juncture, it will suffice to sketch the contours of this highly heterogeneous category that has been undergoing constant change since the early nineties.

2.3.4.1 The occupations involved in the provision of household services

The occupational groups involved in the provision of household services are highly diverse. The catalogue produced by the CEP in 1996 (Figure 2.2 below) and the job profiles

reproduced in the **Annex** will nevertheless provide some insight into the nature of their functions and their occupational affiliation.

Figure 2.2: *Functions and activities of professional domestic workers*

Functions	Activities
Home maintenance	Housework Gardening Odd jobs
Personal care	Childcare Family care Care of a sick person Care of a disabled person Care of an elderly person
Administration of employer bodies	Management (private enterprises/associations) Accounting Coordination Administration
Medical care	Hospital-type treatment at home Home nursing

Source: CEP, *L'aide à domicile et les employées de maison*, 1997, p. 21.

Figure 2.3: *Conditions of employment, occupations and public support in household services by category of need*

Needs		Occupation		Employer		Incentives and public funding		
Beneficiaries	Type of need	Occupational category	Collective agreement	Employer	CES service cheque	TES service voucher	Tax exemption	Other forms of support
Families and children	Replacement of mother or father, family in difficult circumstances (illness, bereavement accident, etc.)	Family care assistant	Family care assistants, 1970	- Domiciliary service association - CAF ²⁹ - DDASS ³⁰	- No	Possibly for the non-subsidised cost	Yes, on the user's share of the cost	- Department or local social assistance - CAF
	Household assistance with parent(s) present	Family care auxiliary	Home help, 1983	- Domiciliary service association - CAF - DSD	- No	Possibly for the non-subsidised cost	Yes, on the user's share of the cost	- Departmental or local social assistance - CAF
	Childminder (domiciliary)	Childminder (domiciliary)	- Home help, 1983, or Labour Code - Domestic workers, 1980	- Approved association, private enterprise - Individual user	- No - Yes, unless AGED ³¹ recipient	- Yes - No	- Yes - Yes, unless AGED recipient	- None - AGED
	Non-domiciliary childminder	Registered childminder	- Registered childminders, 1977 - Registered childminders, 1977	- Individual user - Institution (crèche)	- No - No	- No - No	- Yes - Yes	- AFEAMA ³² - CAF
	Housework, including washing and ironing, and/or supervision of children	Domestic Worker	- Domestic workers, 1980 - Home help, 1983, or Labour Code	- Individual user - Approved association, intermediary association or enterprise	- Yes, unless AGED recipient - No	- No - Yes	- Yes - Yes	- AGED - None

²⁹ *Caisse d'Allocation Familiale* - Family Allowance Fund

³⁰ Direction Départementale de l'Action Sanitaire et Sociale - Departmental Directorate for Health and Welfare Services

³¹ *Allocation de garde d'enfant à domicile* - Child homecare allowance

³² *Aide à la Famille pour l'Emploi d'une Assistance Maternelle Agréée* – Family assistance for the employment of a registered childminder

Figure 2.3: *Conditions of employment, occupations and public support in household services by category of need (cont)*

Needs		Occupation		Employer		Incentives and public funding		
Beneficiaries	Type of need	Occupational category	Collective agreement	Employer	CES service cheque	TES service voucher	Tax exemption	Other forms of support
Elderly or dependent persons	Assistance with everyday tasks for a highly dependent elderly or disabled person	- Carer	Home help, 1983	- Domiciliary service association	- No	- Yes	Yes, on the user's share of the cost - Yes	- Departmental social welfare assistance - CNAV ³³ - CRAM ³⁴ - State (DRASS ³⁵) - PSD ³⁶ - Municipal assistance ----- - PSD - Exemption from employment-related contributions
		- Care assistant	- Domestic worker, 1980	- Individual user	- Yes, unless welfare recipient	- No		
	Assistance with everyday tasks for an elderly person who is not dependent	- Cleaning lady - Household employee	Home help, 1983 - Domestic worker, 1980	- Domiciliary service association - Individual user	- No - Yes	- Yes - No	- Yes, on the user's share of the cost - Yes	- None ----- - Exemption from employment-related contributions for the over-70s
	Supervision without treatment	- Domiciliary minder - Care assistant	Home help, 1983 - Domestic worker, 1980	- Domiciliary service association - Individual user	- No - Yes, unless welfare recipient	- Yes - No	- Yes, on the user's share of the cost - Yes	- CNAV - PSD ----- - Exemption from employment-related contributions for the over 70s - PSD
	Escorting, listening	Social auxiliary Companion	- Home help, 1983 - Domestic worker, 1980	- CCAS ³⁷ , DVS ³⁸ - Individual user	- No - Yes	- Yes - No	- Yes - Yes	- None ----- - Exempt from employment-related contributions for + 70s

³³ *Caisse nationale d'assurance vieillesse* - National retirement pension fund

³⁴ *Caisse régionale d'assurance maladie* - Regional health insurance fund

³⁵ *Direction Régionales Des Affaires Sanitaires et Sociales* - Regional Directorate for Health and Welfare Services

³⁶ *Prestation spécifique dépendance* - Specific dependence grant

³⁷ *Centre Communal d'Action Sociale* - communal social welfare centre

³⁸ *Direction vie sociale* – Social welfare department

Figure 2.3: *Conditions of employment, occupations and public support in household services by category of need (cont)*

Needs		Occupation		Employer		Incentives and public funding		
Beneficiaries	Type of need	Occupational category	Collective agreement	Employer	CES service cheque	TES service voucher	Tax exemption	Other forms of support
Others	Housework, ironing, shopping, external activities	Domestic worker	- Domestic worker, 1980 - Domestic worker, 1980	- Individual user - Approved association, intermediary association or enterprise	- Yes - No	- No - Yes	- Yes	- None
	Simple odd jobs requiring no specialised qualifications	Odd-job man	- Domestic worker - Domestic worker, 1980	- Approved association, intermediary association or enterprise - Individual user	- No - Yes	- Yes - No	- Yes	- None
	Learning support, help with homework	Learning-support assistant	- Domestic worker, 1980 Domestic worker, 1980	- Approved association, intermediary association or enterprise - Individual user	- No - Yes	- Yes - No	- Yes	- None
	Simple garden maintenance	Gardening assistant	- Domestic worker, 1980 - Domestic worker, 1980	- Approved association, intermediary association or enterprise - Individual user	- No - Yes	- Yes - No	- Yes	- None

Figure 2.4: *Disparities between statistical surveys on the employment of home helps and other household assistants in 1995*

Type of employee	Sources	Effective strength	Equivalent in full-time jobs	Employers or persons assisted	Hours worked (in millions)	Notes on the scope of the surveys	Population studied
Home helps	Home-help federations (excluding agencies)	95 100	39 100	546 000	72	The workforce of the seven main federations of home-help associations	Providers
	INSEE employment survey – narrower field	132 000	85 000	-	170	Home-help services provided by specialised associations, whether federation members or not	Providers
	INSEE employment survey - broader field	207 000	141 000	-	280	Home-help services provided by local authorities, including the CCAS, and by the medical and nursing professions	Providers
	INSEE survey on living conditions	-	220 000	870 000	440	Field extended to all home help providers but restricted to those who look after dependent persons	Beneficiaries
Domestic worker	INSEE employment survey	220 000	115 000	-	230	All personnel, including gardeners, etc., who are primarily employed in the field of household services	Providers
	IRCEM ³⁹	465 000	153 000	739 000	310	All domestic worker, including those for whom the provision of household services constitutes secondary employment	Providers
	URSSAF ⁴⁰ , Saint-Etienne, service cheques division	144 000	17 000		34	Domestic workers paid by the CES service cheque who are not covered by the IRCEM	Providers
	INSEE survey on living conditions	-	250 000	1 800 000	500	All providers of regular household services, including those directly employed by beneficiaries and undeclared employees	Beneficiaries
	Home-help agency federations	-	13 100	-	17	The workforce of the seven main federations of home-help associations	Agencies
	DARES ⁴¹ – Ministry of Employment	95 500	23 900	-	44	Field limited to agency activity only	Agencies

In fact, apart from medical care, which falls outside the scope of our study, these functions and activities may be performed by employees from a wide diversity of occupational groups who work for many different types of organisation (Figure 2.3). The legislative measures designed to promote employment in household services have contributed to a change in the distribution of the workforce among these occupational groups. In particular, the various pieces of legislation have encouraged a rapid rise in the number domestic workers to the detriment of the groups that have traditionally been associated with household services, (namely home helps and family care assistants). However, the functions performed by these two categories of employee are not identical (see Table 2.18).

2.3.4.2 Exponential growth of the workforce

Any attempt to assess the precise number of employees in the field of household services is complicated by the considerable disparities between the various statistical sources (see Figure 2.4 above). We shall mainly refer here to the data from the annual employment surveys conducted by INSEE and to the figures supplied by the Domestic workers' Supplementary

³⁹ *Institut de Retraite Complémentaire des Employés de Maison* - Domestic workers' Supplementary Pension Institute

⁴⁰ *Union de recouvrement des cotisations de sécurité sociale et d'allocations familiales* – social security and family allowances contributions agency

⁴¹ *Direction de l'Aimantation de la Recherche, des Etude et des Statistiques* – Directorate for the Promotion of Research, Studies and Statistics

Pension Institute (IRCEM). Even though the data from INSEE's annual employment survey (Table 2.18) give a distinctly lower total number of employees than the figure calculated on the basis of the IRCEM statistics (Table 2.19), the two sources show a comparable rate of growth in the workforce, and it is the scale of this job growth that interests us here. According to these sources, **522 364 persons** are principally and regularly employed in the domain of household services (employment survey), but this figure rises to some **1 141 000 employees** if account is also taken of those to whom household services provide irregular or secondary employment (IRCEM, 1997-98). More than 95% of these employees are women, but men play a greater role as domestic workers (gardeners, chauffeurs, odd-job men, etc.), accounting for 6.3% of the total in that category as against only 1.9% of home helps (Table 2.21).

These data do not take account of childminders, whose number is also increasing (Table 2.22); the reason for their omission is that most of them work in their own homes (Table 2.23).

2.3.4.3 Development of household services at the expense of home-help services

We have already noted the effects of the new measures from the employers' point of view. The associations that have traditionally provided home-help services and the social services of the State are losing ground to the agency associations and to individual employers. Quite logically, this trend is confirmed by the size of the respective workforces. In 1996, 98% of home helps worked for approved domiciliary-service associations (Table 2.24). Whereas home helps still outnumbered domestic workers in 1994, from 1995 they accounted for a smaller percentage of the total workforce in the field of household services (Table 2.25). In 1990 almost 75% of home helps worked for regional, departmental or local authorities or for welfare associations, compared with only 3% of domestic workers (Causse, Fournier and Labruyère, 1995). This provides us with confirmation from the employees' side of the transformation of the household-services sector in favour of agencies and direct employment that we have already observed on the employers' side. This transformation is also reflected in a heavy concentration of employees, especially domestic workers, in a host of very small structures. In fact, almost 90% work within a structure in which there are no other employees (Table 2.26); for 96.4% of this group, their employer is an individual service user by whom they have been recruited directly or through an agency association (Table 2.27).

This development, however, has not had an equally forceful impact on both of our localities. While the situation in the Rhône-Alpes region conforms to the national norm, with a predominance of domestic workers, the home helps are still the larger group in the region of Midi-Pyrénées. The latter is also a region where household-service employees form a higher percentage of the active population than the national average, whereas the corresponding ratio for the Rhône-Alpes region is significantly below the national average (Table 2.28).

2.3.4.4 Low qualification levels among employees

Employees in the field of household services are characterised by very low qualification levels by comparison with other sectors of the labour market. More than 38% of them possess no diplomas, and 26% have no more than a certificate awarded on completion of their primary schooling (CEP⁴²). Domestic workers are even less qualified than home helps, 50% of them never having obtained any diploma (Table 2.29). This is not simply due to the employees belonging to an undereducated generation, for 55% of all employees in this field are below the age of 45 (Table 2.30).

⁴² *Certificat d'études primaires* – certificate of primary education

2.3.4.5 A very high percentage of part-time work

The massive rise in the number of employees in the realm of household services has been accompanied by significant growth in the proportion of employees who work part-time (Table 2.31). Whereas only 43% of women who worked in this field in the seventies were part-timers, this figure has now risen to 67%. The proportion of part-timers among men (40% in 1998) is also very high by national standards. Be that as it may, 60% work full-time, and a more detailed analysis reveals that those men who work part-time tend to have jobs involving more than 15 hours' work per week. Among the women who work part-time, on the other hand, we find 26% working fewer than 15 hours a week (Table 2.32). The survey conducted in the framework of the forward-study contract enables us to compare the working hours of home helps with those of domestic workers. It shows that almost 30% of home helps work full-time compared with only 20% of domestic workers (Table 2.33). However, among the part-time home helps, there are slightly more (46.5%) who would like to work longer hours than among the part-time domestic workers, 42.6% of whom would prefer more working hours (Table 2.34). It should also be noted that almost 40% of the employees in the domain of household services have different working hours on different days of the week. This applies to more than 44% of home helps and 34% of domestic workers (Table 3.35). For the vast majority of employees, their employment in the provision of domestic services is their only professional activity; 93% of them state that they have no secondary employment (CEP, 1997). Fewer than 15% of employees say that they are looking for another job – 16% of domestic workers, as against 12% of home helps . (CEP, 1997)

2.3.4.6 Low pay levels

Just like educational attainment levels, pay levels in the realm of household services are notoriously low. More than 40% of salaried employees declared a monthly salary of less than 2 500 francs in 1997⁴³, as did 53% of domestic workers (Table 2.36). (Table 2.36). It is worth mentioning in this context that the national net minimum hourly wage (*SMIC horaire net*) is currently set at 40.22 francs per hour (equivalent to a monthly salary of 6998.28 francs for full-time work), that the minimum work-programme income (RMI - *Revenu Minimum d'Insertion*) stands at 2 400 francs for a single person and that the top rate of parental education allowance (APE) is 3 000 francs.

2.3.4.7 A majority of women living with a partner with dependent children

Almost 80% of the employees in household-services live with a partner, while two-thirds have one or more dependent children. Only 9.5% are mothers of one-parent families, and fewer than 10% live alone (Table 2.37).

2.3.4.8 Considerable stability of employment

The employees in the realm of household services enjoy a relatively high degree of stability of employment, since only 8% of them were not in employment (or, in many cases, not employed in the same area of activity) in the year preceding the CEP survey. About 6% of the employees obtained a job in the provision of household services following a period of unemployment, whereas very few (1.9%) came straight from a course of study or training. Some 6% of the employees were housewives before coming to work in the field of household services. (Table 2.38).

⁴³ One euro = 6.56 francs.

2.3.4.9 A variety of collective agreements

As we have already indicated, employees working in the field of household services may be covered by any of a variety of collective agreements. The legal framework that largely governs their pay and conditions is essentially dependent on the type of activity in which their employer engages. For example, an employee working in a 'mixed' association will be covered by one of the three collective agreements for home helps in respect of the hours she works for her own association but will be covered by the collective agreement for domestic workers in respect of the hours she works for another employer who has secured her services through the agency of her association. Figure 2.5 below gives some idea of the extent to which the collective agreement for domestic workers prevents employees from enjoying many of the fundamental rights enshrined in labour law.

Moreover, while the collective agreement for domestic workers certainly provides for an internal structuring of the trade in terms of qualification levels, competence and decision-making powers (Table 2.39), numerous studies show that employees rarely progress beyond Grade 1 as defined in the collective agreement.

Figure 2.5: Comparison of the characteristics and working conditions of family care assistants, home helps and domestic workers

Occupational characteristics	Family care assistants (Provider associations)	Home helps (Provider associations)	Domestic workers (Agency associations, direct employment)
Effective strength in 1997 (full-time job equivalents in brackets)	8 300 (5 900)	207 000 (140 000)	220 000 (113 000)
Percentage of women in the workforce	99.6%	98.1%	93.7%
Demographic development	Gradual decline (about 1% per annum)	Slow growth (203 556 in 1990)	Rapid growth (174 706 in 1990)
Training and qualifications required	Diploma since 1949	Sometimes CAFAD ⁴⁴ (since 1988)	None
Educational attainment levels	100% CTF ⁴⁵	50.5% without any qualification	78.8% without any qualification
Employers	13% regional, departmental or local authorities 87% approved provider associations	44% regional, departmental or local authorities 56% approved associations	4.6% regional, departmental or local authorities 96.4% approved agency associations or direct employment
Number of employers per employee	Usually only one	Usually only one	Several; 66% have 2 employers
Collective agreement	Family care assistants (1970)	ADMR ⁴⁶ (1970) Home help (1983) Red Cross (1986)	Domestic Worker (1980)
Type of employment contract	Monthly salary – stable and predictable working hours	Monthly salary with a minimum guaranteed number of hours' work per month	Very unstable and unpredictable working hours
Pay level	Between 7 000 and 10 000 francs per month	57.4% earn less than 4 000 francs per month	75% earn less than 4 000 francs per month
Credit for seniority	Yes	Yes	Only for time served with the same employer
Credit for qualifications	Yes	Yes	Does not alter pay level
Working hours	60% full-time	35% full-time 20% work fewer than 20 hours per week	23% full-time 51% work fewer than 20 hours per week
% of part-time employees who wish to work longer hours	-	46.5%	43.0%
Organisation of the working week	Often the same working hours every day	51% with the same working hours every day	65% with the same working hours every day
Unsocial hours (regular or occasional)	Rarely	15% evening 8% night 49% Saturday 32% Sunday	7% evening 3% night 37% Saturday 9% Sunday

⁴⁴ Certificat d'Aptitude aux Fonctions d'Aide à Domicile – Vocational training certificate in home-help duties

⁴⁵ Certificat des travailleuses familiales - family care assistant certificate

⁴⁶ Aide à domicile en milieu rural - Home help in rural areas

Figure 2.5: *Continued*

Occupational characteristics	Family care assistants (Provider associations)	Home helps (Provider associations)	Domestic workers (Agency associations, direct employment)
Calculation of working hours	Stable monthly salary; payment for official travel, official meetings and preparation outside the workplace	Guaranteed monthly salary; payment for official travel, official meetings and preparation outside the workplace; payment of idle time is possible in the event of a sudden reduction in activity caused by the death or hospitalisation of the beneficiary or by his or her absence on holiday	Hourly pay; no payment for official travel, official meetings and preparation outside the workplace; no payment can be made for idle time in the event of a sudden reduction in activity caused by the death or hospitalisation of the beneficiary or by his or her absence on holiday
Standby duty	No	No	Yes; possibility of payment at 16.6% of national minimum hourly wage (6.67 francs per hour)
Non-working days	Two consecutive days, including Sunday	Two consecutive days, including Sunday	Entitlement to two consecutive days only if working full-time for one employer
Paid leave	Yes	Yes	10% pay supplement, based on the assumption that the employee is able to save the supplements for periods of leave
Sick leave	Yes	Yes	Yes (since 01.01.1999)
Initial training	BEP-SS/AD ⁴⁷	BEP-SS/AD	No
Further training	CTF ⁴⁸	Certificate of aptitude for home-help duties (CAFAD)	Employer's contribution amounting to 0.15% of pay CEFP ⁴⁹ (since 1998)
Access to further training	Yes	Yes	Rarely; funding is limited to the cost of training (excluding pay)
Career prospects	Yes – collective agreement provides for recognition of experience and certificates	Yes – collective agreement provides for recognition of experience and certificates	Virtually none, apart from retraining as a home help, care assistant or family care assistant
Trade-union rights	Yes – the health and welfare or social-service sections of the major unions	Yes – the health and welfare or social-service sections of the major unions	Yes (in principle), the service federations, but there are few local sections
Work inspections	Yes	Yes	Not in the case of individual employers

Conclusions of Part II

We have presented the most salient characteristics of the domain of household services in France at the present time. The effects of the legislative measures analysed in Part I are

⁴⁷ *Brevet d'Enseignement Professionnel-Sanitaire et social, option aide à domicile* - Vocational-training certificate in health and welfare, home-help option

⁴⁸ *Certificat des travailleuses familiales* - Family care assistant certificate

⁴⁹ *Certificat employé familial polyvalent* - General certificate for multi-skilled domestic workers

manifest. The domain of household services is experiencing a diversification of employer structures, with an increase in the relative strength of individual employers, especially through the CES service cheque scheme, and of the agency associations. The new entrants to the community of employers are essentially elderly people and working upper middle-class with dependent children. Private enterprises are only venturing very tentatively into this field for the time being.

While volunteers continue to play a major role in the provision of household services, they have also been experiencing change. Less involved now in the operational side of the associations, volunteers still play an active part in the work of their decision-making bodies and imbue the strategy of those organisations with their civic values. Faced with rapidly changing laws and regulations, however, volunteers are experiencing some difficulties in adapting to the new requirements in terms of greater professionalism and to the rising tide of competitiveness.

The number of employees is also rising sharply, although a comparison between this figure and the equivalent of their total working hours in terms of full-time jobs reveals a fragmented labour market. Most employees are women below the age of 45 who live with a husband or other partner; their level of qualification is low, and they frequently have very few working hours. In an increasing number of cases, they are covered by the collective agreement for domestic workers, and their conditions of employment are therefore especially precarious. Cut off from labour organisations, isolated and confined within the home of an individual employer, they are subject to highly unpredictable working hours (and hence an unpredictable monthly pay packet) and are often required to overcome difficulties arising from the conflicting needs and demands of several different employers. Of all the categories of employee, it is the domestic workers who experience the greatest difficulties in obtaining access to further training and in turning their formal qualifications to monetary advantage.

Part III of the report will serve to analyse in greater detail the implications of the recent changes in the realm of household services in terms of their job-creation potential and their impact on gender equality.

Box 2.1. Toulouse (Haute-Garonne, Midi-Pyrénées) (*)

The *Département* of Haute-Garonne has a population of 1 046 200 inhabitants (1999), of whom 358 688 live in the municipality of Toulouse. In Haute-Garonne, the proportion of the population over the age of 60 and the proportion over the age of 70 are lower than the national average, but the mortality rate is low, and life-expectancy figures for both men and women are among the highest in the country, which suggests that demand for services for the elderly is set to grow in the coming years. The birth rate, at 12.4, is close to the national average, even though the average number of children per woman of childbearing age (1.47) is below average. In 1997-98, the region had 243 897 children under the age of six in its nursery schools.

From the point of view of employment, the urban area in and around Toulouse has undergone significant economic development over the past twenty years, especially as a result of the location of international high-tech companies, attracted by the city's already long-established status as a centre of the aeronautics industry. The City of Toulouse provides 33.6% of all employment in the Midi-Pyrénées region. The service sector generates more than two-thirds of the region's gross domestic product and 75.7% of jobs in the *Département* of Haute-Garonne. More than 80% of the region's female activity is concentrated in the service sector. The traditional bastions of employment (commerce, administration and the local, departmental and regional authorities) have gradually been supplanted by a new tertiary sector, comprising business services and personal services (INSEE, *La France et ses régions*, 1997). The *Département* has a high proportion of people in managerial posts (16.5%) and a very low percentage of foreign nationals in its total active labour force.

Female activity rates in the Midi-Pyrénées region are substantially higher than the national average for the 24-49 age bracket. Although the unemployment rate in Haute-Garonne is above the national average, women account for a distinctly smaller percentage of the unemployed in Haute-Garonne (45.3%) than in France as a whole (51.5%).

Overall, pay levels in the private sector in the Midi-Pyrénées region are slightly lower than the national average (France excluding the Ile-de-France region in which Paris is situated). Women earn less than men of the same rank in the same occupation and, with the exception of women in the occupational category of *professions intermédiaires*, they also earn less than the national female average.

The number of recipients of welfare benefits in the *Département* of Haute-Garonne is relatively high, and the City of Toulouse is above the national average in terms of the number of recipients of minimum work-programme income (RMI) and family support.

As far as employment in the field of household services is concerned, on 1 January 1998 the *Département* had 10 501 provider establishments, 984 of which had been created in 1997.

Toulouse has a good communications infrastructure (buses, a metro system, a road network, French Railways and regional express rail networks and an international airport) which, despite its distance from Paris, ensures rapid transit between suburban residential areas and places of work.

(*) *The statistical data on these two locations are contained in the Annex.*

Box 2.2. Lyon (Rhône, Rhône-Alpes) (*)

The *Département* of the Rhône has 1 575 100 inhabitants (1999), of whom 1 262 300 live in Greater Lyon. The *Département* has 277 000 inhabitants over the age of 60 and 83 000 over the age of 75, so fewer elderly people, relatively speaking, than Haute-Garonne and the national average. The birth rate, at 14.6, is palpably higher than the national average. The *Département* has 62 848 children under the age of six in pre-school educational establishments.

Lyon is traversed by major transport routes and is endowed with substantial energy resources, and so the economy of Lyon has traditionally been based on industrial production and especially on the manufacture of intermediate products. The City of Lyon accounts for 27.8% of regional employment. Almost 40% of the active male population of the Rhône-Alpes region work in manufacturing industry. The development of the service sector, which employs 81% of the region's economically active female population, has been driven by the needs of industry. The industrial character of the region makes it highly sensitive to cyclical fluctuations, and the effects of the economic crisis in the early nineties were more damaging there in terms of job losses than in France as a whole (INSEE, *La France et ses régions*, 1997). Whereas unemployment rates have traditionally been lower in the *Département* of the Rhône than elsewhere, these departmental rates have been rising recently, albeit at a slower rate than in the country at large, and women have been more adversely affected by this increase than men. The *Département* has a high percentage of managerial personnel (15.3%) and foreign male nationals (7.7%) in its active labour force. The activity rates for both men and women are higher than the national average in the 25-49 age bracket. Men and women in the Rhône *Département* earn more than the national average for people of the same rank and occupation, although women's pay is lower than that of their male counterparts. Following a period of strong growth between 1990 and 1995, the number of beneficiaries of the minimum work-programme income (RMI) is now becoming steadier. The 117 000 people covered by this welfare benefit (recipients and their dependants) nevertheless represent 2% of the regional population (INSEE Rhône-Alpes, 1998, p. 114).

On 1 January 1998, the *Département* of the Rhône had 2 904 establishments in the 'personal and domestic services' category; 106 of these were approved personal-service associations. The year 1997 had seen the creation of 1 014 household-service establishments, confirming a trend that had begun in the early nineties; these new establishments accounted for 16.3% of all business start-ups in 1997. The enterprises in this domain have shown quite good staying power; only 4.5% of them went bankrupt in 1996.

The motorway infrastructure and the international airport provide excellent links between the Rhône *Département* and neighbouring countries. The high-speed TGV rail link puts Lyon only two hours away from Paris. The dense network of urban transport services – buses, trams and the metro system – make it easy for the people of Lyon to travel within the city.

(*) *The statistical data on these two locations are contained in the Annex.*

3. Experience of employment in the field of household services

In this part of the report, we shall exploit the data resulting from a field survey of employer bodies and employees in the field of household services in Lyon and Toulouse. Around 50 interviews were conducted in each city with decision-makers from the employer bodies (6 x 2) and with employees in the domain of household services (18 x 2) (Table 3.1). All of the interviewed employees are women. Try as we might, we found it impossible to obtain an interview with one of the few men who work in this field. The potential for job desegregation in household services will nevertheless be analysed on the basis of the employees' and employers' comments.

The object of the survey was to assess these jobs in terms of their potential to increase the activity rate of the French population and to promote more equality between men and women (see Part 1). If the sample is not representative of all employees who work in the provision of household services, that is because it was designed to focus primarily on employees of the numerically predominant structures in the field and on employees of bodies that are of particular interest to us in our research because of the efforts they have agreed to undertake in order to improve their employees' working conditions and terms of employment.

By way of introduction, we should point out that the employees we met have longer working hours, on average, than the national average for the field of household services (cf. Part 2). This phenomenon says more about the selection process than about the specific local situation. Since we approached the decision-makers from the employer bodies with a view to contacting some of their employees, it is quite natural that they should have put us in touch with the employees whom they knew best or whom they considered best able to talk about their experience of household services. But we know, on the one hand, that the number of working hours in the realm of household services increases with seniority and, on the other hand, that the heads of provider organisations are keenly aware of the negative image of working conditions in the household services that is presented by the media. In all probability, then, we encountered employees who represent the 'hard core' of the household-service sector, whereas all the indicators seem to suggest that the borderline between economic activity and inactivity is the area where employment in these services is developing at the present time in France.

Far from constituting a methodological bias, the specific nature of our survey sample ought to enable us to draw closer to our objective, which is to catalogue the good practices we observe in our two localised case studies (see the boxes below) with a view to formulating a number of recommendations on mechanisms and strategies to promote job growth in the field of household services in a way that will advance the cause of gender equality (Part 4).

3.1 The diverse entry routes to the domain of household services

Entry into the domain of household services was not achieved in the same way by all of the employees we met. Three groups of women emerged, each of which had entered by a very distinct route.

3.1.1 Young women in their first real job

We identified a subgroup of nine women, all below the age of 30; five of them live with a partner, but they have no children⁵⁰. They found their way into the domain of household services through work programmes and had no previous experience of what might be called steady employment (they had been on fixed-term contracts, done some temping, moved from one menial job to another and gone on training courses and work programmes). Most of them left the education system very prematurely (about the age of 17 or 18)⁵¹. While their levels of education vary⁵², they have all experienced difficulty in finding permanent work. Since leaving the education system, these young women have alternated between periods of unemployment (almost invariably without receiving benefit) and training courses or work programmes (6), either paid or unpaid, which tended to have some link with the field of domiciliary personal services (care assistance, infant nursing, data processing, courses leading to the BAFA⁵³ and the BEATEP⁵⁴). In many cases, the young women found their present job through these occupational training schemes.

Eight of the nine women expressed a wish to leave the domain of direct household services in due course. They had specific career ambitions and hoped to find jobs similar to those they were doing at the time of the interview, but in traditional provider organisations (auxiliary nurse, infant nursing assistant in a crèche, manageress of a leisure centre, family-welfare counsellor), which they believe would offer them better working conditions and career prospects.

This is how they see themselves making use of the experience they have recently gained in the provision of household services by means of partial retraining (same types of occupation, different workplaces). They adopt opportunist strategies in search of jobs in other fields, going so far as to suspend their links with the association for which they work in order to take up fixed-term contracts in hospitals, crèches, etc.

The disadvantages they see in their present situation relate to their working conditions and the low status of household services, but they appreciate the relative stability of their present jobs compared with the situations they have previously experienced.

Q. And when you work on fixed-term contracts, do you work full-time?

A. No, the last time I worked was at the town hall in O., and I really only worked when they needed me. It was either an eight- or nine-hour day or just a two- or three-hour day. After a while it became a bit of a nuisance, because getting there takes an hour or an hour and a half by bus, so I preferred to take these a part-time (50%) job here than to spend an hour travelling just to go and work for two hours.

(Miss Z.V., aged 25).

⁵⁰ One of them lives with a partner who has a child.

⁵¹ The average age at which young people leave the education system in France is 22.

⁵² One, of Algerian origin, was compelled by her father to leave school at a very early age, another has no certificates at all, three have a vocational-training certificate (CAP or BEP) in sales, dressmaking and fashion design respectively, three followed a general course at a senior secondary school (*lycée*) but did not obtain their *Baccalauréat* (*upper secondary school leaving certificate*), while the ninth possesses a master's degree.

⁵³ *Brevet d'Aptitude aux Fonctions d'Animateur* - certificate of aptitude for entertainments organisers

⁵⁴ *Brevet d'Etat d'Animateur Technicien de l'Education Populaire* - National Certificate of Aptitude for Activity Leaders Specialising in Popular Education and Youth Work

Most of the women provide personal care⁵⁵. Four of them are employed by individuals (one through the CES service-cheque scheme and four through an agency association), three are employed by provider associations and only one by an intermediary association. They have a fair number of hours' work: seven range from half days to full-time and beyond (230 hours a month), and the other two work for less than 50 hours per month (one of them receives a supplementary allowance from the ASSEDIC⁵⁶, and the other receives a supplement to the minimum work-programme income (*Revenu Minimum d'Insertion* - RMI)).

3.1.2 Careers interrupted by household and family commitments

A second group of ten women aged between 30 and 55 is distinguished by life histories in which commitment to the family has played a decisive part. Apart from one woman who looked after her sick mother then her sick father, all the women have or have had dependent children. These women have spent long periods of their lives at home (between six and twelve years). Their lifestyle, based on the model of the male breadwinner, suddenly crumbled as the result of a fateful event in their personal lives. In five out of the ten cases, it was their husband being made redundant, and in other cases it was divorce or bereavement; in only two cases was the change in the women's lifestyles due to their children having grown up.

These women have an average level of initial qualification, but the diplomas they possess are largely associated with highly female-dominated areas of activity with a high incidence of unemployment⁵⁷. Only two of them had not been in paid employment prior to their marriage; the others spent two to eight years in jobs that bore no direct relation to their present occupation (three were secretaries, two were hairdressers, one was a nurse, one a gatekeeper and one a manual worker). Technological developments in their various spheres of activity meant that they were no longer qualified to do their old jobs when they returned to the labour market. Since they had frequently combined their household activities with voluntary work in their local communities, the home-help services seemed to offer the easiest means of returning to work.

Q. So then you stopped work to look after your children for the next ten years?

A. And afterwards, well, I wanted to get back to work, but my problem was that, as far as paper qualifications were concerned, I didn't have enough of them to go back to being a secretary, and I would have had to go on courses. Because, fair enough, I've got a CAP (*certificat d'aptitude professionnelle* - vocational training certificate), a BEP (*brevet d'enseignement professionnel* - vocational studies certificate), but that wasn't enough, because I didn't speak two languages and so I was no good to the labour market, if you like, I was no longer ..., well, I had lost my market value. So I found that I had to look for other work, and since contact with other people was just what I liked, I had done a lot of voluntary work in my part of town before, I lent a hand to old people – I really like doing that - so I thought I could apply to the city council to go and help people at home and that's how it all started. (Mrs C.T., aged 42).

⁵⁵ Three of the young women combine childminding with housework for the family, five others help to care for elderly or disabled people, while only one engages exclusively in housework.

⁵⁶ *Association pour l'Emploi dans l'Industrie et le Commerce* - Association for Employment in Industry and Commerce

⁵⁷ Three only have the Certificat d'études primaires (certificate of primary education - CEP), one left in her fourth year of secondary school, four have a vocational-training certificate (CAP or BEP) in dressmaking or secretarial work, only one achieved the *Baccalauréat*, and one holds a diploma in nursing.

Although jobseekers turn to these services on the basis of a personal predisposition to help others, the services are also a realistic choice in view of the limited options available.

A. At the National Employment Agency (*Agence Nationale Pour l'Emploi* – ANPE) there was nothing for me, and it was a long time since I had stopped working, and well... well, this is really the direction... this is the type of work they offer now, services and personal assistance... it's all they ever offer now. (Mrs G.F., aged 49).

At the present time, six of the women care for elderly or disabled persons, two are childminders and two only do housework for working couples⁵⁸. They have poorer career prospects than their younger counterparts and face their future with a certain degree of resignation:

A. As for me, I surely have no choice in any case; I'll do this job until I retire. I certainly have no future. (Mrs J.B., aged 49).

One woman nevertheless intends to prepare for a CAP certificate in the care of infants and young children so that she can go on to work in a nursery or crèche. It should be mentioned that most of the husbands who were unemployed for a time are now working again and that the majority of their wives have remained in employment ever since their spouses were first made redundant. Getting out of the house to do their work is regarded as a 'plus' by these women. Only one of them would prefer not to work at all. They have more seniority in this type of occupation than the first group of women; four of them have between two and five years' service, while the other six have between 6 and 18 years. Their working hours are longer than the national average for this field. Seven out of the ten are making no efforts to increase their working hours⁵⁹. Some say that they have enough income, particularly in view of their husbands' pay, and prefer to devote more time to their families. Others refuse to take on any more work because of the additional physical fatigue it would involve.

3.1.3 Continuous activity with a change of occupation

The largest group in the sample comprises 17 women between the ages of 32 and 51 who have never stopped working. Although they are identical in that respect, we can distinguish two subcategories in terms of entry routes into the domain of household services.

On the one hand, there is a subgroup of women whose careers have been strongly influenced by their family lives. In this subgroup, we find women who have had to change their occupation for reasons connected with their husbands' careers. Two of them gave up their jobs when they were married in order to work as assisting spouses in their husbands' small businesses (a bakery and a building firm). Four of the women suffered the effects of moving home because of their husbands' employment, since the move resulted in a distinct loss of occupational status. Finally, three women gave up their initial employment (two as hairdressers and one as a care worker for young children) because their working hours were not compatible with family responsibilities which they had to shoulder alone, because of their husbands' particularly heavy workloads. In this first subgroup, the women's educational

⁵⁸ Five of the women are employed by provider associations (two of which operate in the dual role of providers and agencies), two are employees of an intermediary association, and three work for individual employers through agency associations.

⁵⁹ The two others work slightly less than 20 hours a week, but they have only worked in household services for six months.

attainment levels are quite high⁶⁰. Most of them are employed in the provision of personal care services : five look after elderly people, one is a childminder, and the duties of the three others are confined to housework. Two of them are employees of a provider association, four are employed by a mixed association, two work solely through an agency and one works for an intermediary association. Only three of these women work less than half of a full working week.

The other subcategory comprises eight women who have been continuously active and whose careers went into decline as a result of the economic crisis, although family constraints on this subgroup have not been negligible either. Some of these women have had chaotic and precarious career patterns from the very start, whereas others have been torn away from a relatively stable career by being made redundant during their adult lives. The oldest members of this subgroup, i.e. those over the age of 40, had been in steady employment for ten years or more as auxiliaries or clerical employees of the municipal council before receiving their redundancy notices. This event marked the start of a period when the women alternated between menial jobs, unemployment and training courses or work programmes. The career patterns of the youngest women in this subgroup had been highly precarious from the outset. Only one woman of 35 suffered a drastic loss of occupational status, which came about as a result of migration; having been an engineer in Algeria, she now works as a childminder.

The majority of these women (five out of eight) work for individual employers, two work for an intermediary association and one for a *Centre Communal d'Action Sociale* (communal social-welfare centre – CCAS). Their level of initial training tends to be low⁶¹. Two are childminders, two look after elderly people, three do housework and one delivers meals on wheels.

It is among the women in this third group that grievances are most clearly voiced. Their attitude to the work they do reflects a certain ambivalence. While they all appreciate the 'human dimension' of their work, they find the insecurity of their conditions of employment particularly intolerable, either because it contrasts sharply with the stability they once knew or because it has gone on for too long.

To sum up, our understanding is that employment in the domain of household services means something different to each of the three groups of women and that their attitudes depend on their previous career patterns. For the first category of young women who have found it difficult to obtain steady employment, household services undoubtedly represent a doorway leading into the labour market, offering them a means of obtaining experience, or even a qualification, which can subsequently be put to good use in a more secure post in one of the traditional institutions in the field of household services. As they see it, the relative abundance of part-time jobs enables them to pursue retraining strategies which demand a certain flexibility in terms of time (availability for training, substitution, etc.). However, the fulfilment of family ambitions, such as having a child, depends on their prospects of achieving their occupational-retraining objectives in the medium term.

⁶⁰ Two have a certificate of primary education (CEP), four have a vocational-training certificate (CAP/BEP), one has a *Baccalauréat*, and two have been in higher education (one has a university degree and the other a higher national diploma in the care of young children).

⁶¹ Apart from the woman of Algerian origin with a degree in engineering, four have CAP vocational-training certificates (in fashion design, clerical work and home economics), two have certificates of primary education (CEP) and one successfully completed her fifth year of secondary education.

For the women who used to be housewives, employment in the household services is a means of ending a long period of economic inactivity and to market the skills they have acquired in the domestic sphere. Their lack of professional ambition and the priority they attach to family life enables them to accept fairly short working hours, but only if their husbands are earning a sufficiently steady income.

Finally, for those women who have never been out of the labour market, employment in the provision of household services is perceived as both a lifeline and a stopgap. It enables them to stay in the labour market but does not give them the working conditions to which they aspire. The low pay and social status associated with these occupations are a constant source of dissatisfaction to them.

3.2 Recruitment criteria in the domain of household services

Word of mouth (cited by 15 respondents) and family networks (17 respondents) are the main channels of communication about jobs in the domain of household services⁶². Only six employees obtained their present jobs through the National Employment Agency.

Recruitment is generally done by the heads of associations, sometimes in collaboration with other members of the administrative team. The recruitment process is not formalised to any great extent and is based largely on the intuitive feeling of the decision-makers. While a candidate's level of training is the first explicit recruitment criterion, this is assessed differently from one organisation to another. Some managers are wary of the proliferation of training courses in the field, considering them to be no guarantee of the foremost quality they are seeking, namely self-reliance, whereas others place great emphasis on them. The criteria that are most frequently applied, however, are family recommendations, appearance, sociability and motivation for work in the provision of personal services – or simply motivation for work *per se*. The fact that a candidate has run a household and raised children seems to be especially important. It is regarded as a guarantee of competence in household management as well as in dealing with people. Young women without children start off at a distinct disadvantage when they apply to organisations which place such emphasis on the 'housewife and mother' figure. They fare better when the recruitment process involves a simulation exercise. In such an exercise, typical situations are presented to candidates in order to test their 'common sense' and their knowledge and practices with regard to diet, hygiene, household organisation, etc. In our interviews with the managers of service associations, we encountered one single case of flagrant ethnic discrimination in the recruitment process, but we did come across several cases of overselection of 'persons of ethnic origin' (especially those of African origin), who are in great demand because of the 'natural qualities' they are believed to possess.

As for men, they are almost systematically sifted out of the running for jobs involving household tasks. While the managers themselves generally have nothing against recruiting one or two men, in most cases they believe that the beneficiaries – especially elderly people – would not approve.

⁶² These women have a huge number of home helps, domestic workers, nursing auxiliaries and childminders within their immediate family circle (mothers, sisters, sisters-in-law, etc.).

3.3 Variable duties, depending on clientele, status and sex

The three main areas of activity are care of the elderly, childminding and housework. Nevertheless, most of the employees we met were expected to perform routine household tasks. Childminders regularly do domestic chores such as ironing, cleaning, tidying and preparing meals for the rest of the family. Carers for the elderly are often prevailed upon to perform virtually all of their client's everyday tasks.

Home helps employed by the provider associations generally work for dependent elderly or disabled people or those who are trying to cope with serious social problems. They are often prompted to act as educators of their clients, inculcating in them certain standards of food hygiene, personal hygiene, etc. on the other hand, work with two distinct types of client: dependent persons (elderly people and very young children) and able-bodied persons, whether economically active or not. They are more likely to play a substitutional role, working for someone who wishes to have things done, than a supporting or educational role.

3.3.1 Physical working conditions

The household tasks described by all the employees can be physically and mentally exhausting. Moreover, care of the elderly frequently entails strenuous physical exertions - lifting elderly people from their beds into armchairs, dressing them, supporting them as they move about - which can result in deterioration of the employee's general state of health. These injurious effects, which are frequently cited by employees, can be reduced by training in the correct movements and body postures for this type of activity. Occupational accidents caused by this kind of physical strain often conceal a lack of technical know-how. The employees who have received training in this skill stated that they now feel less exposed to risks when they have to lift or support their clients.

3.3.2 The carer-client relationship

The work of home helps takes place in the homes of their clients. It is an entirely one-to-one situation. Whatever their precise function, employees invade a private space in which they are expected to operate. Their presence is occasionally unwelcome (either to the beneficiary or to his or her family); employees have to respect this stranger's private world and adapt to the customs that have established themselves there over the course of time. Be that as it may, rendering services to sick or physically dependent people is different to any other occupation; employees can be confronted with suffering, with resentment at growing old among people for whom the home help is a sharp reminder of their loss of independence.

A. There are people who really need help but who don't want anybody, so we are sent to them whether they like it or not, and it's up to us to win their acceptance, and well, sometimes it's a bit tough. I have one person out there, it must have taken me... five months, I think, [...] She used to knock things down but I wasn't allowed to pick them up. So I stepped over them because that's what she wanted. I would clean something, and the next day it would be dirtier than ever - eh? So one day, I said, "This can't go on: I'm going to ask for a change". And just then, that's when she cracked. She became an absolute delight. They left me there because nobody else wanted to go. She would wait for me behind the door; afterwards, we would have tea and I'd get my little square of chocolate, but the whole thing was incredible.

Q. So you didn't let her walk over you?

A. Oh well, that depends. I had no option but to play along, because I saw she could be violent at times too. Yes, she was violent, so I played along; I didn't say a word. [...] In fact, behind that awful aggressiveness, there was terrible suffering. The point was that she was losing her sight. This was somebody who did lots of knitting and couldn't manage to knit any more; she couldn't read any more, although she was an educated woman. She was at her wit's end, she couldn't do a thing any more, and this frustration and suffering was all channelled into unbelievable aggressiveness. (Mrs E.N, aged 53).

The reason why we have quoted such a lengthy extract from this interview is that it summarises perfectly the nature of the work performed by a home help. In such cases, some employees might feel that they are under personal attack, they might believe themselves incapable of forming any relationship with their clients, and they might experience moments of depression. The associations that have produced a collective operating framework or a more individualised system of active support for their employees have thereby provided them with the means of stepping back from these difficult situations.

Box 3.1

The Savarahn association in Lyon sends out all its new employees with an experienced home help for a fortnight. This practice enables employees who have never worked in the provision of personal services to be trained gradually without being overcome by anxiety in the face of a new and often very difficult situation (the work of the association is focused almost exclusively on the care of heavily dependent persons). This system is also a means of passing on the know-how and common values that have been built up within the association, thereby knitting together an effective working team.

3.3.3 The impact of isolation and seclusion

One of the specific features of the work of the household services relates to the place of work. Defined as the space in which the beneficiaries of these services live, the places in which the employees operate lack the collective dimension which is often associated with the practice of an occupation. The nature of the employment contract is also a determinant factor, in so far as the employees of individual service users have nowhere else to go during their working hours, whereas the employees of provider organisations, be they associations or private enterprises, can meet together from time to time on official business or socially in their employer's premises.

The physical isolation of employees during their working hours and their confinement in an area that often has to be shared with the beneficiaries of the services they provide may cause them distress. Although some employees highlight the human relationships that are taking root with their clients, they are unanimous in stressing the difficulty of coming to terms with the relationship of dependence in which they are immersed. For example, it is quite hard for them to 'switch off' entirely from their work when they are at home in the evening, and the concerns of their clients quickly become their own.

For employees who are not providing care, this isolation is even more intense, since they mostly do their work when the beneficiaries are absent, and the problem with their confinement in this case is not so much the feeling of responsibility for another person as a feeling of weariness with their duties as such. What they do in other people's houses is the same as they do at home. The repetition of the same movements throughout the day, at home and elsewhere, ultimately wears them down. These women begin to doubt their personal

abilities and lose their self-esteem, openly mocking themselves as ‘walking dusters, dish towels and brooms’.

Furthermore, it should be mentioned that the private sphere in which employees operate may be the scene of excesses on the part of clients.

Box 3.2

The isolation of employees is recognised as a real problem by several of the associations in our sample. The proposed solutions vary, but all of them seek to integrate women into a real or ‘virtual’ collective body. An association in Toulouse (*Initielles*), which is dedicated to the absorption of women into the active labour force by means of business start-ups, has tried to eliminate this isolation of women in the field of personal services by launching a project to establish a place of assembly for several heads of microbusinesses in the arcade of a large shopping centre, in which they would offer various services for the employees of the large companies in the surrounding area (ironing, for example).

On this point, the interviewed employees gave us several accounts of gender harassment. Ranging from simple ‘playful’ comments to repeated physical assaults, such behaviour is all the more distressing to employees when there is no external third party in the working context in whom they can confide.

3.3.4 Differentiation by sex in the recognition of qualifications

While the absence of men from our sample makes it quite difficult to analyse the extent to which equality of status and remuneration prevails between the sexes, we do nevertheless have some indicators of sex-related differences in the duties performed by employees. As we have seen in Part II, men are a very small minority (less than 3%) in the domain of domiciliary services and that they are virtually absent from the ranks of home helps. They are therefore more frequently covered by the collective agreement for domestic workers than by those for home helps. The collective agreement for domestic workers, however, makes a distinction between various levels of qualification, and it comes as no surprise to discover that the occupations which are more or less male preserves are classed at a higher level than those with the largest percentages of women. No male occupation, not even the lowest-skilled, is listed below Level 2 in the collective agreement (odd-job man), whereas all the ‘specific occupations’ listed at Level 5 (chauffeur, chef, etc.) are very largely male preserves. It would seem, in other words, that men are better able to secure recognition of the skill levels involved in the trades they ply as domestic workers, whereas women struggle to argue the case for recognition of the skills involved in the performance of indoor household tasks, skills which are still seen as being somehow innate.

3.4 Correlation between type of employer and working conditions

Employees’ working conditions depend on the type of employer and on the employee’s occupational status (cf. Part II). However, within the framework defined in the various collective agreements, employers have a fair amount of room for manoeuvre. This is particularly the case with the mixed associations, where employees covered by different collective agreements (the home help agreement and the domestic workers’ agreement) work side by side. Of the employees we met, 14 work for individual employers, 10 are employed by provider or intermediary associations, and 12 work jointly for individual employers

(through agency services) as well as for provider associations. Working conditions vary according to the employees' precise occupational status.

3.4.1 Domestic workers (employed directly or through agencies)

Domestic workers often have several contracts (one to six employers) in order to amass a reasonable number of working hours. Multi-employer situations are very commonplace in the realm of household services⁶³. Most contracts account for a fraction of a full working week. Childminders are the employees who come nearest to obtaining a full week's work out of a single contract. The widest differentials in terms of working hours are found among the domestic workers, some of whom have very short hours and some of whom have very long hours, far exceeding the national average (two of our interviewees work more than 55 hours a week).

Domestic workers are never paid a fixed monthly salary. They are paid by the hour and do not have regular weekly working hours. Their employment contracts often contain clauses stipulating a number of working hours, but this reference does not have the force of law. The field of personal services is exempted from many provisions of the Labour Code (Kerbouc'h, 1997), and employees are regularly subject to variations in their working hours:

Q. And when these people go on holiday or when they are absent, are you paid?

A. No, not with this type of care. But they tell you at the start. I worked for a nurse; her husband was a cardiologist and, okay, it was a time when I really had to work. You see, my husband had just lost his job; I had absolutely no choice but to go out to work. When you're held by the throat, you say yes, and then you get fleeced. Because when I signed my contract, she told me quite clearly that on the day when she wasn't working I would have to stay at home and wouldn't be paid, and right away I was the loser, because there were some months when she stayed at home for a week or ten days. She had time off in lieu, since she sometimes worked nights and sometimes days, and I was the 100% loser, and when I gave her notice that I would have to leave because of that, well, she was not happy; she was fuming; she said to me, "Yes, but you signed a contract, you agreed", so I said, "Yes, I agreed to it, but at the end of the day I'm no better off, and after all, I'm giving you three weeks notice that I'm going to give up this job; I'm not earning enough, and I can't make ends meet".

Q. And did you not know beforehand when she wouldn't be working?

A. No, no, there were months when I was ten days short; there were months when it was fifteen days, because she did night shift and day shift.

(Mrs N., aged 32).

Working for an agency association can limit the damaging effects of a drastic cut in working hours in that the association can make good the loss of earnings fairly quickly with new contracts. This, however, is done at the discretion of the association and does not constitute a right.

Only one employee who is directly employed by service users receives a fixed wage. She is even paid when her employers are absent. This is the result of a voluntary concession on the part of the latter. Some arrangements also materialise between employers and employees

⁶³ The national average works out at just over two employers per employee. Almost four out of every five jobs entail a weekly commitment of eight hours or less (DARES - Direction de l'Action de la Recherche, des Etude et des Statistiques – Directorate for the Promotion of Research, Studies and Statistics, 1995).

regarding holiday periods. Employees can be induced to work for several extra hours, to do a spring clean for example, which makes up for some of the lost working hours.

Box 3.3

The *Proxim'service* association administers working hours on the basis of employees' requests and the proximity of their homes. The coordinator does not penalise employees who turn down a contract on grounds of incompatibility of the proposed timetable with their family responsibilities. Moreover, the distribution of working hours is adapted to the needs of each employee. When the level of activity rises, the first priority is to meet any requests for additional hours that existing employees have made.

3.4.2 The home helps of the provider associations

In theory, the provider association is the sole employer of its home helps. The employees of the provider associations whom we met work between 25 and 39 hours a week. Apart from the employees of the Centre Communal d'Action Sociale (Communal Social Welfare Centre - CCAS), they do not receive a fixed monthly salary but are paid by the hour like domestic workers. Home helps can therefore experience fluctuations in their hours and in their pay too, but their contracts almost automatically state a minimum number of hours which the association is bound to procure for them. Admittedly, at 60 to 120 hours per month, this falls far short of a full-time contract.

It is important to mention the fact that several associations in our sample (*Savarahm*, SMD and ADPAM) are currently experiencing a fall in demand for provider services in the face of competition from agencies. In most cases the entire fluctuation in the associations' activity is absorbed by their employees. In order to maintain their volume of work, employees have to seek other contracts through an agency or with an individual employer, which is the most frequent scenario, or ask their employer association for replacement hours with other beneficiaries of its services.

Two distinct activity profiles coexist within provider associations. On the one hand, there are the employees who only worked for the home-help associations originally but who have now secured some employment contracts with individual employers to make up for recent reductions in their activity. On the other hand, there are employees who have obtained the bulk of their contracts from individual employers but who also work directly for the association in specific instances, particularly in the case of contracts with mutual societies to assist people who have just been discharged from hospital or who have met with an accident. Eight of the women in our sample work for both provider associations and agency associations. All but one of them work more than 30 hours a week, and in most cases they are close to working full-time or even do more than a full week's work (one woman works 45 hours a week). Only one of the women works part-time (22 hours a week).

Box 3.4

As an example of good practice in the provider associations, let us cite the case of an association based in Lyon (*Savarahm*), which distributes specific drops in activity among all its employees, thereby minimising monthly income fluctuations for the whole staff, and the case of other associations (ADPAM and SMD) which include a certain number of days' paid leave on employees' payslips at the end of each month in which the volume of activity has been below par.

3.4.3 Employees of intermediary associations

The women employed by intermediary associations are on fixed-term contracts, are paid by the hour and have no guaranteed volume of work. The legislative framework governing intermediary associations, which provides for exemption from welfare contributions in respect of each employee who works fewer than 750 hours in a year, prevents employees from obtaining a more regular work schedule. Each of the six employees whom we met does less than half a week's work. . It should be mentioned that four of the six women have a second job (either a contract with an individual employer or with a provider association). According to our interviews with managers of intermediary associations, the employees whose work can be classed as household/domestic-related employment are those who have given the longest service to these associations and who work most continuously throughout the year. In fact, the other employees, most of whom are men, are placed in private enterprises and have more lucrative contracts in terms of working hours, but these are far shorter contracts, ranging from a few weeks to a few months. However, the length of service of those employees in household/domestic -related jobs (which can extend up to two years) raises another issue. The aim of the intermediary associations is to promote the reintegration of those persons who have been out of the labour market. However, we have come across quite a few employees whose work for intermediary associations has continued beyond the normal period (because a demand exists), but they find this experience of limited value as a means of obtaining employment in other areas of the household services where there is greater security of tenure.

3.5 The various dimensions of working conditions

Besides the status of each individual employee and that of the employing body, it is possible to identify several other dimensions of working conditions in the domain of household services.

3.5.1 Annual leave

Despite the fairly clear legislative provisions in this domain, a number of domestic workers find it very difficult to obtain paid leave. Since they often have two or more employers, they may have to adapt their own periods of leave to the wishes of several households, which is not always easy. Moreover, when they are paid by CES service cheque, a 10% supplement corresponding to paid leave is included in their remuneration. However, since pay levels are very low, the savings effort required of employees is very difficult. Having been unable to leave this supplement in the bank throughout the year, employees find it impossible to stop working in order to take their leave.

A. Paid leave is included in our wages, so that means if you don't put it aside. In fact, the other employees, most of whom are men, are placed in private enterprises and have more lucrative contracts in terms of working hours, but these are far shorter contracts, ranging from a few weeks to a few months. (Mrs B., aged 23)

In the provider associations, employees have more regular periods of annual leave, which are fixed on a *pro rata* basis in accordance with the number of hours worked. The association generally organises replacements to guarantee the continuity of the service to its clients.

3.5.2 Official travel

Travel between the various places of work is a significant factor. On the one hand, there is the question of the real cost of journeys (use of a private car or, more frequently, public transport). Another question is that of payment for time spent in transit. Domestic workers

generally have to meet their own transport costs, and journey times are not included in their working hours. Some exceptions do exist. For example, two domestic workers in our sample receive season tickets for the public transport network by arrangement with their employer. Home helps are more likely to receive payment for the time they spend travelling between clients, which is either counted as working time or is reimbursed in the form of a flat-rate pay supplement. The employees of intermediary associations are not paid for the time spent travelling between assignments.

3.5.3 Pay levels

Pay levels in the realm of household services are largely determined by the various collective agreements (see Part II). The low levels of pay observed nationally are confirmed by our sample, particularly the domestic workers. Half of the 14 domestic workers we interviewed earn less than 3 000 francs per month, five earn between 3 000 and 5 000 francs, and two have monthly incomes in excess of 5 000 francs.⁶⁴ In this group, four women are subject to regular income variations in the order of 1 000 to 2 000 francs between certain months.

Important differences are discernible between the collective agreement for domestic workers and the collective agreements for home helps. For example, the collective agreement for domestic workers distinguishes between ‘multifunctional employment’, which essentially covers household work, and ‘employment of a family-related nature’ (*postes d’emploi à caractère familial*), which is defined as follows:

Their [i.e. the employees’] purpose is to look after the physical and mental comfort of adults or children. Within the framework of their defined working hours, they shall maintain a responsible presence and shall perform effective work in fulfilment of their particular function. The hours of responsible presence shall be those hours devoted to the family-type surveillance of a natural person without the performance of effective work. (*Convention Collective Nationale des Employées de Maison* [National Collective Agreement for Domestic workers], Article 25).

Payment for time spent maintaining a ‘responsible presence’ may correspond to two-thirds of the rate of pay prescribed by the collective agreement. However, whatever the number of hours of effective work and responsible presence, and even where no effective work has been performed, a minimum of 25% of total working hours must be remunerated at the full basic rate multiplied by the appropriate coefficient⁶⁵. In the final pay calculation, working hours regarded exclusively as hours of responsible presence must be remunerated at a minimum rate equivalent to 75% of the rate for effective work.

So, for example, for a full-time post of a family nature (50 hours) which solely comprises the maintenance of a responsible presence (minding a child or an elderly person, for instance), the employee’s pay would be based on 37½ hours’ work.

A. I think it was an out-and-out bloodsucker who created it [the collective agreement for domestic workers], because it’s inhuman when you see a person working for ten hours a day, and then they turn round and say that there are active hours and passive hours in there. What does that mean, active hours and passive hours? You care for the child; those are active hours, when it’s awake; you play games, you feed it, you clean it up. And when

⁶⁴ The amounts quoted here are net of welfare contributions and before deduction of income tax.

⁶⁵ National Collective Agreement for Domestic workers, Article 16.

you're doing passive hours in their eyes, that's when the child's having its nap, but I'll tell you what I do when the child's asleep – I do the dishes, I do housework, I do the ironing. I don't call that passive, so I think...

Q. And do you have passive hours in your contract?

A. It comes to the same thing, because I've got a standard contract; it's a contract based on the agreement; everybody has the same one. [...] It gives us a net monthly salary of 5 200 francs a month for working nine to ten hours a day; I find that appalling. (Mrs N.V., aged 32).

Apart from a few exceptions, seniority has no effect on pay levels for domestic workers. Most employees are paid 40.22 francs an hour (national minimum wage). In fact, the various seniority increments on the pay scale relate to length of service with the same employer, not to the employee's seniority in his or her occupation. Whenever there is a change of employer – a frequent occurrence, given the aim of this type of work – the number of years' seniority for remuneration purposes reverts to zero. Irrespective of that rule, it is rare for years of service to be taken into account at all, even if they have been accumulated with the same employer (Labruyère, 1996).

Employees who work for both provider associations and agencies have two completely different types of status and enjoy two completely different sets of rights, often in respect of the same work.

Q. And do you do agency work?

A. Yes, I do it, I've done it, when I'm short of hours; it doesn't bother me. The only thing that bothers me as an agency worker is that, as a home help, I have this seniority, I'm recognised as that, whereas as an agency worker, unfortunately, I'm not paid on the basis of my seniority and qualifications; the bureau [those responsible for household services] doesn't want to commit itself when they offer me contracts.. (Mrs F.L., aged 45).

From a purely legal point of view, pay levels for home helps working in provider associations are always identical to those for domestic workers (SMIC horaire - national hourly minimum wage). The provider associations, however, take qualifications and seniority into account when determining an employee's position on the pay scale⁶⁶. In addition, home helps are never paid at a reduced rate for hours spent maintaining a 'responsible presence', and they may also be eligible for payment of idle time in the event of a client's unforeseen absence. The incomes of the employees of provider associations whom we met were higher and far less disparate than those of domestic workers⁶⁷. The employees who combine work for a provider association with agency work have a slightly lower income than those employed exclusively by provider associations⁶⁸.

⁶⁶ On paper, the 1983 collective agreement for home help provides for slower progression in terms of seniority increments (eight years at the basic rate) than the collective agreement for domestic workers.

⁶⁷ Seven of the women in our sample earn between 4 000 and 6 000 francs per month, and only one is paid less than 3500 francs a month. One woman exceeds 6 000 francs every month, and another reaches 6 500 francs on occasion. To these amounts should be added the annual bonuses received by two employees of the Communal Social Insurance Fund (CCAS), which are in the order of 4 000 francs each year.

⁶⁸ Five individuals have monthly incomes of 3 000 to 4 000 francs, three earn between 4 000 and 6 000 francs, and two people exceed 6 000 francs. In these cases too, incomes fall significantly when visits to a client are cancelled (between 500 and 2 000 francs in some months).

It was in the intermediary associations that we encountered the lowest pay levels. Most of our interviewees earn between 2 000 and 3 000 francs per month. Only one employee ever exceeds that amount, earning up to 4 000 francs from time to time. We should mention that four out of the six women from intermediary associations do not work exclusively for that body; they also have contracts with individual employers or with another association. In spite of that, their incomes are still very low. Half of them supplement their pay with unemployment benefit or with a form of income support, such as a top-up payment under the minimum work-programme income (RMI) scheme or lone-parent benefit. None of the employees of intermediate associations whom we met, however, seemed to be tempted to give up their low-paid employment because of the counterattraction of the existing income-support payments (the RMI or an allowance from the Association for Employment in Industry and Commerce (ASSEDIC)).

Box 3.5

The *Service de Maintien à Domicile* association in Lyon asks individual employers who use their agency service not to include hours of responsible presence in the calculation of working hours and to take account of the employee's years of service in the realm of domiciliary support in contracts concluded through the agency. The ADOQ association, which is also based in Lyon, asks employers to take account of the qualifications that employees have obtained, even if those qualifications are not officially recognised in the collective agreement. The administrative team has drawn up a pay scale based on the principal diplomas in the field of personal services. In fact, individuals availing themselves of childminding services often demand higher standards, particularly as regards the educational aspect of the service, than those demanded for any other kind of household service. The association therefore strives to make these individuals aware of the efforts required on all sides to establish a truly professional and competent service.

These arrangements are incumbent on the associations as a means of retaining the services of their most highly qualified employees, who regularly undergo training, often at their own expense. By rewarding them for this, the associations seek to avoid an excessively high turnover of staff.

The *Multi Service Entraide* association in Toulouse tries to combat the precariousness of the terms of employment in the realm of household services by setting the hourly minimum rate of pay at 45 francs, which is above the minimum hourly rate laid down in the collective agreement.

Three factors encourage these women to continue working in spite of the poor return they receive from their labours. On the one hand, if they work less than a certain number of hours, they can now receive payment of the difference between their income and the official subsistence minimum⁶⁹. Moreover, these women demonstrate a strong desire to practise their occupation. Paid employment seems to offer the only way out of their present difficulties in the long term. So their aim is to improve their conditions of employment gradually so that they can eventually shake off the constraints imposed on the lowest-paid members of society. Lastly, in the case of those whose husbands are working, their household income exceeds the ceiling for RMI eligibility and automatically disqualifies them from personal benefits.

3.5.4 Social-security cover

All of the interviewed employees receive minimum social-security cover. In France, the same rights that full-time employees enjoy were made available to part-time employees in the early eighties. We should mention, however, that seven members of our sample who work for

⁶⁹ This provision was adopted for the minimum work-programme income (RMI) in 1998.

individual employers do not have direct access to this cover by virtue of their own paid employment but are covered either through the Association for Employment in Industry and Commerce (ASSEDIC) or through their husbands.

The difference in status between agency and provider associations, however, also give rise to quite significant differences in terms of access to social-security rights. In fact, until 1 January 1999, domestic workers did not have a welfare scheme that entitled them to sickness benefit. Moreover, the administration of sick leave is often complicated by the involvement of more than one employer. Employees must go through the same administrative process for each employer. In addition, domestic workers do not have access to the services of specialists in occupational medicine, whereas such provision exists for the provider associations.

3.5.5 Staff meetings

The employees of the provider organisations are able to attend meetings of the workforce, which are not necessarily prescribed in the collective agreements. Three of the larger provider associations in our sample organise such meetings, and two of them pay their employees for the time they spend there. These meetings enable employees to express themselves on the subject of their work, and it is there that weekly work schedules are organised and individual cases followed up. Sometimes people from outside the organisation (physicians or psychologists) are invited to take part in these meetings. .

A. The meetings are intended as a round-table discussion, [...] we explain at the start what we are doing for any new clients; well, we do that the first couple of times, then everybody knows the picture more or less, so if there aren't any problems we don't talk about them; if there are problems with others, we discuss them amongst ourselves so that anyone who had to replace us if we took ill one day would know the score and wouldn't make the same mistakes, because sometimes you spend years with a person, and there are things you just don't do. So the meetings are mainly for saying what stage we're at with our people. Sometimes we have speakers who come – the last time we had a psychologist, we've had physiotherapists, we've had health and hygiene courses. It's to get us together a bit to find out how everyone's getting on, to hear what's being done with other clients [...]. It lets us get to know each other too. And then it's really reassuring, you certainly do go away feeling happier, you know, and it lets us sort things out – that's the good thing about it. (Miss L.Z., aged 28).

In the provider associations which do not organise general meetings, the employees have the benefit of individualised case monitoring by the service-management team.

Two agencies – or associations acting primarily as agencies – in our sample hold occasional staff meetings (once every quarter), but staff are not entitled to payment for the time they spend there, so very few of them attend the meetings. The service managers, who recognise the importance of this type of exchange, cite financial constraints as the main obstacle to general staff meetings in agency organisations. In fact, in the agency framework, the organisation of the work process is funded from an element in the administration fee that individual employers pay to the association. This element, however, is insufficient to cover the cost of regular general staff meetings and the inclusion of such meetings in employees' working hours. In general, it barely provides enough to pay the administrative team.

Nevertheless, in most of the agency associations, the employees' inputs into the process of regulation, coordination and supervision (submitting worksheets, producing assignment reports, introductory meetings with clients) are delivered in the employees' own time and in an individualised manner. According to the interviews conducted with the service managers, employees are quite simply encouraged to seek advice from their superiors if a specific problem arises with an individual employer.

For domestic workers on direct contracts, there are obviously no collective staff bodies.

Box 3.6

The *Savaram* association in Lyon organises compulsory staff meetings within working hours at fortnightly intervals. The meetings alternate between case updates and discussion groups on wider subjects with contributions by external speakers. These meetings are important occasions for the employees, enabling them to iron out problems and to discuss matters relating to carer-client relations. This part of the work cycle is designed to foster cooperation and exchanges of knowledge.

3.5.6 Opportunities for employees to express themselves

Five large provider associations (with more than 50 employees each) have a works council which enables employees to express themselves on the activities of the association as well as giving them access to a number of social benefits (luncheon vouchers, TES service vouchers, holiday vouchers, cut-price cinema tickets, etc.). Four of those associations have a dual function as agencies and providers. Their employees who only work with individual employers on an agency basis do not have official access to the benefits offered by the works council, which is why they have an incentive to obtain at least a few hours' work on the provider side of the association.

3.5.7 Further training

In the collective agreements for home helps, three national qualifications are recognised: the *Certificat d'Etat de Travailleuse Familiale* (National Certificate for Family Care Assistants), the *Certificat d'Aptitude aux Fonctions d'Aide à Domicile* (certificate of aptitude for home-help duties – CAFAD) and the *BEP Sanitaire et social* (Vocational Studies Certificate in Health and Welfare). Numerous courses in domiciliary services exist in local training establishments, notably the Rockefeller College in Lyon, but certificates from these courses are not recognised nationally as training qualifications and are not taken into account in official pay scales.

While home helps are not automatically given places on further-training courses, the way in which the provider organisations have traditionally operated is nevertheless conducive to this practice. In our sample, 10 of the 15 home helps in this category have regular access to training courses. Regular training is most readily available in the large associations (CCAS, ADPAM and *Savaram*). Two of our interviewees have been able to take the CAFAD certificate in the course of their employment with these provider associations.

When employees work in a mixed organisation, the training arrangements on the provider side are often accessible to agency employees too. These training courses to which we refer here are mostly short courses and tend to be of a practical nature (movement and postures, health and hygiene, first aid), but they can also cover more theoretical aspects of the employees' activity (child psychology, the psychology of old age, Alzheimer's disease, dealing with death, etc.).

For employees who only work for agencies or are employed directly by clients, training opportunities are far fewer, and almost all training has to be done in the employees' own time. Moreover, until the end of 1998 no training was recognised in the collective agreement for domestic workers. Since that date, a training fund has been established, financed from an employer's contribution amounting to 0.15% of each employee's pay. But, according to the interviews with the service managers of the associations, the available resources are still far from sufficient to cover the cost of training and to guarantee a minimum level of remuneration for employees while they are on training courses. In the intermediary associations, training is not necessarily seen in the same light, because their commitment to integration entails compulsory periods of training (refresher courses, motivation courses, etc.). However, in the field survey, we only met one employee who had obtained a training course through an intermediary association.

Box III.7

The SMD association in Lyon tries to devise training plans for the employees of its agency service, who rarely benefit from that opportunity. Since the available funding was insufficient, SMD developed a partnership arrangement with an integration association (ARPEJ) in order to set up a training programme, which was financed by the Rhône-Alpes Regional Council. The programme is organised on a very *ad hoc* basis (only one session has been organised to date) and depends on highly irregular injections of funding. The administrative team, however, considers that staff training is an indispensable condition of higher service quality.

3.6 Reconciling work, family responsibilities and community activities

3.6.1 The relationship between working hours and family time

Fifteen women in our sample have dependent children, but only three of them have a child below the age of five. Ten have grown-up and independent children, while eleven have no children.

The employees in the field of household services do not seem to have experienced any particular difficulty in responding to the various calls on their time. Most of their assignments at clients' homes take place on weekdays during normal working hours (8 a.m. to 7 p.m.), when their husbands and children are out of the house in any case. Only five of the women have late hours and work beyond 8 p.m. Two of them – a divorcee and a widow – have dependent children. While eleven women do regular or occasional weekend work, only three of them have dependent children. The longest hours are worked by childminders, three of whom do about ten hours a day, but childminders often have older and relatively independent children.

This ability to manage the temporal aspects of family and working life is reflected in working hours which are longer on average among employees with dependent children than among those with none. The childminding arrangements used by the mothers of very young children are minding the child at the employer's house, putting the child into a crèche or entrusting it to a registered childminder. The older children generally have school lunches, with the exception of one child whose mother finds the service too expensive. Five women with dependent children said that they chose their working hours on the basis of their children's school timetables and strongly emphasised that opportunity when enumerating the advantages

of their job. Far from bemoaning excessive restrictions on their family life, one-third of our sample, many of them mothers, wish to increase their working hours.

3.6.2 The relationship between paid household services and householders' own domestic activity

Among the women in the sample, it is possible to identify two approaches to the distribution of family duties in the home. The first approach is adopted by older women with children, many of whom have experienced a period of full-time housewifery. They describe a minutely detailed housework plan with days reserved in advance for particular chores. Even though they complain about the burden of this work, they still would not dream of seeking help from the other members of their household. On the contrary, these women say that they take advantage of their limited working hours to do their housework in the absence of their children or husband.

The second approach tends to be adopted by younger women, who have no children in many cases and whose working lives have been more continuous. Their system operates on the basis of joint responsibility, each partner specialising in particular household tasks. Cooking or washing up, emptying the bins and shopping might be the male domain, for example. This system is often described and advocated as an egalitarian solution, even if the number of hours' work assigned to the male partner never matches the woman's workload. It nevertheless allows a certain degree of flexibility in the organisation of working hours, since the male partner is able to perform the most vital tasks (preparing the meal and looking after the children, for example) in the event of his companion having to change her plans at short notice.

It would seem that the adoption of this second approach is in direct relation to the women's occupational experience. Eight women in total said that they had changed their input of housework after starting work in the realm of household services. While some of these women cited the constraints that are common to all working people (timetables, length of the working day, travel time), others pointed to the specific nature of their employment as the main motivating factor behind a fairer sharing of household responsibilities.

A. It's true that I try to keep my flat clean, but since I've been a home help, specially in the weeks when I do a lot of it, I come back home in the evenings, and I don't feel like cleaning and tidying, I'll tell you that honestly, and I must say I'm sorry for those people who have children and have to clean up their house when they get home and have to look after their children. It's really not an easy job, and I honestly do think now that [...] my boyfriend started to do the dishes because I just didn't feel like it. I'd been working, sweeping, dusting, doing the dishes, cleaning bathrooms and so on. You come back home in the evening, and you just want to do nothing, you know, to do something else, to go out for a walk. (Miss A.O., aged 25, SMD)

The more rewarding experience of performing household tasks in other people's homes helped to bring about the same change in another woman's own home.

Q. In what respect does your employment affect your own housework?

A. Well, I'll explain it to you, because when I work with my clients, they appreciate my work, but when I'd first started, I'd get home and do my housework here and they had no appreciation at all. I mean that there was no point in doing all these things. The place was just as dirty the next day; it was as if I hadn't done anything. So I decided not to do it from then on. That was it, that's the reason, because at home the children and my husband show no appreciation. (Mrs B.P., aged 31).

3.6.3 The relationships between working hours, family time and time devoted to community activities

The desire to promote the welfare of others has been a distinctive characteristic of home-help services ever since they came into being in the voluntary sector, and indeed this motivation is present in some form or another in virtually all the accounts rendered by the interviewed employees. The idea of service to the community was expressed many times over and is a *leitmotiv* of the personal commitment that pervades the sphere of household services in spite of the exceptionally difficult working conditions that typify those services. As far as helping the elderly and childminding are concerned, the employees expressed a strong sense of identification with the values underlying the work of the home-help associations, namely greater consideration of needs and therefore a higher standard of service than that provided by collective facilities such as retirement homes and crèches.

However, few employees are heavily involved in voluntary work or active members of an association. Three employees in our sample are trade-union activists⁷⁰, one is a staff representative and one has a high degree of involvement (amounting to 30 hours a week) in a civic association of a social nature. As for the other employees, their non-working hours are essentially invested in their family and married life, where a particularly significant amount of informal mutual assistance takes place.

The employees' fairly modest involvement in formal civic associations is perfectly in line with their social origins and occupational status. The most recent surveys on membership of civic associations in France (Donnat, 1998) confirm the low level of collective involvement and the key role played by social status⁷¹. (Table 3.2).

If the employees in the sample do not take advantage of their frequent shortage of working hours to become involved in other areas, this is partly because they are only 'bogus part-timers'; one-third of the women in the sample have a regular or occasional secondary job⁷², and more than half of them 'extend' their official working hours with two or three hours of travelling between assignments. More than anything else, it is this 'unaccounted' time that weighs on the other areas of their lives and limits their social involvement.

For those who operate in a collective framework, the absence of regular trade-union activity does not in any way prevent the staff from mobilising themselves on an ad hoc basis to demand specific improvements in their working conditions, to negotiate for the reimbursement of petrol costs for journeys made in their own vehicles or for the provision of working material (gloves, overalls, etc.).

Conclusions of Part 3

The field survey confirms to a very great extent the information gathered from other sources about the working conditions of employees involved in the direct provision of services to households (see Part 2) while adding indispensable details regarding the ways in which the

⁷⁰ All three are employees of a provider association.

⁷¹ While 63% of the French population are not members of any association, club or other organisation, the figure for women is 69%, as against 57% for men; for unskilled workers the non-participation rate is 80%, compared with 65% of those with a BEP/CAP vocational-training certificate. (Donnat, 1998).

⁷² This may be another regular employment contract or more occasional activities, such as extra hours from their current employers or work for people who are not regular clients.

organisation and management of human resources in this domain affects the lives of those employees. It clearly emerges that the most detrimental forms of employment in terms of impact on employees' family lives, on their professional development and on their full participation in civic life are those in which the relationship between employer and employee has been subject to increasing individualisation. The short hours that these employees work do not seem to reflect any wish on their part to restrict their activity to a few hours a week. On the contrary, it appears to signal a high level of involuntary underemployment. Employment in the field of household services seems to be entirely compatible with a balanced family life, provided that the employee does not have to shoulder the whole burden of running the family home. Similarly, it is not so much the job itself that generates a low level of civic involvement outside the family but rather the low levels of qualification and remuneration that are almost systematically associated with the domiciliary services.

The vast majority of the employees in our sample identify with the values that underlie the provision of personal services. However, other jobs also offer the opportunity for them to develop their skills in personal relations and care provision. These jobs outside the narrow field of direct household services often seem like an El Dorado to the employees within that field, so much higher are the pay levels, so much better the prospects of advancement, than on the path they tread from day to day. While the great majority of the employees did not choose to work in the direct provision of household services, this was not because they did not like the work – quite the contrary – but rather because the quite erratic nature of their progression into (or back into) employment had closed all other doors to them – at least for the time being. That is why they were relatively content to take on other people's 'dirty work', the sort of work that people offload, either because of increasing physical dependence or because the cultural and economic status of the household permits them to do so. What the employees unanimously deplore, on the other hand, is the permanent antithesis between the social value of the work they perform ("What would I do without you?") and the poor rewards it attracts in terms of pay and social status. The survey clearly demonstrates that this antithesis arouses more acute feelings of bitterness and helplessness among those who work in isolation outside any collective framework.

This observation is largely confirmed by the service managers. It is worth noting that most of the good practices which take place, and which are proclaimed as such, in our two cities explicitly or implicitly entail the reconstruction of a collective framework and the restoration of the conditions that prevail within a traditional relationship between employer and employees. These good practices are being introduced in a context in which the excessive individualisation and flexibilisation of employment contracts are being recognised as major problems, both on the employees' side and within employer bodies.

This, then, is the background against which we wish to formulate the recommendations for the future with which we shall round off this report.

4. Job growth in the household services in a context of gender equality

4.1 Résumé of the variables determining job growth in the field of household services

The authors of the 1997 report on the *Contrat d'Etude Prospective* (Forward Study Contract) identified a number of variables that will influence the potential for job growth in the field of household services in the years to come. We have summarised their hypotheses to help the reader to understand the complexity of this domain and the host of factors which are likely to influence it. (Table 4.1) While the long-term demographic trends seem to favour the development of employment in the provision of household services, a greater degree of uncertainty surrounds the other three categories of variable. In order to place our recommendations within a firmer framework, we shall proceed from the hypothesis that satisfiable demand will not fall below the equivalent of its present level.

4.2 Evaluation of current measures and trends

These recommendations necessitate a rapid analytical review of the impact of the policy measures that have been taken with the explicit aim of promoting employment in the provision of direct services to households in France. These policies cover a number of specific objectives which are not always mutually compatible (cf. Part 1). In fact, a number of tensions come to the surface as soon as we try to assess the effects of these measures in the light of the proclaimed objectives.

4.2.1 Stimulation of satisfiable demand

Two types of measure have been adopted with a view to stimulating demand for household services. Firstly, there are those which are designed to cut labour costs for households (1.6.1) and secondly, those aimed at strengthening purchasing power on the demand side (1.6.3). While the budgetary cost of these measures is reasonable, especially when compared with the cost of unemployment benefit (1.6.11), it has now exceeded the projected amount, which raises the question whether the newly created jobs can be preserved in the event of public spending cuts (1.6.11). The success of the family-related employment initiative in terms of job numbers needs to be put into perspective when we consider it in relation to the other objectives pursued by the public authorities.

The provisions designed to reduce labour costs are twofold: on the one hand, there is the reduction in the VAT rate payable by provider and intermediary associations; on the other hand, there is the exemption from employers' social security contributions for private persons employing domestic staff (directly or through an agency). Private companies are not entitled at the present time to either of these recruitment incentives. The application of these measures seems to run counter to the aim of promoting competition in the realm of household services in order to secure their long-term viability (1.6.7), since the measures do not create a level playing field for all employers in the market. While these provisions were adopted with the aim of 'protecting' the provider associations, which have been active for many years on behalf of the least privileged members of society, they have paradoxically contributed to a decline in the activity of provider associations and an increase in the activities of agencies, intermediary organisations and in direct employment. Most of the provider associations have felt themselves compelled to create a parallel agency structure in order to stem the mass exodus of their wealthier clients. This differentiation of financial concessions on the basis of

employers' status does not make the domain of household services any more transparent (1.6.4), because it fosters a diversity of charges levied by different organisations for the same service. Consequently, it is difficult to identify the real 'value' of the work provided by each operator. This obscurity leads to a devaluation of household services and, by the same token, of the employees who perform them.

Moreover, the tax concessions granted to employer households can only benefit the wealthier half of the French population, since only 50% of households are liable to pay income tax, and thus they can scarcely be regarded as amounting to even-handed public intervention (1.6.10).

4.1.2 The creation of new jobs

Although the measures designed to stimulate demand have undoubtedly spurred the spectacular rise in the number of employees in the domestic services sector, they have also helped to dismantle the structure of the household-service system. Some of these new employees have actually been working in the provision of household services for a very long time. In this regard, the campaign to eliminate undeclared employment is bearing fruit (1.6.6.). Others have found an opening after being out of the labour market or unemployed for varying lengths of time. The capacity of the household services sector to absorb people who have been excluded from the labour market seems to be relatively high, although it must be said that the openings for men are far fewer in number than those for women. The fact that previous domestic experience is of advantage in applying for a job in the field of household services is a plus point in the struggle to improve access to the labour market for unemployed women and for women who have been economically inactive for a lengthy period, (1.6.1) although it does nothing to promote job desegregation in this field (cf. the objectives of the French National Action Plan on employment).

On the other hand, however, the financial provisions introduced have contributed directly to the demise of traditional labour relations (1.6.9). The predominance of direct employment and agency activity as engines of job creation certainly does not augur well for an improvement in service quality (1.6.5). Numerous factors combine to restrict the opportunities for staff training in these types of venture. Several indicators show that organisations above a certain size are best equipped to reduce the risk of excessive individualisation of labour relations which is a by-product of spiralling demand. However, apart from the TES service-voucher scheme, the present mechanisms militate in favour of direct employment and agencies, with working conditions for employees which are a throwback to those of the servant class of the 19th century rather than the prototype for a new model of economic activity for the third millennium. While collective childminding facilities or homes and centres for the elderly or disabled have long demanded that their staff be trained to a certain standard, there is nothing to prevent beneficiaries of the child homecare allowance (AGED) or service-cheque (CES) users from employing a completely unqualified person to do almost exactly the same job as the staff of those establishments. This brings home the fact that the aim of integrating the least-privileged (1.6.2) is difficult to reconcile with the aim of stringent control of service quality (1.6.5).

Likewise, while the decision to support activities taking place within the home as a matter of priority was intended to avoid competition with the substitutional activities that are already firmly established in the domain of personal services, in the long term it will lead to the isolation and seclusion of employees, whereas investment in collective places of work is an entirely feasible option for certain activities (such as laundering and ironing). Such facilities

would help to develop demand by avoiding the need for the members of the average household to cope with the presence of an employee within their own home.

Finally, the very piecemeal nature of the great majority of the new jobs raises some doubts about their ability to satisfy, either now or in the future, the contemporary aspirations of women to self-reliance and self-determination. The number of employees working part-time in the provision of household services who wish to increase their working hours testifies to the reality of these aspirations and to the difficulties experienced by women who try to satisfy them.

4.1.3 Structuring the domain of household services for sustainability

Several field studies examining the future of household services have indicated the extent to which households struggle to find their way through the labyrinth of the fragmented range of household services on offer. Ignorance of the financial advantages and characteristics of the available services combine to encourage households to opt for self-reliance (and therefore over-investment by women in the home) rather than avail themselves of commercial services. Without some degree of transparency on the supply side in terms of price, quality, place of delivery, etc., it is not surprising that the households which have decided to outsource some of their everyday chores prefer to operate by word of mouth and ultimately opt for direct employment. The difficulties encountered by companies issuing service vouchers in marketing them to works councils are more a reflection of a fragmented supply structure than a genuine lack of demand.

The diversity of occupational status among those who deliver domestic services is also a source of tension. While management and labour, and especially the trade unions, have denounced the threat to the fundamental rights of employees arising from the fragmentation of structures and workplaces, they are reluctant to contemplate the complete harmonisation of the various existing collective agreements for fear of initiating a levelling-down process. The rapid growth in the number of workers covered by the collective agreement on domestic workers nevertheless exposes the domain of household services to the risk of developing at two different speeds. (1.6.10). On the one hand, there would be the few thousand employees who benefit from the progress made on the home-help side, while on the other hand there would be a mass of individuals in isolated places of work (with no labour inspections and no access to occupational medicine, etc.), and who would struggle to assert even the meagre rights they are accorded under current legislation. The historical bipolarity of the domain (home-help services and commercial household services) no longer means much to the great majority of employees, who blithely switch from one to the other, depending on the nature of their contracts. While the quality of the services rendered and of the jobs created will remain a priority of all the relevant players (employers, public authorities, volunteers, beneficiaries and employees) in the future (1.6.5 and 1.6.9), a minimum degree of harmonisation of requirements and training processes is essential. By the same token, the adoption of measures designed to keep the most highly qualified employees in the domain of household services, preventing their 'flight' into the traditional institutions, presupposes the standardisation of career patterns, coupled with specific mechanisms to promote the development of a corps of professional household service managers.

4.3 Recommendations

- **Preservation of government measures to back demand with purchasing power:** Public support designed to bolster demand has proved very effective and appears to attract a wide consensus, especially if it is part of a policy to promote employment and to ease the domestic and family burdens that weigh heavily on women. It seems preferable, however, to support the user households directly rather than to reduce labour costs. Differentiation of government aid to bring it into line with the aforementioned political priorities could be the best option in this case. This practice could usefully serve to support policies for the promotion of gender equality, with a greater provision being made to women on occasion if their professional development (training sessions and courses, etc.) so warrants or if such provision would promote their return to the labour market after a period of economic inactivity.
- **Gradual phasing out of the CES service cheque in favour of the TES service voucher:** The obligation for households to use the services of an approved association in order to benefit from the TES service voucher is a significant advance as compared with the conditions governing the use of the CES service cheque. The ravages of direct employment are sufficiently well documented today to warrant a significant redirection of the allowances and concessions granted to households. Besides the desired benefits in terms of working conditions and specific training opportunities for employees, the TES service voucher encourages the active involvement of the 'social partners' (employers, trade unions and works councils), which gives rise to genuine opportunities for non-public funding to encourage job growth in the domain of household services. The involvement of the various economic players in the organisation of household services for the benefit of their employees also ought to reduce the continuing reluctance to entrust positions of responsibility to women in the persistent belief that the burden of household and family responsibility which they have (or might one day have) to shoulder makes them less able to devote the necessary time and attention to their official tasks. The question of vouchers for those who are not in employment will obviously have to be examined in detail. Involvement of the pension funds and mutual benefit societies in the distribution of TES service vouchers should not be ruled out *a priori*.
- **Structuring of the local supply system:** The fragmentation and the lack of transparency of the supply structure are two major handicaps to the development of a salaried household services sector and will be even greater handicaps when it becomes the norm to go through intermediary organisations. The limited experience that has been acquired in the operation of one-stop service platforms within confined geographical areas has shown them to be effective, but fears of unfair competition among employer bodies are often a barrier to the implementation of such initiatives. The involvement of a public body in the planning and implementation of projects for the coordination of localised services has often proved to be the decisive factor. The decentralised State services (DDTE⁷³ and the DRTEFP⁷⁴) could help by assuming in a more systematic manner the role of initiators and motivators of measures designed to promote awareness of the range of locally-available services. The city councils could also be involved in this sort of campaign. Targeted financial assistance to associations that involve themselves actively in this type of project could persuade them of the benefits of better coordination.

⁷³ *Direction Départementale du Travail et de l'Emploi* - Departmental Directorate for Labour and Employment

⁷⁴ *Direction régionale du travail, de l'emploi et de la formation professionnelle* - Regional Directorate for Labour, Employment and Vocational Training

- **Communication and provision of information to potential users:** There is an evident lack of knowledge concerning rights and responsibilities in relation to household services. An information campaigns conducted at regular intervals (the start of the school year, etc.) which targets potential TES service-voucher users appears desirable. Following the example of the vigorous campaign to advertise the CES service cheque, the provision of informative brochures in places of work and public leisure facilities could elicit a public response in terms of regular or occasional recourse to commercial services. Such materials could be adapted to the local context, for example by containing the telephone number of the departmental service platform.
- **Standardisation of the collective agreements:** While the gradual abandonment of direct personal recruitment as the main form of employment in the sphere of household services will serve to improve the working conditions of domestic workers, it does not help to resolve the problem of inequalities between employees resulting from the diversity of contractual provisions that apply to household services. Because of the reluctance of the representatives for the most highly skilled occupational groups in the field to contemplate harmonised rules - for fear of losing their vested rights – caution must prevail. A consultation and coordination exercise involving all the players in the field of household services, however, seems to be a feasible option. The object of this exercise would be to ensure that all employees engaging in the same service activities are covered by the same provisions in terms of their basic working conditions, and particularly their pay levels.
- **Harmonisation of training processes:** Similarly, the provisions governing initial and further training need to be recast. While a highly trained staff is unanimously recognised as a *sine qua non* condition of development in the field of household services, the requirements in terms of paper qualifications or experience must not close the door on those who, because they have been out of the labour market or because their certificates date back some time, are particularly vulnerable to unemployment and exclusion. Imagination and innovation will be required if these two demands are to be met. The role of further training would seem to be crucial. The reduced effectiveness of the range of training programmes for the occupations involved in the provision of household services merits more detailed analysis. A diagnostic study of the qualities sought by employer bodies and households could serve as a starting point for a broader discussion on common training goals.
- **Opening up the way to professional development and promotion:** Although employment in the field of household services provides an entry or re-entry point to the labour market for a growing number of women, it is too rarely accompanied by real prospects of development, career advancement and promotion. For that reason, the employees with the highest levels of educational attainment and social skills often spend a brief time in these jobs, using them as a stepping stone to more prestigious areas of the job market where the financial rewards are greater. The high level of staff turnover is a real problem for service managers and does nothing to encourage either continuity of demand or service quality. The development of collective operational structures and the expected expansion of the market, however, will inevitably lead to the emergence of new job profiles (service coordinator, official representative, communications officer, head of marketing, quality manager, customer-liaison officer, human-resources manager, etc.), to which posts the most efficient employees could aspire. The establishment of further-training awards of the DESS⁷⁵ type could accompany the improvement in career prospects in household services.

⁷⁵ *Diplôme d'Etudes Supérieures Spécialisées* - Diploma of Specialised Studies

- Review of the approval criteria: The approval process is currently based on *a priori* criteria. Organisations applying for “simple” or “quality” approval must furnish proof of their ability to provide quality services while ensuring proper working conditions for their employees. In some places the heads of the decentralised public services place a voluntary limit on the number of approvals they grant in each part of the territory under their responsibility, which imposes a virtual monopoly situation on service users. In the event of a dispute with the approved body for their local area, users cannot satisfy their needs by formally employing an employee of another body. While such practices are designed to limit the destabilising effects that recent legislation might have on the long-established home care service associations, they seem to prejudice the effective development of household services in the longer term. A system of *a posteriori* evaluation could usefully be added to the approval process, so that the authorities could check that the organisations were honouring their various commitments, especially those relating to staff training.
- **Promotion of job desegregation:** The percentage of men in the household services has been decreasing since the mid-sixties, and there is nothing to suggest that this trend will be spectacularly reversed in the coming years.

While the aims of the French national action plan in relation to gender equality emphasise the instruments that have been put in place to encourage the entry of women into the traditional ‘male bastions’, not a word is written about the creation of equality in the occupations that have become female preserves. This is clearly due to the low prestige traditionally associated with professions involving the provision of household services and to the idea that the close similarity between these jobs and women’s role in the home equips women particularly well for this type of work, whereas men are somehow regarded as inherently incapable of performing the same tasks. However, personal services are among the areas targeted by the public authorities in their ‘new collective services’ scheme, the purpose of which is to promote the absorption of young unemployed people into the labour force. There is nothing in the wording of the policy paper to suggest that any distinction based on sex will operate when job opportunities become available. An increase in the proportion of men in the domain of household services appears desirable from several points of view. First of all, their presence would help to put an end to the persistent idea that the qualities required for these occupations are inborn. Secondly, their demands in terms of pay and conditions, which have always been stated more vigorously, could benefit all employees in the field – provided, of course, that great vigilance was exercised to avoid any internal division of the market into male and female segments. Finally, the domestic skills acquired by these men in the framework of their employment could usefully be ‘recycled’ in the family home, leading to a fairer division of domestic responsibilities between spouses. So perhaps the increasing involvement of men in the life of the household will lend fresh impetus to the externalisation process, thereby increasing the demand for commercial household services and ensuring that they will be a source of quality jobs for future generations of women AND men.

Tables

Tables for the Introduction

Table 0.1: *Potential labour supply by gender and by age (M = male / F = female)*

Outside the labour market			
Age bracket	Distant from the labour market	Could be mobilised in the short term	Close to or already in the labour market
Young people aged 15-24	<ul style="list-style-type: none"> • M + W in higher or university education • M conscripts • F carers for young in male breadwinner countries 	<ul style="list-style-type: none"> • M + F in tertiary, post-compulsory and vocational education • M + F discouraged workers and the “fully” inactive • F mothers of school-age children 	<ul style="list-style-type: none"> • M + F unemployed • M + F work placements/traineeships for unemployed • M + F involuntary part-time work
Prime-age group aged 25-54	<ul style="list-style-type: none"> • M + F permanently sick or disabled • F carers for young in male breadwinner countries • W informal economy workers 	<ul style="list-style-type: none"> • M + F discouraged workers and the “fully” inactive • M + F informal economy workers • F mothers of school-age children 	<ul style="list-style-type: none"> • M + F unemployed • M + F work placements/traineeships for unemployed • F unemployed wanting to work excluded from statistics by domestic commitments • W involuntary part-timers
Older persons aged 55-64	<ul style="list-style-type: none"> • M + F permanently sick or disabled • M early retired on high benefits • F long-term housewives • W informal economy workers 	<ul style="list-style-type: none"> • M + F discouraged workers • M informal economy workers • M + F early retired on low benefits • M early retired /unemployed/ c ategorised as sick/disabled • W early retired in some countries 	<ul style="list-style-type: none"> • M+ F unemployed • M + F involuntary part-timers

Source: *Rubery et Smith (1999) The future European Labour Supply, Report of the European Commission, DG V, Employment and social affairs, Bruxelles, p. 15.*

Table 0.2: *Typology of European Welfare States*

Type of Welfare State	Country example	Main features
Nordic “Everyone a breadwinner”	Sweden Denmark Finland	<ul style="list-style-type: none"> • The benefit system is a mixture of flat-rate payments plus a wage-related second tier. • The individual is the usual unit of entitlement for benefits and taxation • Citizenship or residence is a common basis of entitlement. Family status is infrequently used. • Benefits for caring are well established • Public services are widespread
	Netherlands	
Continental Europe 1. “Modified male breadwinner” 2. “Male breadwinner”	Belgium France East Germany West Germany Austria Luxembourg	<ol style="list-style-type: none"> 1. “Modified male breadwinner” <ul style="list-style-type: none"> • Good childcare provision 2. “Male breadwinner” <ul style="list-style-type: none"> • Low childcare provision <p>Both:</p> <ul style="list-style-type: none"> • The individual is most frequently the unit of entitlement but family status is also an important consideration. • Employment contributions are the main basis of entitlement to benefits. • The value of the benefits is tied closely to the recipient’s former wages. • Benefits for caring are rare • Services are available on a low to medium basis
Liberal “More than one breadwinner”	United Kingdom	<ul style="list-style-type: none"> • The benefit system is a more or less equal mix of social insurance and means-tested payments. • The individual and collective units are of roughly similar importance and family status is also important. • Employment contributions and need are twin pillars of entitlement. • Benefits are flat rate and low level. • Benefits for caring are quite well-established. • Public services have a medium (but decreasing) availability.
	Ireland	
Mediterranean “Family breadwinner”	Spain Greece Italy Portugal	<ul style="list-style-type: none"> • Social insurance is the main plank of the benefit system. A social safety net, means-tested or otherwise, is practically non-existent. • The individual is the most common unit of entitlement. • Benefits for caring are rare • Public services are poorly developed.

Source: Rubery et Smith (1999) *The future European Labour Supply*, Report of the European Commission, DG V, *Employment and social affairs*, Bruxelles, p. 27.

Tables for Part 1

Table 1.1: *The reasons cited by households for not using chargeable household services, France, 1995*

Reason for not using a salaried household service (several answers possible)	Households not using salaried services at the time of the survey
You prefer to do it yourself	81.9%
There is no need	72.6%
It is not within your budget	55.6%
You use a member of the family	34.6%
You see it as a "luxury"	27.3%
It is against your principles	17.0%
A friend or neighbour provides it on a voluntary basis	14.7%
You do not know how to go about it	12.2%
You have had difficulty finding someone suitable	6.5%
Experience in the past left you dissatisfied	3.6%

Source: CEP⁷⁶, 1997, p. 96.

Table 1.2: *Chargeable and non-chargeable household services provided, France, 1996*

Nature of the service	Households using a chargeable community service (in thousands)	Households using a chargeable or free community service (in thousands)
Regular domestic help	1 800	5 000
Assistance with children aged under 11	1 340	2 100
Assistance for dependent people	870	1 200
Total	3 500	7 700

Source: INSEE⁷⁷ (1996) *Enquête « Conditions de vie des ménages »*.

Table 1.3: *Chargeable household services used by monthly household income, France, 1995*

Monthly income bracket	Households
Less than 3 000 francs	3.1%
Between 3 000 and 4 500 francs	3.1%
Between 4 500 and 6 000 francs	6.3%
Between 6 000 and 9 000 francs	4.8%
More than 9 000 francs	24.2%

Source: CEP (1997), p. 90.

⁷⁶ *Contrat d'Etude Prospective - forward study contract*

⁷⁷ *Institut national de la statistique et des Etudes Economiques - National institute for statistics and economic studies*

Table 1.4: *Actual and potential use of a chargeable household service by household socio-professional category, France, 1995*

Socio-professional category	Households currently using a chargeable domestic service	Households likely to use a chargeable domestic service in the future
Farmers	7%	22%
Craftsmen, tradesmen	6%	27%
Senior management	26%	42%
Intermediary professions	6%	23%
Employees	4%	16%
Workers	1%	7%
Retired	11%	22%
Other inactive categories	7%	14%

Source: *CEP (1997), p. 91.*

Table 1.5: Summary of legislative employment promotion measures, France, 1973-1998

	Assisted commercial employment	Assisted non-commercial employment	Vocational training schemes	Early retirement incentives
1973-1974	CEF ⁷⁸ (1975-1983)		Creation of the AFPA ⁷⁹ Creation of the FFPPS ⁸⁰ (1972)	Special FNE ⁸¹ benefit for persons aged between 60 and 65 (1964-1979) Income support for persons aged between 60 and 65 (1972-1983)
1976-1980	Youth employment pact ⁸² (1977-1982): CEF, training periods, exemption from social security contributions Exemption from work-related contributions for apprentices (1979) Support for the unemployed setting up their own businesses		Youth employment pact (1977-1982): vocational rehabilitation and probationary training schemes Refresher courses (1976-1990)	
1981-1983	Local employment initiatives (1981-1987) Removal of legislative constraints on part-time work		Vocational and social rehabilitation training schemes (1982-1990) Regional training schemes (1983) FNE/CLD training schemes (1983-1989)	Retirement at 60 Special FNE benefit for persons aged between 55 and 59 (1981) CSPD ⁸³ (1982-1983)
1984-1985	Alternating training: Probationary contracts and vocational rehabilitation contracts (1984) SIVP ⁸⁴ (1984-1991)	TUC ⁸⁵ (1984-1989)	Modular training courses (1985-1989)	Exemption from job search (1984)

⁷⁸ *Contrat emploi-formation* – work-training scheme

⁷⁹ *Association pour la Formation Professionnelle des Adultes* – Association for adult vocational training

⁸⁰ *Fond de la Formation Professionnelle et de la Promotion Sociale* – Fund for vocational training and social promotion

⁸¹ *Fond national pour l'emploi* – National employment fund

⁸² *Pacte pour l'emploi des jeunes* – Youth employment pact

⁸³ *Contrat Solidarité, préretraite démission* – early retirement and resignation-related employment promotion scheme

⁸⁴ *Stage d'initiation à la vie professionnelle* - Vocational preparation training periods

⁸⁵ *Travaux d'utilité collective* – community work

Table 1.5: Summary of legislative employment promotion measures, France, 1973-1998 (cont.)

	Assisted commercial employment	Assisted non-commercial employment	Vocational training schemes	Early retirement incentives
1986-1987	Exemption from social security contributions for the recruitment of young people or alternating training Contract under an alternating training job promotion scheme (1987-1989)		Training periods under an alternating training job promotion scheme (1987-1989) Agreement on reconversion (1987)	
1988-1991	CRE ⁸⁶ (1989-1995) Exemption for first employee (1989) EIs ⁸⁷ (1990) Exemption for young people (1991-1993)	CES ⁸⁸ (1990)	Individual credit for training young people (1989) Rehabilitation and training initiatives (1990-1993)	
1992-1998	Family-related employment (1992) Wage-related exemptions from family allowance contributions (1993) 30% reduction in social security contributions for part-time work (1992) CIE ⁸⁹ (1995)	CEC ⁹⁰ (1992) CEV ⁹¹ (1996-1997) Youth employment scheme (1997)	Vocational development and rehabilitation training courses (1994)	ARE ⁹² (1995)

Source: Holcblat N., Marioni P., Roguet B., 'Les politiques de l'emploi depuis 1973', in *Données sociales 1999*, Paris, INSEE, 1999.

⁸⁶ *Contrat de retour à l'emploi* - return to employment contract

⁸⁷ *Entreprises d'insertion* - reintegration enterprises

⁸⁸ *Contrat Emploi Solidarité* – employment promotion contract

⁸⁹ *Contrat initiative emploi* - employment initiative scheme

⁹⁰ *Contrat emploi consolidé* – consolidated employment scheme

⁹¹ *Contrat emploi ville* – Urban regeneration scheme

⁹² *Allocation de remplacement pour l'emploi* – Replacement allowance for early retirement

Tables for Part 2

Table 2.1: *Use among households of domestic services, France, 1996*

Nature of the service	Households assisted (in thousands)	Expenditure (billions of francs)	Hours paid (in millions)	Full-time job equivalents
Regular domestic help	1 800	20.6	500	250 000
of which household employees	1 370	18.5	447	-
of which private enterprises	117	0.1	2	-
of which other service providers	334	0.9	16	-
Help with children aged under 11	1 340	16.7	1 290	230 000
Support for dependent people	870	8.0	440	220 000
Total	3 500	45.0	2230	700 000

Source: *Flipe et Olier (1996) INSEE Première, no. 481, August. 1996.*

Table 2.2: *Domestic services users, France, 1980-1997*

Year	Employers
1980	417 720
1986	368 803
1987	470 567
1991	515 435
1994	692 782
1995	570 675
1998	1 200 000

Source: *IRCEM*⁹³ (1998) and *FEPPEM*⁹⁴ (1999)

Table 2.3: *Places in childcare institutions, France, 1976-1996*

Type of institution	1985	1990	1996	Trend 1985-1996
Local crèches	87 200	112 400	135 100	+ 55%
Family crèches	46 400	61 500	61 100	+ 32%
Playschools	13 300	12 000	11 300	- 15%
Day nurseries	38 800	55 700	66 200	+ 71%
Total number of places	185 700	249 700	273 700	+ 47%
Estimated jobs (*)	81 000	105 000	120 000	+ 48%

(*) *Calculated on the basis of 1 job per 2.28 places*

Source: *CAE*⁹⁵ (1998) 159.

⁹³ *Institut de Retraite Complémentaire des Employées de Maison* - Household Employees' Supplementary Pension Institute

⁹⁴ *Fédération des Employeurs Particuliers d'Employés de Maison* - Federation of Individual Employers of Household Staff

⁹⁵ *Conseil d'Analyse Economique* - Economic Analysis Council

Table 2.4: *Places in infant schools, France, 1970-1998*

	1970-1971	1980-1981	1990-1991	1997-1998
Public	38 861	58 402	68 301	68 498
Private	686	1 067	1 363	1 038
Total	39 047	59 469	69 664	69 536

Source: MENRT⁹⁶ (1998) *Repères Référence statistiques sur les enseignements et la formation, Paris*

Table 2.5: *Enrolment of children in public or private educational establishments by age, France, 1970-1998*

School year/age	1970-1971	1975-1976	1980-1981	1985-1986	1990-1991	1994-1995	1997-1998
2	17,9	26,6	35,7	31,9	35,2	35,4	34,7
3	61,1	80,4	89,9	93,3	98,1	99,6	100,0
4	87,3	97,3	100,0	100,0	100,0	100,0	100,0
5	100,0	100,0	100,0	99,7	99,2	100,0	99,4
Total for 2 -5	65,4	75,9	82,1	82,6	85,5	84,4	84,0

Source: MENRT (1998) *Repères Référence statistiques sur les enseignements et la formation, Paris*

Table 2.6: *Enrolment of children aged 2 in educational establishments in Midi-Pyrénées, Rhône-Alpes and France, 1993-1994*

Midi-Pyrénées	Rhône-Alpes	France
50%	41%	35.3%

Source: INSEE Rhône-Alpes (1998) *Tableaux économiques Rhône-Alpes 1998* and INSEE Midi-Pyrénées (1998) *Tableaux économiques Midi-Pyrénées 1998*

Table 2.7: *Childcare facilities for children aged under 6 in Haute-Garonne, Midi-Pyrénées, Rhône, Rhône-Alpes and France, 1996*

	Local crèches	Family crèches	Playschools	Day nurseries	Places in crèches per 100 children born in 1992, 1993, 1994	Places with registered childminders per 1 000 children aged less than 3	Places in family crèches per 1 000 children
Midi-Pyrénées	5344	-	90	3388	6.8	154	38
Haute-Garonne	3690	1878	50	1822	10.3	-	-
Rhône-Alpes	10504	5312	343	10661	4.9	246	26
Rhône	4423	1664	16	3028	6.7	-	-
France	134655	63100	11651	64650	6.2	185	-

Source: INSEE Rhône-Alpes (1998) *Tableaux économiques Rhône-Alpes 1998*, INSEE Midi-Pyrénées (1998) *Tableaux économiques Midi-Pyrénées 1998* and MES⁹⁷ (1998) *Chiffres et indicateurs départementaux*.

⁹⁶ Ministère de l'Éducation Nationale, de la Recherche et de la Technologie – Ministry of Education, Research and Technology

⁹⁷ Ministère de l'emploi et de la solidarité – Ministry of Employment and Solidarity

Table 2.8: *Employees in institutions caring for the elderly, France, 1997*

Type of institution/ Occupation	Retirement homes attached to public hospitals	Public retirement homes	Private retirement homes	Sheltered housing	Other independent establishments	TOTAL (*)
Registered nurses	4 156	3 487	3 097	652	24	11 416
Psychiatric nurses	93	94	55	18	-	260
Registered auxiliary nurse	12 729	11 519	10 355	2 467	71	37 141
Other paramedics	281	236	518	115	3	1 153
Hospital employees	12 751	17 007	26 672	4 394	3 000	63 824
Total staff (*)	30 010	32 343	40 697	7 646	3 098	113 794

(*) Staff in full-time job equivalents.

Source: *MES SESI*⁹⁸ (1997)

Table 2.9: *Community housing facilities and domestic help arrangements among persons aged 65 or over in Midi-Pyrénées, Rhône-Alpes and France, 1992*

	Midi-Pyrénées	Rhône-Alpes	France
Collective housing facilities (*)	147 places per 1 000 persons aged 75 or over	186 places per 1 000 persons aged 75 or over	167 places per 1 000 persons aged 75 or over
Persons with domestic help arrangements	5.9%	5.8%	5.7%

(*) Includes sheltered housing, retirement homes and hospital long-term care units

Source: *FNORS*⁹⁹ (1992) data at 31.12.1992

Table 2.10: *Persons employing a household employee by category, 1993-1997*

	1993	1994	1995	1996	1997	Trend 1994-1997
Traditional employers aged under 70	350 000	371 000	331 000	307 000	288 000	-22.4%
Traditional employers aged over 70	321 000	347 000	349 000	398 000	387 000	+11.5%
AGED ¹⁰⁰ recipients	21 000	25 000	46 000	66 000	76 000	+204%
Users of the CES service cheque scheme	-	8 800	176 000	290 000	396 000	+4 400%
Total	692 000	751 800	902 000	1 061 000	1 147 000	+52.6%

Source: *DARES*¹⁰¹ (1998), *Premières synthèses* 98.10, N° 43.2

⁹⁸ *Service des statistiques, des études et des systèmes d'information* – Statistical data, studies and information systems service

⁹⁹ *Fédération nationale des observatoires régionaux de santé* – National federation of regional health observatories

¹⁰⁰ *Allocation de garde d'enfant à domicile* - Child homecare allowance

¹⁰¹ *Direction de l'Animation de la Recherche des Etudes et des Statistiques* – Directorate for the promotion of research, studies and statistics

Table 2.11: *Cost of childcare facilities, France, 1996*

	Cost (billions of francs)	No. of children using the facilities (in thousands)	Cost per year per child
AGED + tax reductions	3	93,8	31 983
AFEAMA ¹⁰² + tax reductions	7,5	433,5	17 301
Day nurseries	9,3	273,7	33 979
APE ¹⁰³	15	582	25 773
Infant school	55	249	220 884

Source: CAE (1997)

Table 2.12: *Principle approved personal services associations by activity, France, 1992-1995*

Activities of approved associations	1992	1993	1994	1995	Average annual change 1992 - 1995
Total					
Equivalent in full-time jobs	44 400	47 600	49 900	52 200	+5.5%
Hours	78 400 000	84 000 000	88 900 000	98 800 000	+8.0%
Agency activities					
Equivalent in full-time jobs	6 300	8 600	10 500	13 100	+27.7%
Hours	12 700 000	17 400 000	21 300 000	26 500 000	+27.7%
Provider activities					
Staff	87 500	89 900	92 300	95 100	+2.8%
Equivalent in full-time jobs	38 100	39 000	39 400	39 100	+0.8%
Hours	65 700 000	66 600 000	67 600 000	72 300 000	+3.3%
Proportion of agency activities (% of hours)	16.3%	20.9%	24.1%	26.8%	-

Source: CEP (1997), p. 32.

¹⁰² *Aide à la Famille pour l'Emploi d'une Assistance Maternelle Agrée* – Family assistance for the employment of a registered childminder

¹⁰³ *Allocation parentale d'éducation* – parental education allowance

Table 2.14: *Activities of approved personal services structures in the Départements of Haute Garonne and Rhône, 1998*

Activities of approved associations	Employees		Hours		Hours/employees/month	
	Rhône	Haute-Garonne	Rhône	Haute-Garonne	Rhône	Haute-Garonne
Providers	53.4%	39.4%	48.4%	53.6%		
Annual total	-	-	2 507 014	1 799 930	-	-
Monthly average	3 524	2 532	208 918	149 994	59,23	62,14
Agencies	46.6%	60.4%	51.6%	53.6%		
Annual total	-	-	2 673 067	1 553 815	-	-
Monthly average	3 076	3 877	222 755	129 484	72,40	34,24
Businesses	0.06%	0.2%	0.08%	0.2%		
Annual total	-	-	4 255	6 494	-	-
Monthly average	4	13	355	541	87,48	40,08
Total	6 604	6 422	5 184 336	3 360 239	-	-

(*) Estimated figure for number of hours/number of employees provided by the DDTE¹⁰⁴

Source: *DDTE for Rhône (1997) and DDTE for Haute-Garonne (1998)*

Table 2.14a: *Approved facilities by legal form and type of activity, Rhône, 1997*

Legal form/ Activity	Association	IA ¹⁰⁵	CCAS ¹⁰⁶	Private companies	Total (*)	%
Provider and agency	48	-	2	-	50	48
Provider only	7	-	9	2	18	17
Agency only	17	-	-	-	17	16
Provision of care	-	19	-	-	19	18
TOTAL	72	19	11	2	104	100

(*) Data from the file for approved associations in the Rhône

Source: *DDTE Rhône (1997)*

Table 2.14b: *Approved facilities by legal form and type of activity, Haute-Garonne, 1998*

Legal form/ Activity	Association	IA	CCAS	Private enterprise	Total (*)	%
Provider and agency	29	-	-	-	29	47
Provider only	9	-	1	4	14	23
Agency only	1	-	-	-	1	2
Provision of care	-	18	-	-	18	30
TOTAL	39	18	1	4	62	100

(*) Since the file for approved associations in Haute-Garonne is updated less frequently than in the Rhône, the data obtained from the EPPE¹⁰⁷ survey was incorporated (insofar as possible)

Source: *DDTE Haute-Garonne (1998) and EPPE (1999)*

¹⁰⁴ *Direction Départementale du Travail et de l'Emploi* - Departmental Directorate for Labour and Employment

¹⁰⁵ *Association intermédiaire* – Intermediary association, operating in the field of vocational development and reintegration

¹⁰⁶ *Centre Communal d'Action Sociale* – communal social welfare centre

¹⁰⁷ *Emplois de proximité, projet européen* – European project on employment in community services

Table 2.15: *Size of approved association by type of service, Rhône, 1997*

Employer bodies	Fewer than 10 employees	11-50 employees	50-100 employees	> 100 employees	TOTAL (*)
Haute-Garonne	2	9	7	10	28
%	40%		60%		
Rhône	12	42	25	25	104
%	52%		48%		
TOTAL	14	51	32	35	132
%	49%		51%		

(*) For the Haute-Garonne, this figure does not include the 34 bodies not covered by the DDTE
 Source: *DDTE Haute-Garonne (1998) and EPPE (1999)*

Table 2.16: *Size of approved association by type of service, Rhône, 1997*

Legal form/Activity	Fewer than 10 employees	11-50 employees	50-100 employees	> 100 employees	TOTAL
Provider and agency	-	20	16	14	50
	40%		60%		
Provider only (*)	7	16	4	10	37
	62%		38%		
Agency only	5	6	5	1	17
	65%		35%		
TOTAL	12	42	25	25	104

(*) Including provision of care by IAs
 Source: *DDTE Rhône (1997)*

Table 2.17: *Needs met by the approved associations in the Rhône, Haute-Garonne and France, 1997*

	Rhône		Haute-Garonne		France	
	Hours	%	Hours	%	Hours	%
Provider activities	2 547 315	48.5	1 806 424	53.7%	64 143 000	46.5
Housework	856 923	16.5%			25 592 000	18.5%
Odd jobs	27 783	0.5%			359 000	0.3%
Learning-support	2 716	0.05%			681 000	0.5%
Childminding	239 656	4.6%			1 320 000	0.9%
Support for elderly persons	1 220 226	23.5%			31 872 000	23.1%
Other	200 011	3.8%			4 319 000	3.1%
Agency activities	2 562 064	51.5	1 553 815	46.2%	73 746 000	53.5
Housework	513 021	9.8%			18 981 000	13.8%
Childminding	496 287	9.6%			10 222 000	7.4%
Support for elderly persons	1 590 081	30.7%			43 688 000	31.7%
Other	-	0.0%			855 000	0.6%
Total	5 184 336	100%	3 360 239	100%	137 889 000	100%

Source: *DDTE Rhône (1997) and DDTE Haute-Garonne (1998)*

Table 2.18: *Principal tasks undertaken by household helps and household employees, France, 1997*

Principal tasks	Household helps	Household employees	Total
Education, health, information	36.7%	5.7%	20.8%
Produce, manufacture	0.3%	1.2%	0.8%
Maintain, repair, install	1.5%	4.9%	3.2%
Cleaning, housework, supervision	61.6%	88.2%	75.2%
Reception, telephone switchboard, secretarial duties	0.1%	0.0%	0.0%

Source: *CEP (1997)*

Table 2.19: *Employment in the domestic services sector, France, 1975-1996*

	1975	1982	1990	1994	1995	1996	1998
Census	360 780	204 000	214 800	-	-	-	-
Employment surveys	-	330 000	300 000	382 000	427 000	470 000	522 364

Source: *INSEE (1975) (1982) (1990) Recensement de la population and INSEE (1982) (1990) (1994) (1995) (1996) (1997) (1998) Enquête emploi.*

Table 2.20: *Salaried household employees, France, 1980-1997*

Year	Household employees
1980	509 886
1986	461 555
1987	378 361
1991	382 564
1994	467 269
1995	901 800
1997	1 141 000

Source: *IRCEM¹⁰⁸ (1997)*

Table 2.21: *Registered childminders, childminders and family care assistants, France, 1982 – 1997*

	1982	1990	1997	Change 1982-1997
Registered childminders, childminders and family care assistants	188 244	261 444	222 000	+ 18%

Source: *INSEE (1982) (1990) Recensement de la population, and INSEE (1997) Enquête emploi.*

¹⁰⁸ *Institut de Retraite Complémentaire des employées de maison* - Household employees' supplementary pension institute

Table 2.22: Registered childminders by sector of activity, France, 1996

Place of work	Registered childminders
Social welfare establishments	6 295
CGs ¹⁰⁹	36 249
Municipal corporations	23 413
Other (*)	264 800
Total	357 757

(*) So-called “free during the day” registered childminders
Source: *MES (1996)*

Table 2.23: Domestic services employees by sex, France, 1998

Domestic services employees	Employees	%	Household helps (*)	Household employees (*)
Men	23 617	4.5%	1.9%	6.3%
Women	498 747	95.5%	98.1%	93.7%
Total	522 364	100%	100%	100%

(*) Data for 1997
Source: *INSEE (1998) Enquête emploi and CEP (1997)*

Table 2.24: Household helps by sector of activity, France, 1995

	Total	%	Equivalent in full-time jobs
Social welfare establishments (*)	48	0.05%	36.7
Housing establishments for elderly persons	314	0.4%	256.6
CGs	1 343	1.6%	713.0
Household help and family care services	82 784	98%	-
Social security bodies	13	0.02%	-
Total	84 502	100	-

(*) Establishments and services for children and disabled adults or adults in difficult circumstances
Source: *SESI (1998) Les professions sociales et éducatives en 1996, SESI no. 301, April*

Table 2.25: Salaried household helps and household employees, France, 1994-1994

	Employees in 1994	% 1994	Employees in 1995	% 1995
Total for domestic services, of which:	382 000	-	427 000	-
PCS 56 31 – Household helps	196 000	51.3%	207 000	48.6%
PCS 56 32 – Household employees	186 000	48.6%	220 000	51.4%

Source: *INSEE (1994) (1995) Enquête emploi*

¹⁰⁹ *Conseil Général* - General Council

Table 2.26: *Size of businesses employing household helps and household employees, France, 1997*

Number of employees	Household helps	Household employees	Total
None	45.2%	89.3%	67.7%
From 1-10	11.9%	7.3%	9.5%
From 10-50	13.8%	0.9%	7.2%
From 50-100	7.2%	0.9%	4.0%
> 100	21.9%	1.6%	11.6%

Source: CEP (1997)

Table 2.27: *Types of businesses employing household helps and household employees, France, 1997*

Nature of the body	Household helps	Household employees	Total
National government	1.8%	0.0%	0.9%
Territorial authorities, hospitals, CCAS, subsidized housing	41.4%	3.4%	21.9%
Social security bodies	0.4%	0.2%	0.3%
Other private bodies (approved associations, individuals)	56.5%	96.4%	77.0%

Source: CEP (1997)

Table 2.27: *Types of businesses employing household helps and household employees, France, 1997*

Nature of the body	Household helps	Household employees	Total
National government	1.8%	0.0%	0.9%
Territorial authorities, hospitals, CCAS, subsidized housing	41.4%	3.4%	21.9%
Social security bodies	0.4%	0.2%	0.3%
Other private bodies (approved associations, individuals)	56.5%	96.4%	77.0%

Source: CEP (1997)

Table 2.29: Educational level of household helps and household employees, France, 1997

Highest diploma obtained	Household helps	Household employees	Total
No diploma	27.0%	49.8%	38.7%
CEP ¹¹⁰	23.5%	28.9%	26.3%
Technical secondary studies (CAP ¹¹¹ , BEP ¹¹² , BEPC ¹¹³)	35.5%	18.7%	26.7%
Baccalauréat ¹¹⁴ or equivalent	11.9%	2.1%	9.8%
Diploma or university graduate courses	2.4%	0.5%	1.4%

Source: CEP (1997)

¹¹⁰ *Certificat d'Etudes Primaires* – certificate of primary education

¹¹¹ *Certificat d'aptitude professionnelle* - vocational training certificate

¹¹² *Brevet d'enseignement professionnel* - vocational studies certificate

¹¹³ *Brevet élémentaire du Premier Cycle* – lower level vocational studies certificate

¹¹⁴ *Baccalauréat* – upper secondary school leaving certificate

Table 2.30: *Household helps and household employees by age, France, 1997*

Age	Household helps	Household employees	Total
Under 25	7.8%	5.0%	6.3%
25 -30	8.3%	8.1%	8.2%
30 -35	13.3%	9.7%	11.4%
35 -40	16.3%	10.7%	13.4%
40 -45	16.5%	14.9%	15.7%
45 -50	16.0%	15.3%	15.6%
50 -55	10.2%	14.3%	12.3%
55 -60	9.3%	14.6%	12.0%
Over 60	2.4%	7.7%	5.0%

Source: *CEP (1997)*Table 2.31: *Domestic services employees in part-time work ,France, 1975-1996*
As a %

Domestic services	March 1975	March 1981	March 1990	March 1992	March 1994	March 1995	March 1996
Men	-	-	45.3	-	37.2	48.0	36.4
Women	43.4	53.5	68.0	64.1	62.4	63.7	66.0
Total	-	-	67.1	-	61.4	63.1	64.9

Source: *INSEE (1975) (1981) (1990) (1992) (1994) (1995) (1996) Enquête emploi.*Table 2.32: *Working time of domestic services employees by sex, France, 1998*

Working time	Full time		Part time > 15 hours		Part time < 15 hours		Total	
	Employees	%	Employees	%	Employees	%	Employees	%
Total	176 421	33.8	212 727	40.7	133 216	25.5	522 364	100.0
Men	14 097	59.7	6 114	25.9	3 406	14.4	23 617	100.0
Women	162 324	32.5	206 613	41.4	129 810	26.0	498 747	100.0

Source: *INSEE (1994) (1995) Enquête emploi*Table 2.33: *Customary weekly working time of household helps and household employees, France, 1997*

Customary weekly working time	Household helps	Household employees	Total
Part time, of which	60.3%	74.1%	67.2%
Less than 15 hours	11.8%	37.1%	24.8%
From 15-29 hours	37.1%	31.4%	34.0%
From 30-34 hours	11.4%	5.6%	8.4%
Full time, of which	29.9%	20.6%	25.2%
From 35-39 hours	22.0%	13.1	17.3%
More than 39 hours	7.9%	7.5	7.9%
No customary working time	10.1%	5.6%	7.8%

Source: *CEP (1997)*

Table 2.34: *Hopes expressed by part-time household helps and household employees on their working time*

Hopes expressed by part-time employees	Household helps	Household employees	Total
Want to increase their working time, of which	46.5%	42.6%	44.1%
Want to work full time	29.2%	25.5%	27.1%
Want more hours (but not full time)	17.3%	17.1%	17.0%
Do not want more hours	53.5%	57.4%	55.7%

Source: CEP (1997)

Table 2.35: *Working hours of household helps and household employees, France, 1997*

Working hours	Household helps	Household employees	Total
Same time each day	51.4%	65.1%	58.5%
Shifts (as a team)	4.2%	0.7%	2.4%
Hours varying from day to day	44.4%	34.2%	39.1%

Source: CEP (1997)

Table 2.36: *Monthly salary of household helps and household employees by age, France, 1997*

	Household helps	Household employees	Total
Under 2 500 francs	27.9%	52.7%	40.7%
Between 2 500 and 4 000 francs	29.5%	22.2%	25.7%
Between 4 000 and 5 000 francs	13.7%	10.7%	12.1%
Between 5 000 and 6 000 francs	11.3%	7.7%	9.7%
Between 6 000 and 7 000 francs	5.6%	3.9%	4.7%
More than 7 000 francs	11.6%	3.0%	7.1%

Source: CEP (1997)

Table 2.37: *Marital status of household helps and household employees, France, 1997*

	Household helps	Household employees	Total
Widow living alone	7.6%	10.8%	9.2%
Single-parent families	11.4%	7.8%	9.5%
Childless couples	18.8%	26.2%	22.6%
Couples with children	59.5%	54.0%	56.7%
Other	2.7%	1.2%	1.9%

Source: CEP (1997)

Table2.38: *Employment situation of household helps and household employees a year previously, France, 1997*

	Household helps	Household employees	Total
Professionally active	84.7%	85.0%	84.8%
Unemployed (registered or otherwise)	6.2%	6.4%	6.3%
Studies, training	3.2%	0.6%	1.9%
Retired, early retirement	0.3%	0.6%	0.5%
Housewife	5.0%	6.5%	5.8%
Inactive, other	0.6%	0.9%	0.7%

Source: *CEP (1997)*Table 2.39: *Classification/remuneration under the collective agreement on household employees, France, 1999*

Level	Criteria	Multiskilled jobs Household tasks and family care	Employment of a family-related nature (EFRN)	Specific tasks	Gross hourly wage (francs)	Monthly wage (174 hours)
Beginner	Less than six months in the profession	Household employee		Cleaning lady	National hourly minimum wage 40.22	National monthly minimum wage 6 998.28
Level 1	Operating under the responsibility of the employer	Household employee		Cleaning lady Family ironer	40.44	7 029.60
Level 2	Experience of the profession and ability to take the initiative Sense of responsibility Employer present or absent Diploma recognised by the professional branch	Qualified household employee	Care assistant, Companion, Childminder	Odd job man/woman Learning-support	41.10	7 151.40
Level 3	Responsibility Autonomy Qualification		Care assistant II Day nurse, not involving medical care	Qualified cook Housemaid Butler Lauderer Qualified ironer Personal secretary	41.50	7 221.00
Level 4	Full responsibility Totally autonomous Qualification	Highly qualified household employee with responsibility for all household tasks and family care	Night nurse, not involving medical care		42.15	7 334.10
Level 5	Highly specialised		Nurse Housekeeper	Steward Chauffeur Head cook	44.82	7 798.68

Source: *FEPEM (1999)*

Table 2.40: Household services, Lyons and its outskirts, 1999

Name	Municipality	DDTE approval (x)	Services
Home help	BELLEVILLE	X	Support for elderly persons
CCAS	BRON	X	Support for elderly persons
AD'AGE	CALUIRE	X	Support for elderly persons
Service d'Aide à Domicile	CALUIRE	X	Support for elderly persons, housework
CCAS	CHAMPAGNE MT D'OR	X	Support for elderly persons
Rhône Alpes Assistance	CHAMPAGNE MT D'OR	X	Support for elderly persons
ADMR ¹¹⁵	DARDILLY	X	Support for elderly persons
VVV	DARDILLY	X	Housework
ADAPA	DECINES	X	Support for elderly persons, housework
MSD	DECINES	X	Support for elderly persons, housework, learning support, childminding, odd jobs
Service Mandataire Ecullois	ECULLY	X	Support for elderly persons, housework
CCAS	FEYZIN	X	Support for elderly persons, housework
Ouest services	FRANCHEVILLE	X	Support for elderly persons, childminding
SAPAMI	FRANCHEVILLE	X	Support for elderly persons
SIGPAH	FRANCHEVILLE	X	Housework
Accolade	LYONS	X	Support for elderly persons
ADN SERVICE	LYONS	X	Housework, learning support, childminding, odd jobs
ADOQ	LYONS	X	Support for elderly persons, housework, learning support, childminding
L'Age d'Or Service	LYONS	-	Support for elderly persons
Aide à domicile 5 ^{ème} et 9 ^{ème} arrondissement	LYONS	X	Support for elderly persons, childminding
Aide aux personnes âgées de Saint Rambert	LYONS	X	Support for elderly persons
Aider	LYONS	X	Housework
Aide médico-ménagère	LYONS	-	Support for elderly persons
Allo Nounous	LYONS	-	Childminder (domiciliary)
Alter Ego Service	LYONS	-	Support for elderly persons
Amilis	LYONS	-	Childminder
APAFPH	LYONS	X	Support for elderly persons, housework
ARDAS	LYONS	X	Support for elderly persons
Ardas (Enfant Do)	LYONS	X	Childminder
Ariel Services	LYONS	X	Support for elderly persons, housework, childminding, odd jobs
Astère	LYONS	X	Housework, childminding, odd jobs
Association Rhodanienne Gardienne d'enfants	LYONS	-	Childminding
Balmont Ménage	LYONS	X	Housework
Camélia	LYONS	-	Support for elderly persons
French Red Cross	LYONS	X	Support for elderly persons, housework, childminding
Dépann'Famille	LYONS	X	Childminding
DNS service	LYONS	-	Support for elderly persons
Domus Vivendi	LYONS	X	Support for elderly persons
Ecole Rockefeller	LYONS	X	Support for elderly persons, childminding
Espace Neuf	LYONS	X	Housework, odd jobs
Help'service	LYONS	X	Support for elderly persons

¹¹⁵ Aide à Domicile en Milieu Rural – Home help in rural areas

Table 2.40: Household services, Lyons and its outskirts, 1999 (cont.)

Name	Municipality	DDTE approval (x)	Services
Huitième Dimension	LYONS	X	Housework, childminding, odd jobs
IGM	LYONS	X	Learning-support
Insertion ménage service	LYONS	X	Housework
Interdom	LYONS	X	Support for elderly persons
Maintenir	LYONS	X	Support for elderly persons
Ménage service	LYONS	-	Housework
Multi Service Familiaux	LYONS	X	Housework, childminding, odd jobs, support for elderly persons
PAPAVL	LYONS	X	Support for elderly persons, housework
Présence du 8 ^{ème}	LYONS	X	Support for elderly persons, housework
Quidam Service	LYONS	X	Housework, odd jobs
REED	LYONS	X	Housework, odd jobs
Service de Maintien à Domicile	LYONS	X	Support for elderly persons
SOS Math	LYONS	X	Learning-support
SOS urgences mamans	LYONS	-	Childminding
Spirale	LYONS	X	Housework, childminding, odd jobs, support for elderly persons
TAHAMARIS	LYONS	X	Housework
Vivre chez soi	LYONS	X	Housework, childminding, support for elderly persons
Action Sociale Mulatine	MULATIERE	X	Housework
Saône Mont D'Or	NEUVILLE / SAONE	X	Housework, childminding, support for elderly persons
Ouillins Entraide	OULLINS	X	Support for elderly persons
CCAS	RILLIEUX	X	Housework
Maxi Aide	RILLIEUX	X	Housework, odd jobs, support for elderly persons
COMURPA	ST FONTS	X	Support for elderly persons
Serv'emploi	ST FONTS	X	Support for elderly persons
Service Emploi Famille	ST FONTS	X	Housework, childminding, support for elderly persons
OFTA	ST FOY LES L	X	Support for elderly persons
Aide à domicile	ST GENIS LAVAL	X	Housework, support for elderly persons
ATC Person'Age	ST PRIEST	-	Support for elderly persons
S-3-S	ST PRIEST	X	Housework, odd jobs
CCAS	ST PRIEST	X	Housework, childminding, support for elderly persons, odd jobs, learning support
Vivre à son domicile	TASSIN	X	Support for elderly persons, housework, odd jobs
ARPEJ	TASSIN	X	Support for elderly persons, housework, odd jobs, childminding
CCAS	TASSIN	X	Support for elderly persons
CCAS	VENISSIEUX	X	Support for elderly persons
Office des retraités	VENISSIEUX	X	Housework
ADIAF	VILLEURBANNE	X	Housework, childminding, support for elderly persons
Amilis	VILLEURBANNE	-	Support for elderly persons
Red Cross	VILLEURBANNE	X	Housework, support for elderly persons
Cyprian Service	VILLEURBANNE	X	Childminding, support for elderly persons
O.V.P.A.R	VILLEURBANNE	X	Housework
SAVARAHM	VILLEURBANNE	X	Support for elderly persons
Solidarité Service	VILLEURBANNE	X	Housework, childminding, support for elderly persons, odd jobs, learning support

Table 2.40: Household services, Toulouse and its outskirts, 1999

Name	Municipality	DDTE approval (x)	Services
Inter relais	BLAGNAC	X	Housework, gardening, odd jobs, childminding
La Passerelle	COLOMIERS	X	Housework, gardening, odd jobs, childminding, learning support
AF 2S	CUGNAUX	-	Home help
Association muretaine d'insertion par l'emploi	MURET	X	Housework, gardening, odd jobs, childminding, learning support
Association Amie Plus	MURET	X	Housework, gardening, childminding
AAA Baby Sitter service	TOULOUSE	-	Baby sitting
ACREF	TOULOUSE	-	Support for elderly persons, housework, odd jobs, meals on wheels
Aide à domicile	TOULOUSE	X	Support for elderly persons, housework, childminding, learning support
Aide aux mères à domicile	TOULOUSE	X	Family care, childminding, learning support, housework
Aide aux personnes âgées et aux malades	TOULOUSE	X	Support for elderly and sick persons
Aide aux personnes à domicile	TOULOUSE	X	Support for elderly persons, housework, childminding, learning support, odd jobs
Association amicale des factotum en Midi-Pyrénées	TOULOUSE	X	Housework, gardening, odd jobs, childminding, learning support
Association Baby Sitting Nazareth	TOULOUSE	-	Baby sitting
Association Activa	TOULOUSE	X	Housework
Association Crèche and Do	TOULOUSE	X	Childminding, learning support, housework
Association Garonne Multi-Services	TOULOUSE	X	Support for elderly persons, housework, gardening, odd jobs, childminding
Association Handi Service	TOULOUSE	X	Support for elderly persons, housework, childminding
Association intermédiaire Pro'service 31	TOULOUSE	X	Housework, childminding, learning support, gardening
Association Multi Service Entraide	TOULOUSE	X	Support for elderly persons, childminding
Association des paralysés de France	TOULOUSE	X	Support for disabled persons, housework
Association pour l'intégration des chômeurs	TOULOUSE	X	Housework, learning support, gardening, odd jobs, meals on wheels
Association Proxim'services 31	BLAGNAC	-	Support for elderly persons, housework, learning support, childminding, odd jobs
Association S-Ages 31	TOULOUSE	X	Support for elderly persons, housework, childminding, odd jobs
Association Solidarité Familiale	TOULOUSE	X	Housework, gardening, odd jobs, learning support, support for elderly persons
Association Trait d'union	TOULOUSE	X	Support for elderly persons, housework, childminding
Atout Service	TOULOUSE	X	Housework, odd jobs
Bébé et compagnie	TOULOUSE	X	Housework, childminding, gardening, odd jobs, learning support, support for elderly persons
BRS service	TOULOUSE	-	Home help
CERAS	TOULOUSE	X	Housework
Demeurer chez soi	TOULOUSE	X	Support for elderly persons, childminding, housework
Icart chez soi	TOULOUSE	X	Support for elderly persons, housework, childminding, gardening, learning support

Table 2.40: *Household services, Toulouse and its outskirts, 1999 (con.t)*

Name	Municipality	DDTE approval (x)	Services
Icart inter services	TOULOUSE	X	Housework, gardening, odd jobs, childminding, learning support, care
Le fil d'argent	TOULOUSE	X	Support for elderly persons, housework
Les 4 Ages	TOULOUSE	X	Housework, support for elderly persons, childminding, meals on wheels
Mieux vivre chez soi	TOULOUSE	X	Housework, childminding
OK Service	TOULOUSE	-	Housework, ironing, repairs, odd jobs
Proxi'dom	TOULOUSE	X	Housework, gardening, odd jobs, childminding, learning support
Relais emploi service	TOULOUSE	-	Housework, childminding
SARL Bac plus	TOULOUSE	X	Learning-support
SCP Multi Services	TOULOUSE	X	Housework, meals on wheels, gardening, odd jobs
Tallien Service	TOULOUSE	-	Home help
Toulouse Action	TOULOUSE	X	Housework, gardening, odd jobs, childminding, learning support

Source: *DDTE Rhône (1998), DDTE Haute-Garonne (1998) and France Télécom telephone directories (1999) Haute-Garonne and Rhône.*

Table 2.41: *Other bodies providing household services (domiciliary or otherwise) not classified as "family-related employment", Lyons and Toulouse, 1999*

Bodies/ nature of the service	Lyons	Toulouse
Laundry for individuals	15	5
Hairdressing, cosmetics in the home	17	35
Private courses, learning support	19	19
Odd jobs, domiciliary services	7	3
Launderettes	20	26
Fast food and self service (Mac Donald's, Quick, cafeterias, take aways, etc.)	108	84
Dressmaking	57	31

Source: *France Télécom telephone directories (1999) Haute-Garonne and Rhône*

Table 2.42: *Community institutions involved in the care of children and elderly persons, Lyons and Toulouse*

	Lyons	Toulouse
Creches	62	74
Day nurseries	23	10
Private retirement homes	134	60
Public retirement homes	39	29

Source: *France Télécom telephone directories (1999) Haute-Garonne and Rhône.*

Table 2.43: *Day nurseries (non domiciliary), Toulouse and Lyons, 1999*

Community bodies providing childcare outside the family home	Municipality
Halte garderie Les copains d'abord	LYONS
Halte garderie Les Gones Trotteurs	LYONS
Halte garderie Les Monchatons	LYONS
Halte garderie Nicolas et Pimprenelle	LYONS
La Flûte enchantée	LYONS
Halte garderie Les Lucioles	LYONS
Halte garderie municipale - Perrache	LYONS
Halte garderie municipale - 1 ^{er} arrondissement	LYONS
Halte garderie municipale – 2 ^{ème} arrondissement	LYONS
Halte garderie municipale – 3 ^{ème} arrondissement	LYONS
Halte garderie municipale – 5 ^{ème} arrondissement	LYONS
Halte garderie municipale – 7 ^{ème} arrondissement	LYONS
Halte garderie municipale – 8 ^{ème} arrondissement	LYONS
Centre Pierre Valdo	LYONS
Halte garderie – Centre social Gerland	LYONS
Crèche familiale Couffin Couffine	LYONS
Halte Garderie Croix Rouge française	LYONS
Halte garderie Pierrot et Colombine	LYONS
Halte garderie Augustins	LYONS
Halte garderie Champvert	LYONS
Halte garderie Union Familial	LYONS
Halte garderie La Baleine	LYONS
Halte garderie Le jardin d'enfant	LYONS
Halte garderie CAF - Bagatelle	TOULOUSE
Halte garderie CAF - Bellefontaine	TOULOUSE
Halte garderie CAF - Empalot	TOULOUSE
Halte garderie CAF - Faourette	TOULOUSE
Halte garderie CAF - Jolimont	TOULOUSE
Halte garderie CAF - Occitane	TOULOUSE
Halte garderie CAF - Montaudran	TOULOUSE
Halte garderie CAF - Reynerie	TOULOUSE
Halte garderie CAF - Ranguel	TOULOUSE
Halte garderie CAF - Terrasse	TOULOUSE

Source: *DDTE Rhône (1998), DDTE Haute-Garonne (1998) and France Télécom telephone directories (1999) Haute-Garonne and Rhône.*

Tables for Part 3

Table 3.1: *Facilities and employees interviewed in the course of the survey*

Name	Type of association	Number of employees	Type of activity	Employees interviewed	Type of work
Service de maintien à domicile	Mixed (provider then creation of an agency)	28 as agency 39 as provider 8 dual status 5 administrative	Support for elderly persons, housework, learning support, SSIAD, day care centre for elderly persons	Ms J.B MS R.O Ms C.V	Support of elderly persons Personal care Support for elderly persons
Savarahm	Mixed (provider then creation of an agency)	35 as provider 11 as agency 3 dual status 4 administrative	Help to dependent persons (elderly persons, disabled persons)	Ms F.H Ms L.Z Ms J.T	Housework, meals (elderly persons) Meals, washing and dressing, housework Meals, washing and dressing, housework
ADN	Intermediary association	70 employees 3 administrative	Housework, odd jobs, childminding, learning support	Ms G.R Ms B.P Ms R.I	Housework, ironing Housework Housework, ironing
Chèque Emploi Service	Individual employers			Ms B.S Ms G.T Ms M.E	Childminding Childminding Housework, meals
ADOQ	Mixed (provider then creation of an agency)	120 as agency 2 as provider 4 administrative	Childminding, learning support, housework	Ms N.V Ms A.C Ms Z.V	Childminding + housework Childminding + housework Childminding + housework
CCAS Saint Priest	Municipal CCAS then creation of agency	11 as provider 4 as agency 28 with dual status 3 administrative	Help for elderly persons, meals on wheels service, motorised escort service	Ms F.U Ms K.R Ms C.T	Meals on wheels Housework, ironing, meals, shopping Housework, shopping, meals, ironing
S. Ages 31	Mixed (provider and agency)	About 30 persons, varies	Housework, support for elderly persons, childminding, gardening	Ms. O.L Ms S.P Ms G.F	Support for elderly persons, childminding Support for elderly persons Housework, shopping, meals
Multi Service Entraide	Mixed (agency then creation of a provider service)	41 as agency 64 as provider 62 dual status 7 administrative	Housework, childminding, learning support, gardening	Ms H.L Ms T.M Ms D.E	Housework, shopping, company Housework, childcare, ironing Childminding
Proxim Service	Intermediary then creation of agency	112 employees	Childminding, housework, support for elderly persons	Ms V.I Ms J.S Ms H.M	Housework, meals, ironing, shopping Support for elderly persons, housework Housework
ADPAM	Mixed (provider then creation of an agency)	536 employees 15 administrative	Support for elderly persons, support for sick persons	Ms F.L Ms C.P Ms E.N	Support for elderly persons, housework Support for elderly persons, housework Support for elderly persons
Atout Service	Intermediary association	70 employees	Housework, childminding, odd jobs, gardening	Ms X.R Ms L.M Ms B.O	Housework Housework Housework, escorting children
Demeurer chez soi	Mixed (agency then creation of a provider service)	10 as provider 350 as agency	Support for elderly persons, childminding	Ms Q.T Ms N.R Ms S.D	Childminding Support for disabled persons, housework, support for elderly persons

Table 3.2: *Participation in community initiatives, clubs and societies, France, 1998*

	Members of an association	Participate on occasion by making donations
Sports	16	18
Cultural	12	16
Leisure	8	9
Support for disadvantaged persons	7	54
Parents-teachers associations	6	17
Senior citizens	6	11
Church	4	13
Young students	4	15
Major social initiatives	4	20
International solidarity	3	35
Protection of the environment	3	12
Consumer protection	2	7
Protection of human rights	2	13

Source: *CREDOC (1998) Enquête sur la vie associative, CREDOC, Paris, December*

Tables for Part 4

Table 4.1: *Principal variables for the development of household services*

Variables	Positive impact on the development of salaried domestic services	Negative impact on the development of salaried domestic services
<ul style="list-style-type: none"> • Long-term socio-demographic data, of which • ageing of the population • birth rate • Breakdown of family structures • Activity rate, in particular for women 	<ul style="list-style-type: none"> • Rising life expectancy • Stable birth rate • Rise in one-person households • Rise in female activity rate 	<ul style="list-style-type: none"> • Fall in life expectancy • Fall in the birth rate • Fall in the number of one-person households • Fall in activity rate, in particular for women
<ul style="list-style-type: none"> • Short-term term socio-demographic data, of which • Childcare arrangements • Day care facilities for elderly persons • Working time • Involvement of voluntary networks and self-help groups 	<ul style="list-style-type: none"> • Levelling off of the number of places in childcare facilities • Levelling off of the number of day care centres • Slight decline across the board in working time without loss of purchasing power • No change in voluntary work 	<ul style="list-style-type: none"> • Increase in the number of places in childcare facilities • Increase in the number of day care centres • Significant fall in working time, with loss of purchasing power • Increase in voluntary activities and self-help groups
<ul style="list-style-type: none"> • Economic data, of which • Rate of unemployment • Household purchasing power • Level of public expenditure • Labour market 	<ul style="list-style-type: none"> • Fall in unemployment, above all in the middle classes • Increase in household purchasing power • Continuing demand • Low turnover of employees in this sector 	<ul style="list-style-type: none"> • Increased unemployment among the middle classes • Fall in household purchasing power • Fall in demand • High turnover of employees
<ul style="list-style-type: none"> • Policy data, of which • Commitments as regards domestic services • Wish to structure the sector • Policy as regards approval • Policy on training • Establishment of a professional domiciliary services network 	<ul style="list-style-type: none"> • Strong political impetus for development • Strong measures to structure the sector • Voluntary approval practices • Creation of specific training networks • Harmonisation of the collective agreements on home help and household employees (encompassing welfare services and the commercial private market) 	<ul style="list-style-type: none"> • Weak political impetus for development • Giving the sector a free rein • Restrictive approval procedures • Retaining the range of existing networks • Maintaining the existing collective agreements splitting the sector between welfare services and the commercial private market

Source: *Table derived from the scenarios put forward in the CEP (1997)*

Glossary of abbreviations

ADMR:	Aide à Domicile en Milieu Rural – Home helps in rural areas
AI:	Association intermédiaire - intermediary association
AFEAMA:	Aide à la Famille pour l'Emploi d'une Assistante Maternelle Agrée - Family assistance for the employment of a registered childminder
AGED:	Allocation de Garde d'Enfant à Domicile - Child homecare allowance
AM:	Aide Ménagère - Home help
APE:	Allocation Parentale d'Education - Parental education allowance
ASSEDIC:	Association pour l'Emploi dans l'Industrie et le Commerce - Association for employment in industry and commerce
BEP:	Brevet d'Enseignement Professionnel - Vocational studies certificate
BEPC:	Brevet Élémentaire du Premier Cycle - Lower level vocational studies certificate
CAF:	Caisse d'Allocation Familiale - Family allowance fund
CAFAD:	Certificat d'Aptitude aux Fonctions d'Aide à Domicile - Certificate of aptitude for home-help duties
CAFAS:	Certificat d'Aptitude aux Fonctions d'Aide Soignante - Certificate of aptitude for auxiliary nursing duties
CAP:	Certificat d'aptitude professionnelle - Vocational training certificate
CCAS:	Centre Communal d'Action Sociale - Communal social welfare centre
CEREQ:	Centre d'Etude et de Recherche sur les Qualifications - Centre for the study and research of qualifications
CEP:	Contrat d'Etude Prospective - forward study contract
CEP:	Certificat d'études primaires - Certificate of primary education
CCD:	Contrat à durée déterminée - Fixed term contract
CDI:	Contrat à Durée Indéterminée - Contract for an indefinite duration
CES:	Chèque Emploi Service - CES service cheque
CNAF:	Caisse d'Allocation Familiale - National Family Allowance Fund
CREDOC:	Centre de Recherche pour l'Etude et l'Observation des Conditions de Vie - Consumer Research and Documentation Centre
CPEM:	Contrat pour le Mixité des Emplois - Agreement on job desegregation
CPEP:	Contrat pour l'Egalité Professionnelle - Agreement on occupational equality
DARES:	Direction de l'Animation de la Recherche des Etudes et des Statistiques - Directorate for the promotion of research, studies and statistics
DDASS:	Direction Départementale de l'Action Sanitaire et Sociale - Departmental directorate for health and welfare services
DDTEFP:	Direction Départementale du Travail, de l'Emploi et de la Formation Professionnelle - Departmental directorate for labour, employment and vocational training
DGEFP:	Délégation Générale à l'Emploi et à la Formation Professionnelle - General employment and vocational training delegation
DRASS:	Direction Régionale de l'Action Sanitaire et Sociale - Regional directorate for health and welfare services
DRTEFP:	Direction Régionale du Travail, de l'Emploi et de la Formation Professionnelle - Regional directorate for labour, employment and vocational training

EM:	Employé de Maison - Household employee
EPPE:	Emplois de Proximité, Projet Européen - European project on employment in community services
ETP:	Equivalent Temps Plein - Full-time job equivalents
FEPEM:	Fédération des Employeurs Particuliers d'Employés de Maison - Federation of individual employers of household staff
FNORS:	Fédération Nationale des Observatoires Régionaux de la Santé - National federation of regional health observatories
FNAAFP:	Fédération Nationale des Associations d'Aide Familiale Populaire - National federation of popular family support associations
FNAAMFD:	Fédération Nationale des Associations pour l'Aide aux Mères et aux Familles à Domicile - National federation of associations for maternal and family support in the home
FNADAR:	Fédération Nationale Aide à Domicile aux Retraités - National federation for home help for the elderly
FNAFAD:	Fédération Nationale Aide Familiale à Domicile - National federation of domiciliary services
INSEE:	Institut national de la Statistique et des Etudes Economiques - National institute for statistics and economic studies
IRCEM:	Institut de Retraite Complémentaire des Employés de Maison - Household employees' supplementary pension institute
MES:	Ministère de l'Emploi et de la Solidarité - Ministry of Employment and Solidarity
PCS:	Profession Catégorie Sociale - Socio-professional category
PECF:	Poste d'Emploi à Caractère Familial - Employment of a family-related nature
PSD:	Prestation Spécifique Dépendance - Special dependence benefit
RMI:	Revenu Minimum d'Insertion - Minimum work programme income
SNCF:	Société Nationale des Chemins de Fer - French national railways
SMIC:	Salaire Minimum Inter Catégoriel - national minimum wage
TER:	Transport Express Régional - Regional express rail network
TES:	Titre emploi service - TES service voucher
TGV:	Train Grande Vitesse - High speed rail link
TVA:	Taxe sur la Valeur Ajoutée - Value Added Tax (VAT)
UNAADMR:	Union Nationale des Associations d'Aide à Domicile en Milieu Rural - National union of home help associations in rural areas
UNAGAF:	Union Nationale des Associations Générales pour l'Aide Familiale - National union of general family support associations
UNASSAD:	Union Nationale des Associations de Soins et de Services à Domicile - National union of domiciliary care and services associations
URSSAF:	Union de Recouvrement des Cotisations de Sécurité Sociale et d'Allocations Familiales - Social security and family allowances contributions agency

Annexes

1. Demographic data

A.1: *Population by age in Rhône, Rhône-Alpes and France, 1995*

	Rhone	Rhone-Alpes	France
Aged 0–14	20.0	20.3	19.6
Aged 15–24	15.0	14.2	13.9
Aged 25–39	23.2	22.6	22.3
Aged 40–59	24.1	24.4	24.1
Aged 60–74	12.4	13.0	13.9
Aged 75 and +	5.3	5.5	6.1

Source: INSEE¹¹⁶ *Rhône Alpes (1998) Tableaux de l'économie Rhône Alpes 1998: 37.*

A.2: *Population by age in Haute-Garonne, Midi-Pyrénées and France, 1998*

	Haute-Garonne	Midi-Pyrénées	France
Under 20	24.0	22.7	25.8
Aged 20–59	57.3	53.0	53.8
Aged 60 and +	18.7	24.3	20.4

Source: INSEE *Midi Pyrénées (1998) Tableaux de l'économie Midi Pyrénées 1998: 31.*

A.3: *Population by age in Haute-Garonne, Midi-Pyrénées, Rhône, Rhône-Alpes and France, 1995*

	Aged 60 or over	% of the total population	Aged 75 and over	% of the total population
Midi-Pyrénées	600 000	24.0	191 000	7.7
Haute-Garonne	183 000	18.4	57 000	5.7
Rhône-Alpes	1 035 000	18.6	308 000	5.5
Rhône	277 000	17.7	83 000	5.3
France	11 604 000	20.0	3 532 000	6.1

Source: *Estimated figures INSEE, Chiffres et indicateurs départementaux 1998, SESI- MES*

¹¹⁶ *Institut National de la Statistique et des Etudes Economiques* – National institute for statistics and economic studies.

A.4a: *Birth rate: average number of children per woman; mortality rate and life expectancy; Haute-Garonne, Midi-Pyrénées and France, 1997*

	Midi-Pyrénées	Haute-Garonne	Metropolitan France
Birth rate (no. births per 1 000 women)	10.7	12.4	12.3
Average no. of children/woman	1.51	1.47	1.69
Mortality rate (no. of mortalities per 1 000 persons)	10.5	8.0	9.1
Life expectancy:			
Men	75.7	76.0	74.0
Women	82.6	82.6	81.9
Marriage rate (no. marriages per 1 000 persons)	4.6	4.5	4.9

Source: *INSEE Midi Pyrénées (1998) Tableaux de l'économie Midi Pyrénées 199, pp.: 33-34.*

A.4b: *Birth and mortality rates for Rhône, Rhône Alpes and France, 1996*

	Rhône-Alpes	Rhône	Metropolitan France
Birth rate (no. of births per 1 000 women)	13.0	14.6	12.6
Mortality rate (no. of mortalities per 1 000 persons)	8.4	8.2	9.2

Source: *INSEE Rhône Alpes (1998) Tableaux de l'économie Rhône Alpes, 199, pp.: 43 and 45*

A.5: *Welfare benefit recipients in Haute-Garonne, Midi-Pyrénées, Rhône, Rhône-Alpes and France, 1997*

	Family allowances	Family support allowance	Disabled adult allowance	Minimum work programme income¹¹⁷	Social housing allowance	Personal housing allowance
Midi-Pyrénées	151 098	17 130	37 799	40 757	123 677	112 005
Haute-Garonne	61 759	7 209	11 090	21 523	68 016	50 591
Rhône Alpes (*)	383 062	38 774	41 976	61 916	175 129	143 927
Rhône (*)	108 701	12 983	11 783	21 040	61 966	44 058
France	3 795 304	476 723	609 176	903 804	1 964 450	2 743 668

(*) Data for 1995-1996.

Source: *INSEE Midi Pyrénées (1998) Tableaux de l'économie Midi Pyrénées 1998, p. 31 and INSEE Rhône-Alpes (1998) Tableau de l'économie Rhône Alpes 199, p.115.*

A.6: *Expenditure on social welfare by the Conseil Général for Haute-Garonne, 1996*

Millions of francs

	Support for mothers and children	Support for the disabled	Support for the elderly	Medical support	Other support	Net expenditure
Haute-Garonne	359.7	416.3	47.8	134.0	251.7	1 209.5

Source: *INSEE Midi Pyrénées (1998) Tableaux de l'économie Midi Pyrénées 1998, p. 71.*

¹¹⁷ RMI (revenue minimum d'insertion)

2. General data on the active population

A.7: Job trends by major sector of activity, France, 1973-1996

Unit: Employees in millions of active persons in work

	Agriculture		Industry		Services		Total	
	Employees	%	Employees	%	Employees	%	Total Employees	total %
1973	2.3	10.8	8.3	39.0	10.7	50.3	21.3	100
1996	1.0	4.6	5.7	25.9	15.4	69.5	22.2	100

Sources: INSEE (1973) Recensement de la population and INSEE (1996) Enquête emploi.

A.8: Active population: France, 1975-1998

Year	Employees in millions		
	Men	Women	Total
1975	13.9	8.1	22.2
1982	14.2	9.6	23.8
1990	14.2	11.1	25.3
1995	13.9	11.3	25.2
1998	14.1	11.6	25.7

Sources: INSEE, (1975) (1982) (1990) Recensement de la population, and INSEE (1995) (1998) Enquête emploi.

A.9: Activity rates for men and women: France, 1979-1998

Unit: %

Year	Active population by sex (%)		Activity rate for the total population	
	Women	Men	Women	Total
1979	39.7	53.7	33.8	43.5
1988	42.5	51.1	35.9	43.3
1994	44.7	49.4	37.9	43.5
1997	45.0	50.3	39.0	44.5
1998	45.3	50.2	39.4	44.6

Sources: INSEE, Enquêtes sur l'emploi, population estimates at 1 January 1994, 1997, and 1998.

A.10: Activity rates by sex: France, 1978-1997

Year	Men	Women	Total
1978	70.9	43.3	56.5
1980	70.7	44.4	57.0
1990	64.3	45.9	54.8
1997	62.3	47.2	54.4

Source: INSEE, Enquêtes Emploi. Marché du travail - Séries longues', INSEE Résultats, no. 610-611, June 1998.

A.11: Trend in activity rates by age and sex, France, 1975-1997

In %

Sex	Men					Women				
	1975	1982	1990	1995	1997	1975	1982	1990	1995	1997
Age bracket										
15-19	29	24	14	08	09	22	17	09	05	05
20-24	82	79	68	58	57	62	66	67	60	48
25-29	95	93	94	92	92	63	71	80	82	82
30-34	97	96	97	97	97	55	67	76	81	80
35-39	97	97	97	97	97	51	65	76	81	81
40-44	97	96	97	97	97	49	62	76	80	82
45-49	95	95	96	95	95	50	58	72	80	81
50-54	92	91	91	92	92	48	54	63	70	72
55-59	82	77	70	69	71	42	45	46	51	52
60-64	54	39	21	17	15	28	22	17	15	15

Source: INSEE, *Enquêtes Emploi. Marché du travail - Séries longues*, INSEE Résultats, no. 610-611, June 1998.

A.12: Activity rates for women by number of dependent children, France, 1997

Number of dependent children	Activity rate for mothers
1 child	80%
2 children	72%
2 children, one aged under 3	53%
3 children or more	50%
3 children, one aged under 3	32%

Source: INSEE (1998) *Enquête emploi 1997*, INSEE, Paris.

A.13: Part-time employment by sex, France, 1978-1997

Sex	Men		Women		Total	
	Employees	%	Employees	%	Employees	%
Year						
1978	324.0	2.5	1 371.8	16.2	1695.7	7.9
1980	326.1	2.5	1 487.0	17.1	1813.1	8.3
1990	429.4	3.4	2 220.6	23.6	2 650.0	12.0
1997	647.7	5.5	3 052.3	30.9	3 727.0	16.8

Source: INSEE, *Enquêtes Emploi. Marché du travail - Séries longues*, INSEE Résultats, no. 610-611, June 1998.

A.14: Part-time work by sex and sector of activity: France, 1975-1997

Unit: Employees in thousands, as a % of employed persons

Sex and date	Agriculture		Industry		Construction – civil engineering		Tertiary sector	
	Employees	%	Employees	%	Employees	%	Employees	%
Men								
April 1975	74	4.9	43	1.0	15	0.9	222	3.9
March 1980	58	4.6	30	0.7	11	0.6	261	4.3
March 1985	73	6.5	44	1.2	19	1.3	272	4.4
January 1990	58	6.3	40	1.2	14	0.9	314	4.6
March 1995	60	8.3	63	2.1	22	1.6	478	6.6
March 1997	48	6.9	73	2.4	18	1.4	535	7.3
Women								
April 1975	226	28.7	115	6.1	30	24.6	909	17.0
March 1980	214	30.0	107	6.0	54	36.0	1145	19.0
March 1985	203	32.0	161	10.2	52	43.2	1516	23.3
January 1990	151	30.9	168	11.3	52	35.7	1839	25.4
March 1995	127	34.8	187	14.6	60	39.7	2458	30.8
March 1997	113	33.9	184	14.9	52	38.5	2703	33.1
Total								
April 1975	300	13.1	158	2.6	45	2.4	1131	10.3
March 1980	272	13.6	137	2.3	65	3.4	1406	11.6
March 1985	275	15.7	205	3.8	70	4.5	1788	14.1
January 1990	210	14.8	209	4.3	66	4.0	2153	15.3
March 1995	187	17.3	249	5.8	82	5.5	2937	19.2
March 1997	161	15.6	257	6.1	70	4.9	3238	20.9

Source: INSEE, *Enquêtes Emploi. Marché du travail - Séries longues*, INSEE Résultats, no. 610-611, June 1998.

A.15: Part-time work by sex from 1978 to 1997

Unit: Employees in thousands, as a % of employed persons

Sex	Men		Women		Total	
	Employees	%	Employees	%	Employees	%
1978	324.0	2.5	1 371.8	16.2	1 695.7	7.9
1980	326.1	2.5	1 487.0	17.2	1 813.1	8.3
1982	325.1	2.5	1 671.6	19.1	1 996.8	9.2
1984	348.7	2.8	1 861.1	21.1	2 209.8	10.3
1986	437.7	3.5	2 112.7	23.3	2 550.3	11.8
1988	433.3	3.5	2 179.0	23.8	2 612.3	12.1
1990	429.4	3.4	2 220.6	23.6	2 650.0	12.0
1992	455.6	3.6	2 343.0	24.5	2 798.6	12.7
1994	560.2	4.6	2 678.8	27.8	3 239.0	14.9
1996	651.2	5.3	2 910.3	29.5	3 531.6	16.0
1997	647.7	5.5	3 052.3	30.9	3 727.0	16.8

Source: INSEE, *Enquêtes Emploi. Marché du travail - Séries longues*, INSEE Résultats, no. 610-611, June 1998.

A.16: *Past trends in active population, employment and employment policy: France, 1973-1996*

Employees in thousands.

Average annual labour force	1973		1996		Trend 1973-1996
	Employees	%	Employees	%	
Potential active population	22 105	100	26 263	100	4 158
Active population in employment	21 411	97	22 305	85	894
of which in non-assisted employment	21 409	97	20 284	77	- 1 125
of which in assisted employment	2	0	2 021	8	2 019
Unemployed – ILO	593	3	3 162	12	2 569
No longer on the labour market	101	0	813	3	712
of which with vocational training	57	0	349	1	292
of which have taken early retirement	44	0	465	2	420
- Interim pension	44	0	194	1	150
- Exempt from seeking work	0	0	270	1	270

Sources: DARES¹¹⁸ (1997) *La politique de l'emploi*, p. 46.

A.17: *Employment by sector in 1997 (1996 for the Rhône-Alpes region)*

	Rhône-Alpes	Rhône	Midi-Pyrénées	Haute-Garonne	France
Agriculture	3.1%	1.9%	7.0%	2.4%	4.5%
Industry	23.5%	20.1%	16.0%	15.6%	19.2%
Building	6.4%	6.2%	6.5%	6.3%	6.3%
Tertiary sector, of which:	67.0%	71.8%	69.6%	75.7%	70.0%
Trade	-	-	13.2%	13.2%	13.4%
Services	-	-	56.4%	62.5%	56.6%
Total	2 159 596	678 076	951 691	407 307	22 219 000
% of employment nationally	9.7%	3.0%	4.3%	1.83%	100%

Sources: INSEE (1998) *Tableaux de l'économie Rhône Alpes 1998* and INSEE (1998) *Tableaux Economiques Midi-Pyrénées 1998*.

A.18: *Employment by sector: Haute-Garonne, Midi-Pyrénées, Rhône, Rhône Alpes and France, 1997*

	Rhône-Alpes	Rhône	Midi-Pyrénées	Haute-Garonne	France
Agriculture	3.1%	1.9%	7.9%	2.4%	4.5%
Industry	23.5%	20.1%	16.0%	15.6%	19.2%
Building	6.4%	6.2%	6.5%	6.3%	6.3%
Tertiary sector, of which:	67.0%	71.8%	69.6%	75.7%	70.0%
Trade	-	-	13.2%	13.2%	13.4%
Services	-	-	56.4%	62.5%	56.6%
Total	2 159 596	678 076	951 691	407 307	22 219 000
% of employment nationally	9.7%	3.0%	4.3%	1.83%	100%

Source: INSEE Rhône Alpes (1998) *Tableaux de l'économie Rhône Alpes 1998: 97* and INSEE Midi Pyrénées (1998) *Tableaux de l'économie Midi Pyrénées 1998: 57*.

¹¹⁸ Direction de l'Animation de la Recherche des Etudes et des Statistiques – Directorate for the promotion of research, studies and statistics

A.19: Active population in employment by sex and sector of activity (in %) in Rhône-Alpes, Midi-Pyrénées and France, 1998

	Primary sector		Secondary sector		Tertiary sector		% of employees	
	Men	Women	Men	Women	Men	Women	Men	Women
Midi-Pyrénées	9.0	5.6	32.6	12.3	58.4	82.0	79.2	88.2
Rhône-Alpes	3.6	2.2	39.2	16.5	57.2	81.3	84.1	90.5
France	5.4	3.1	33.8	13.6	60.7	83.3	85.2	90.8

Source: INSEE, *Enquête Emploi 1998*.

A.20: Unemployment rate in Haute-Haute-Garonne, Midi-Pyrénées, Rhône and Rhône Alpes and France, 1997

	Rhône-Alpes	Rhône	Midi-Pyrénées	Haute-Garonne	Metropolitan France
Unemployment rate	10.0%	10.4%	11.6%	13.8%	11.5%

Source: INSEE (1999) *Bulletin mensuel de statistique, February, no. 2, INSEE, Paris*.

A.21: Month-end unemployment figures by sex: Haute-Garonne, Midi-Pyrénées, Rhône and Rhône Alpes and France, 1997

	Haute-Garonne	Midi-Pyrénées	Rhône	Rhône-Alpes	France
Total	66 192	129 236	73 899	241 419	3 003 707
Men	30 147	58 540	37 967	116 081	1 454 923
Women	30 045	70 696	35 932	125 338	1 548 784
% of women	45.3%	54.7%	48.6%	51.9%	51.5%

Source: ANPE¹¹⁹ and DRTEFP¹²⁰ (1998) *Le point sur l'emploi en Midi Pyrénées and Le point sur l'emploi en Rhône-Alpes, November 1998*

A.22: Foreign nationals as a percentage of the active population in employment by age and sex; Midi-Pyrénées and Rhône Alpes and France, 1997

	Activity rate for persons between 15-24		Activity rate for persons between 25-49		Activity rate for persons between 50-24		% of foreign nationals amongst the active population in employment	
	Men	Women	Men	Women	Men	Women	Men	Women
Midi-Pyrénées	29.7	22.1	92.7	81.2	30.6	23.2	3.2	1.4
Rhône-Alpes	32.6	21.7	96.5	79.0	39.5	27.0	7.7	4.0
France	30.9	25.0	95.6	77.9	33.7	21.6	6.2	4.3

(*) These figures relate to persons of foreign nationality. No breakdown by ethnic origin of the active population in France exists.

Source: INSEE (1999) *Enquête emploi 1998, INSEE, Paris*.

¹¹⁹ Agence nationale pour l'Emploi – National employment agency

¹²⁰ Direction Régionale du Travail, de l'Emploi et de la Formation Professionnelle – Regional directorate for labour, employment and vocational training

A.23: *Managerial employees as a percentage of the active population: Haute-Garonne, Midi-Pyrénées, Rhône and Rhône Alpes, 1995*

	Percentage of managerial staff in the active population
Midi-Pyrénées	12.8
Haute-Garonne	16.5
Rhône-Alpes	12.6
Rhône	15.3

Source: INSEE (1998) *Tendances régionales, INSEE, Coll. Synthèses, no. 22, March 1999*

A.24: *Average net annual salary by sex, Haute-Garonne, Midi-Pyrénées and France, 1997*

(Full-time employees in the private and parastatal sectors)

	Men	Women	Total
Midi-Pyrénées	127 900	103 100	120 700
Haute-Garonne	141 000	110 700	132 200
France	139 400	111 800	131 100
France, excluding the Ile-de-France	125 700	99 700	118 400

Source: INSEE Midi Pyrénées (1998) *Tableaux de l'économie Midi Pyrénées 1998, p. 67.*

A.25: *Average net annual salary by sex and socio-professional category: Midi-Pyrénées and France, 1997*

(Full-time employees in the private and parastatal sectors)

	Men	Women	Total
Midi-Pyrénées			
Managerial employees	236 100	184 900	226 400
Intermediate professions	137 400	120 900	132 800
Employees	99 100	88 500	91 800
Workers	94 800	79 400	92 800
Total	127 900	103 100	120 700
France, excluding the Ile-de-France			
Managerial employees	241 400	189 300	232 700
Intermediate professions	141 100	118 900	134 900
Employees	98 700	89 000	92 100
Workers	97 700	80 500	95 100
Total	125 700	99 700	118 400

Source: INSEE Midi Pyrénées (1998) *Tableaux de l'économie Midi Pyrénées 1998, p. 67.*

A.26: Average net annual salary by sex and socio-professional category, Rhône-Alpes and France, 1994

(Full-time employees in the private and parastatal sector)

	Men	Women	Total
Rhône-Alpes			
Managerial staff	19 090	13 610	17 920
Intermediate professions	11 470	9 670	10 850
Employees	8 220	7 150	7 460
Skilled workers	8 090	6 710	7 950
Unskilled workers	6 720	5 550	6 300
Total	10 290	7 870	9 430
France, excluding the Ile-de-France			
Managerial staff	18 260	13 360	17 190
Intermediate professions	11 110	9 660	10 590
Employees	8 030	6 980	7 290
Skilled workers	7 770	6 620	7 660
Unskilled workers	6 580	5 440	6 180
Total	9 570	7 610	8 860

Source: INSEE Rhône Alpes (1998) *Tableaux de l'économie Rhône Alpes 1998*, p. 109.

3. Active population in the domestic services sector

A.27: Salaried workers in the services sector, France, 1981-1996

	1981	1982	1984	1886	1988	1990	1992	1994	1996
Services to companies	1 012 426	1 006 788	1 054 726	1 167 297	1 44 195	1 664 781	1 710 591	1 843 888	1 964 104
Services to natural persons	719 362	741 894	771 940	802 724	864 908	937 192	957 356	1 013 912	1 058 010
- Hotels and restaurants	421 313	436 521	450 432	469 768	509 715	566 858	578 563	607 288	632 959
- Travel agencies	22 663	23 489	23 648	24 762	27 697	31 096	32 626	34 078	36 100
- Cultural, leisure and sports activities	94 550	101 657	113 516	117 892	135 374	140 576	167 525	200 582	217 309
- Personal and domestic services	180 836	180 227	184 344	190 302	192 122	198 662	178 642	171 964	171 642
of which domestic services	28 868	28 758	31 855	33 943	34 850	35 178	21 422	11 164	10 150

Source: UNEDIC and INSEE (1996) *Les comptes des services en 1996*, INSEE.

A.28: Rate of feminisation of salaried employment in the personal and domestic services sector, France, 1988-1996

	1988	1990	1992	1994	1996
Personal and domestic services	72.4	73.4	74.8	74.8	75.1
Personal services, of which:	74.2	75.2	76.0	75.5	75.8
Wholesale laundry, dry cleaning	57.6	57.5	60.4	57.7	59.3
Retail laundry, dry cleaning	74.6	75.9	77.5	77.7	78.9
Hairdressing	82.9	83.7	84.1	83.9	84.4
Beauty care and body care	76.9	78.5	78.5	77.3	77.5
Undertaking	22.1	24.0	25.3	24.8	24.6
Other personal services	55.5	56.8	63.5	62.5	63.9
Domestic services	48.5	64.9	66.4	64.6	63.6

Source: UNEDIC and INSEE (1996) *Les comptes des services en 1996*, INSEE.

A.29: Active population in the "gardening" category: France 1962-1997

	1975	1982	1990
Gardeners	7 960	47 316	56 444

Source: INSEE (1975) (1982) (1990) *Recensement de la population*.

A.30: Active population in the “retail laundry/dry cleaning” category: 1981-1996

	1981	1985	1990	1996	Trend 1981-1996
Retail laundry, dry cleaning	24 518	20 486	19 622	18 178	- 26%

Source: INSEE (1981) (1985) (1996) *Enquêtes emplois*, INSEE (1990) *Recensement de la population*.

A.31: Employment in the trade, hotel and catering sectors: France, 1973-1996

Unit: Number of jobs in thousands, %

	Trade		Hotel and catering	
	Number of jobs	% of jobs	Number of jobs	% of jobs
1973	2800	13.2	570	2.7
1982	3000	13.8	610	2.8
1989	3060	13.8	720	3.2
1996	2970	13.6	770	3.5

Source: Piketty, Thomas (1997) *Les créations d'emplois en France et aux Etats Unis*, *La revue de la CFDT*, November, no. 4, p. 14.

A.23: Salaried staff in commercial services providing catering to natural persons: France, 1975-1996

	1981	1985	1990	1996	Trend 1981-1996
Fast-food	18 115	21 880	55 758	67 293	+ 271%
Traditional catering	118 588	143 191	180 424	224 456	+ 89%
Company canteens and catering under contract	60 388	64 936	75 933	83 644	+ 39%
Caterers, organisation of receptions	2 230	3 821	9 372	12 126	+ 443%
Total catering services	199 321	233 828	321 487	387 519	+ 94%

* Fast-food catering is the provision over the counter of food and drink for consumption on the premises or to be taken away, presented in disposable packaging.

Source: INSEE (1996) *Les comptes des services en 1996*, INSEE, Paris

A.33: Commercial sector: Number of businesses by sector of activity (excluding agriculture): Haute-Garonne, Midi-Pyrénées, Rhône and Rhône-Alpes and France at 1 January 1998

	Hotels, cafés and restaurants	Trade	Household services
Midi - Pyrénées	8 949	34 753	24 035
Haute-Garonne	2 860	13 397	10 501
France	226 198	762 661	481 107
	Hotels, cafés and restaurants	Shops	Personal and domestic services
Rhône - Alpes	27 018	75 823	10 474
Rhône	5 788	23 171	2 904

Source: INSEE Midi Pyrénées (1998) *Tableaux de l'économie Midi Pyrénées 1998*, p. 81 and INSEE Rhône Alpes (1998) *Tableaux de l'économie Rhône Alpes 1998*, p. 173.

A.34: *U-Businesses created by sector of activity: Haute-Garonne, Midi-Pyrénées, Rhône, and Rhône Alpes and France, 1997*

	Hotels, cafés and restaurants	Trade	Household services
Midi - Pyrénées	1 300	3 476	2 057
Haute-Garonne	378	1 428	984
Rhône - Alpes (*)	3 302	7 828	4 325
Rhône (*)	600	2 364	1 014
France	31 164	81 456	39 767

(*) Data for 1996.

Source: *INSEE Midi Pyrénées (1998) Tableaux de l'économie Midi Pyrénées 1998, p. 81 and INSEE Rhône Alpes (1998) Tableaux de l'économie Rhône Alpes 1998, p. 173.*

A.35: *Businesses created by sector of activity, Rhône-Alpes, 1991-1996*

	1991	1992	1993	1994	1995	1996
Hotels, cafés and restaurants	3 241	3 285	3 266	3 411	3 409	3 302
Trade	7 907	7 802	8 556	9 058	8 186	7 828
Household services	3 859	3 902	4 105	4 544	4 317	4 325
Household services as a % of the total businesses created	13.9%	14.6%	15.2%	15.6%	15.5%	16.3%

Sources: *INSEE Rhône Alpes (1998) Tableau de l'économie Rhône Alpes 1998: 135.*

A.36: *Business failures by sector of activity, Rhône-Alpes, 1991-1996*

	1991	1992	1993	1994	1995	1996
Hotels, cafés and restaurants	551	592	638	635	579	629
Trade	1 609	1 779	1 766	1 645	1 488	1 476
Services to private persons	193	239	213	245	204	242
Services to private persons as a % of the total business failures	3.4%	3.5%	3.1%	4.1%	3.7%	4.5%

Source: *INSEE Rhône Alpes (1998) Tableaux de l'économie Rhône Alpes 1998, p. 137*

4. Eating habits of the French

A.37: Average number of meals purchased for consumption outside the home per week by type of catering establishment, France, 1980-1991

	1980		1989		1991	
	Number per week	%	Number per week	%	Number per week	%
Restaurant	0.90	28.9	0.94	28.8	1.04	32.1
Canteen or company restaurant	0.81	26.0	0.79	24.2	0.72	22.2
School canteen, university restaurant	1.04	35.5	1.06	32.5	1.05	32.4
Snack in a cafeteria	0.07	2.3	0.09	2.8	0.12	3.7
Meal with the employer or as a paying guest in another establishment	0.23	7.4	0.24	7.4	0.18	5.6
Other meals purchased	0.06	1.9	0.14	4.3	0.13	4.0
Total consumed outside the home	3.11	100.0	3.26	100.0	3.24	100.0

Source: INSEE (1980) (1989) (1991) *Enquêtes consommation alimentaire*, INSEE.

A.38: Place of consumption of lunches consumed away from the home during the week by those aged 15 or over, 1994

Place of consumption of lunches	% of lunches consumed away from the home
Restaurants, cafeterias and pizzerias	33%
School canteens and university restaurants	11%
Company restaurants	36%
Place of work	3%
Cafés, public houses	4%
Fast food and take-aways	11%
Other	2%

Source: *Crédoc-DGCCRF*¹²¹ (1994) *Enquête restauration hors foyer*, CREDOC¹²², Paris.

¹²¹ Direction générale de la concurrence, de la consommation et de la repression des fraudes - Directorate general for competition, consumer affairs and fraud prevention

¹²² Centre de Recherche pour l'Etude et l'Observation des Conditions de Vie - Consumer research and documentation centre

A.39: Consumption of fresh, frozen and preserved prepared dishes containing meat and fish in 1983 and 1991

	Fresh prepared dishes - (Francs at that time)			Frozen prepared dishes - (Kg)			Preserved meat dishes and pre-cooked dishes - (Kg)			Frozen fish (Kg)			Preserved fish (Francs at that time)		
	1983	1991	Var.	1983	1991	Var.	1983	1991	Var.	1983	1991	Var.	1983	1991	Var.
France as a whole	109,09	294,6	170%	1,07	4,62	332%	3,64	8,16	124%	0,92	1,46	59%	54,1	69,17	28%
By activity of spouse															
Unmarried head of household:															
<i>Men</i>	139,08	475,81	242%	1,21	4,3	255%	5,26	12	128%	0,6	1,39	132%	23,23	111,09	378%
<i>Women</i>	117,46	326,11	178%	1,04	3,65	251%	3,15	6,73	114%	1,22	1,87	53%	40,78	73,4	80%
<i>Total</i>	125,45	368,91	194%	1,1	3,83	248%	3,93	8,23	109%	0,99	1,73	75%	34,3	84,18	145%
Married head of household with inactive spouse:															
<i>Total</i>	86,57	227,51	163%	0,9	4,51	401%	3,19	7,93	149%	0,88	1,45	65%	28,97	71,36	146%
<i>Under 65</i>	84,88	233,41	175%	0,96	5,13	434%	3,25	4,36	34%	0,89	1,4	57%	29,58	71,35	141%
<i>65 and over</i>	97,55	241,42	147%	0,54	2,4	344%	2,76	8,98	225%	0,84	1,62	93%	25,01	71,41	186%
Married head of household with active spouse:															
<i>Total</i>	122,87	315	156%	1,23	4,9	298%	3,95	8,23	108%	0,91	1,37	51%	32,61	61,66	89%
<i>of which employees</i>	123,68	274,09	122%	1,31	5,12	291%	4,29	8,64	101%	0,92	1,35	47%	33,45	63,02	88%
Total households with spouse	105,5	277,87	163%	1,07	4,8	349%	3,57	8,14	128%	0,9	1,4	56%	30,77	65,79	114%
By composition of household															
Couples with children															
<i>Total</i>	103,46	269,71	166%	1,12	5,22	366%	3,61	8,75	142%	0,88	1,43	63%	46,59	60,13	29%
<i>1 child</i>	153,77	307,33	100%	1,07	5,67	430%	3,72	9,48	155%	0,84	1,56	86%	63,65	66,18	4%
<i>2 children</i>	109,14	324,01	197%	1,26	4,65	269%	3,86	8,08	109%	1,06	1,23	16%	42,83	64,27	50%
<i>3 or more children</i>	54,14	155,58	187%	1	5,53	453%	3,25	8,94	175%	0,73	1,56	114%	36,1	48,14	33%
Couples without children, heads of household aged:															
<i>Under 65</i>	139,98	354,7	153%	1,27	5,1	302%	4,27	8,93	109%	1,24	1,3	5%	85,93	89,99	5%
<i>65 and over</i>	103,59	269,08	160%	0,68	2,29	237%	2,54	4,06	60%	0,84	1,52	81%	67,43	79,6	18%
<i>Total</i>	126,65	321,78	154%	1,05	4,02	283%	3,64	7,06	94%	1,09	1,39	28%	79,15	85,99	9%
Single persons living alone, aged:															
<i>Under 65</i>	203,31	499,26	146%	1,06	5,26	396%	4,8	11,9	148%	1,2	1,83	53%	78,47	131,5	68%
<i>65 and over</i>	96,67	329,47	241%	0,48	1,53	219%	1,57	3,99	154%	0,77	1,95	153%	65,79	78,05	19%
<i>Total</i>	148	421,88	185%	0,76	3,56	368%	3,12	8,3	166%	0,98	1,88	92%	71,87	107,14	49%

Source: INSEE (1983 and 1991) *Enquêtes "Consommation alimentaire"*, INSEE, Paris.

A.39: Consumption of fresh, frozen and preserved prepared dishes containing meat and fish in 1983 and 1991 (cont.)

	Fresh prepared dishes - (Francs at that time)			Frozen prepared dishes - (Kg)			Preserved meat dishes and pre-cooked dishes - (Kg)			Frozen fish (Kg)			Preserved fish (Francs at that time)		
	1983	1991	Var.	1983	1991	Var.	1983	1991	Var.	1983	1991	Var.	1983	1991	Var.
By socio-professional category:															
Persons running farms	57,76	171,83	197%	0,97	1,46	51%	2,53	2,7	7%	0,8	1,22	53%	23,48	56,26	140%
Craftsmen, traders and heads of business	139,17	628,52	352%	0,78	4,58	487%	2,64	7,26	175%	0,67	1	49%	22,92	67,17	193%
Management and senior intellectual professions	149,92	387,39	158%	1,57	6,13	290%	3,57	8,95	151%	1,3	1,47	13%	51,12	87,18	71%
Intermediate professions	137,05	316,13	131%	1,5	6,28	319%	4,48	10,6	137%	1,1	1,84	67%	40,14	65,35	63%
Employees	120,75	298,34	147%	1,42	5,81	309%	4,7	9,42	100%	1,18	1,38	17%	39,54	65,16	65%
Workers	79,21	205,98	160%	0,89	4,96	457%	4,02	9,59	139%	0,79	1,3	65%	26,06	61,23	135%
Inactive persons	112,47	265,53	136%	0,85	2,91	242%	2,75	5,82	112%	0,83	1,69	104%	27,34	75,89	178%
By area of residence:															
Paris basin	101,08	351,1	247%	0,96	5,28	450%	3,97	9,05	128%	0,69	1,34	94%	57,79	67,85	17%
North	68,83	210,54	206%	0,75	4,92	556%	4,1	9,28	126%	0,55	1,11	102%	42,72	65,79	54%
East	91,68	274,71	200%	1,37	4,2	207%	4,07	7,4	82%	0,73	1,4	92%	49,58	61,07	23%
West	103,66	223,8	116%	1,06	4,35	310%	3,67	7,9	115%	0,66	1,19	80%	60,41	61,42	2%
South-West	59,59	217,56	265%	0,65	4,14	537%	2,18	8,69	299%	1,13	1,66	47%	44,19	71,43	62%
Centre-East	128,53	292,4	127%	0,94	3,96	321%	3,58	7,44	108%	1,45	1,93	33%	53,37	64,57	21%
Mediterranean	143,62	332,83	132%	1,63	5,07	211%	4,26	8,54	100%	1,22	1,6	31%	60,94	81,15	33%
By type of residential area:															
Agricultural	51,97	144,35	178%	0,7	1,55	121%	2,15	3,4	58%	0,65	1,05	62%	47,76	59,83	25%
Non-agricultural	114,1	306,61	169%	1,11	4,91	342%	3,78	8,62	128%	0,94	1,52	62%	54,72	69,92	28%
Rural	80,4	289,97	261%	1,02	5,03	393%	3,63	8,66	139%	0,93	1,53	65%	51,94	67,12	29%
Urban, with less than 10 000 inhabitants	95,93	235,24	145%	1,16	5,8	400%	4,01	9,83	145%	0,74	1,7	130%	40,64	66,86	65%
Urban, with 10 000 to 100 000 inhabitants	102,85	285,03	177%	1,2	4,36	263%	4	8,32	108%	0,89	1,35	52%	60,51	69,57	15%
Urban, with over 100 000 inhabitants, except Paris	138,35	318,52	130%	1,09	4,92	351%	3,96	8,89	124%	1,11	1,51	36%	57,69	70,36	22%
Paris	145,24	371,74	156%	1,13	4,77	322%	3,35	7,71	130%	0,88	1,59	81%	56,19	74,81	33%
By age of head of household:															
Under 25		450,15			5,57			13,05			0,82		71,55		
Aged 25 -34	193,68	285,54	47%	1,3	5,53	325%	4,45	10,53	137%	0,85	1,33	56%	65,75	63,79	-3%
35-44	195,71	331,01	69%	1,19	5,38	352%	3,8	8,78	131%	0,89	1,28	44%	54,74	62,21	14%
45-54	163,1	264,8	62%	0,99	5,59	465%	3,28	8,81	169%	0,94	1,65	76%	72,22	65,77	-9%
55-64	149,02	244,23	64%	0,94	3,56	279%	2,98	6,66	123%	1,16	1,66	43%	70,4	86,83	23%
65-74	131,73	306,6	133%	0,68	2,54	274%	2,55	5,29	107%	0,86	2,02	135%	93,83	88,79	-5%
75 and over	122,03	271,83	123%	0,55	1,33	142%	1,66	3,15	90%	0,52	1,59	206%	51,69	63,19	22%

Source: INSEE (1983 and 1991) Enquêtes "Consommation alimentaire", INSEE, Paris.

5. Data sheets for occupations in the domiciliary services sector

A5.1: Tasks and functions of family care assistants

Functions	to perform tasks for persons wanting them done	To help persons who cannot manage alone	To stimulate, to support	To act preventively as regards safety, health and welfare	To educate	To provide care
tasks						
Home maintenance		Family care assistant	Family care assistant	Family care assistant		
Childcare		Family care assistant	Family care assistant	Family care assistant	Family care assistant	
Household help, family care		Family care assistant	Family care assistant	Family care assistant	Family care assistant	
Care of a sick person		Family care assistant	Family care assistant			
Care of a disabled person		Family care assistant	Family care assistant			
Care of an elderly person						
Medical care						

Family care assistant

Main Title	Only title used
Role	To provide material and psychological assistance to families in difficulties, in order to facilitate their maintenance at home. A social, educational and preventive role.
Target public	<ul style="list-style-type: none"> Families, generally with children, experiencing social difficulties temporarily or in the longer term After the birth of a child Following the birth of twins Large families Financial problems Psychological or social problems Serious illness (cancer, AIDS, disabling illnesses)
Funding	General Councils (CG) ¹²³ , on the basis of: <ul style="list-style-type: none"> Protection of mothers and children Child welfare Minimum work programme income (RMI)¹²⁴ National family allowances funds (CAF ¹²⁵), on the basis of: <ul style="list-style-type: none"> CAF home helps Social welfare CRAM¹²⁶ <ul style="list-style-type: none"> Mutual benefit funds¹²⁷ a proportion paid by the family depending on family size
Training	Initial training (in the course of employment, duration: 665 hours of theory + in-service training of 3.5 months) Further training provided for under the Collective Agreement

¹²³ Conseils généraux - General Councils

¹²⁴ Revenu Minimum d'Insertion - Minimum work programme income

¹²⁵ Caisses d'allocations familiales - Family allowance fund

¹²⁶ Caisse régionale d'assurance maladie - Regional health insurance fund

¹²⁷ Mutuelles – Mutual benefit funds

Certificates and diplomas	CETF ¹²⁸
Collective agreement	<ul style="list-style-type: none"> • Family care assistants (1970) • ADMR (1970)¹²⁹
Working conditions	<ul style="list-style-type: none"> • Employees of associations governed by the Law of 1901 which are members of home help federations, employees of non-federated associations or bodies (CAF, MSA¹³⁰, DDASS¹³¹, CCAS¹³², CG) • Paid monthly, close to full time • On an exceptional basis, work at nights and at weekends
Principal tasks	<ul style="list-style-type: none"> • Home maintenance (including shopping and meal preparation) • Assistance with children: washing, dressing, helping with meals, organising and participating in games and educational activities, help with homework, escorting in places outside the home (crèches, day nurseries, schools, leisure centres)
Function	<ul style="list-style-type: none"> • To help persons who cannot manage alone • To stimulate, to escort, to educate • To act preventively as regards safety, health and welfare
Skills	<p>General skills:</p> <ul style="list-style-type: none"> • Know how: to organise, to act quickly, to take the initiative • Life skills: ability to listen, to be patient, to have respect, adaptability, diplomacy, professional discretion, sense of communication, inner strength, punctuality <p>Personal qualities: liveliness, compassionate, enthusiastic</p> <p>Function-related skills:</p> <ul style="list-style-type: none"> • To stimulate, to escort: ability to teach, degree of authority, ability to stimulate, ability to manage a budget • To educate: Ability to teach, degree of authority • To act preventively as regards safety, health and welfare willing, ability to inspire confidence, calm, ability to work as part of a welfare and health team <p>Task-related skills:</p> <ul style="list-style-type: none"> • Home maintenance: ability to perform household tasks • Personal care (children): knowledge of childcare, knowledge of health and hygiene, knowledge of child psychology, nutritional knowledge, ability to look after children
Comments and questions	<p>The question of skills: Listed by the professionals themselves, they focus on emotional and operational skills. They take no account of skills relating to knowledge and to professional methods.</p> <p>They therefore need to be reformulated “remotely” to take these factors into account.</p>

¹²⁸ *Certificat d’Etat de Travailleuse Familiale* - national certificate for family care assistants

¹²⁹ *Aide à Domicile en Milieu Rural* - home help in rural areas

¹³⁰ *Mutualité Social Agricole* - Agricultural mutual benefit fund

¹³¹ *Direction Départementale de l’Action Sanitaire et Sociale* - Departmental directorate for health and welfare services

¹³² *Centre Communal d’Action Sociale* – Communal social welfare centre

A5.2: Tasks and functions of home helps

Functions	to perform tasks for persons wanting them done	To help persons who cannot manage alone	To stimulate, to support	To act preventively as regards safety, health and welfare	To educate	To provide care
tasks						
Home maintenance		Home help				
Childcare		Home help				
Household help, family care		Home help				
Care of a sick person		Home help	Home help			
Care of a disabled person		Home help	Home help	Home help		
Care of an elderly person		Home help	Home help	Home help		
Medical care						

Home help services

Main Title	Home help, family help, help for elderly persons, household help, carer, care assistant, geriatric assistant
Role	<ul style="list-style-type: none"> To help with the accomplishment of daily tasks for persons in difficulty temporarily or in the longer term To assist a disabled person with all the daily acts, providing material and physical help but also psychological and social help To help elderly persons to remain at home by providing moral, welfare and material support
Target public	<ul style="list-style-type: none"> Dependent or sick elderly persons Families experiencing temporary difficulty (illness, birth of a child, accident). Disabled persons Sick persons (cancer, AIDS, etc.)
Funding	<ul style="list-style-type: none"> Essentially public funding on the basis of social category State funding for carers Funding by the <i>CG-PSD</i>¹³³ via the <i>CRAM</i>¹³⁴, mutual benefit funds, <i>CRPA</i>¹³⁵. Funding by the <i>CAF</i> and the <i>CG-F</i>¹³⁶ Optional funding by the communal authorities Funding for sick persons by the <i>CRAM</i> Joint funding for individual persons, often dependent upon the family size. Tax reductions where the individual is a taxpayer; exemption from employment-related contributions where the individual is aged over 70
Training	None, or a few days of further training or pretraining in personal care, childcare, care for the elderly, care for the disabled, or training leading to a certificate (<i>CAFAD</i> ¹³⁷ , <i>BEPA</i> ¹³⁸ , <i>BEP-SS</i> ¹³⁹)

¹³³ *Conseil Général pour la Prestation Spécifique Dépendance* – General council for the special dependence benefit

¹³⁴ *Caisses Régionales d'Assurance maladie* – regional health insurance funds

¹³⁵ *Caisses de Retraite pour les personnes âgées* - old-age pension funds

¹³⁶ *Conseil général pour les familles* – General council for the family

¹³⁷ *Certificat d'Aptitude aux Fonctions d'Aide à Domicile* – vocational training certificate in home-help duties

¹³⁸ *Brevet d'Enseignement Professionnel des Adultes* – adult vocational training certificate

¹³⁹ *Brevet d'Enseignement Professionnel Sanitaire et Social* - vocational training certificate in health and welfare

Certificates and diplomas	<ul style="list-style-type: none"> • The <i>CAFAD</i> is the only vocational diploma recognised but is not obligatory; • <i>BEPA-SP</i>¹⁴⁰, <i>BEP-SS</i>¹⁴¹ – supplementary option, home help
Collective agreement	<ul style="list-style-type: none"> • Home help, 1983 • Home help in rural areas 1970 • Red Cross, 1986
Working conditions	<ul style="list-style-type: none"> • As a service provider: employees of associations governed by the Law of 1901 which are members of home help federations, non-federated associations or bodies (CAF, MSA, CCAS) • Agency services: employed by individuals • Paid by the hour or monthly • Part-time work from a few hours to almost full time • Regular work at the weekend or at night • Irregular workload during the day (considerable activity at the beginning and end of the day and at mealtimes)
Principal tasks	<ul style="list-style-type: none"> • Home maintenance (including shopping and meal preparation) • Personal care for elderly, sick or disabled persons help with toiletry, dressing, help with meals, administrative help, company, etc.
Function	<ul style="list-style-type: none"> • To support to persons who cannot manage alone • To stimulate, to escort
Skills	<p>General skills:</p> <ul style="list-style-type: none"> • Knowhow: to organise, to act quickly, to take the initiative • Life skills: ability to listen, polite, adaptability, diplomacy, discretion, ability to communicate, ability to inspire confidence, ability to take responsibility, inner strength. <p>Personal qualities: liveliness, compassionate, at ease with themselves, enthusiastic, honest.</p> <p>Function-related skills:</p> <ul style="list-style-type: none"> • Ability to stimulate, to escort: Ability to teach, degree of authority, ability to stimulate <p>Task-related skills:</p> <ul style="list-style-type: none"> • Home maintenance: knowledge of household tasks, careful, ability to abide by the wishes of others • Personal care (elderly or disabled person): techniques for moving elderly persons, techniques for washing and dressing, knowledge of hygiene, physical strength, vigilance
Comments and questions	<p>The generic term “home help” covers various occupations. This makes it difficult to identify the professions concerned and prevents any professional identity.</p> <p>The titles should be reviewed and the profiles separated from their source of funding.</p> <p>There is a strong demand for the differences to be established on the basis of the public served by these professionals.</p> <p>However, the survey did not uncover fundamental differences, but rather differences in the level of knowledge about the target public and the techniques relating thereto (safety, physical manipulation, level of language).</p> <p>Skills:</p> <p>These were drawn up by the professionals themselves; they are not exhaustive and may even be wrong: for example, physical strength per se is not required to move persons but this conceals a lack of knowledge of the techniques.</p> <p><u>Training:</u></p> <p>The lack of systematic training calls into question the professionalism of these trades.</p> <p>The question is not just whether there should be general home help training or specific training depending on the target public, but also whether there should be initial training or further training.</p> <p><u>Link between employment and training:</u></p> <p>Many of the pretraining courses financed by the DDTEFP¹⁴² and the ANE¹⁴³ are not necessarily suitable for help in the home. Of all staff trained, few are recruited long-term. The arrangements for training should therefore be reviewed with the local professional partners.</p>

¹⁴⁰ *Brevet d'Enseignement Professionnel des Adultes-option services aux personnes* – adult vocational training certificate-personal services option

¹⁴¹ *Brevet d'Enseignement Professionnel-sanitaire et social* – vocational studies certificate-health and welfare

¹⁴² *Directions départementales du travail, de l'Emploi et de la formation professionnelle* - Departmental directorates for labour, employment and vocational training

¹⁴³ *Agence nationale pour l'emploi* - National employment agency

Attendant for sick, disabled or dependent persons

Main Title	Domiciliary minder, attendant, nurse, companion, day nursing attendant, night nursing attendant, care assistants, home help
Role	<ul style="list-style-type: none"> To watch over persons who cannot be left unattended. To help carry out daily tasks.
Target public	<ul style="list-style-type: none"> Elderly, dependent or sick persons Disabled persons Sick persons (cancer, AIDS, etc.)
Funding	<ul style="list-style-type: none"> Return from hospital: funded by the CRAM. CRs¹⁴⁴: ACTP¹⁴⁵ (replaced by the PSD¹⁴⁶) Optional funding by the communal authorities Paid for by the individual: tax reductions where the individual is a taxpayer; exemption from employment-related contributions where the individual is over 70
Training	None, or a few days of further training, or pretraining in personal care, childcare, care of the elderly, care of the disabled, or training leading to a certificate (CAFAD, BEPA, BEP-SS)
Certificates and diplomas	<ul style="list-style-type: none"> CAFAD
Collective agreement	<ul style="list-style-type: none"> Home help, 1983 Home help in rural areas, 1970 Household employees, 1980
Working conditions	<ul style="list-style-type: none"> Employed directly by natural persons or agencies. Employed by natural persons As a service provider: Employees of associations governed by the Law of 1901 which are members of home help federations, non-federated associations or bodies (CAF, MSA, CCAS) Paid by the hour or monthly Regular work at the weekends and at night, sometimes live-in. But the hours may change: many hours at first and fewer thereafter. Part-time, the number of hours may be considerable, with hours of spent maintaining a responsible presence. Generally 1 to 3 employers.
Principal tasks	<ul style="list-style-type: none"> Home maintenance (including shopping and meal preparation) Personal care for elderly, sick or disabled persons help with washing, dressing, help with the meal taking, administrative help, company, attendance involving no activity, etc.
Function	<ul style="list-style-type: none"> To help persons who cannot manage alone To stimulate, to escort
Skills	<ul style="list-style-type: none"> General skills: <ul style="list-style-type: none"> Know how: to organise, to act quickly, to take the initiative Life skills: ability to listen, polite, adaptability, diplomacy, discretion, ability to communicate, ability to inspire confidence, ability to take responsibility, inner strength. Personal qualities: liveliness, compassionate, at ease with themselves, enthusiastic, honest. Function-related skills: <ul style="list-style-type: none"> ability to stimulate, to escort: ability to teach, degree of authority, ability to stimulate Task-related skills: <ul style="list-style-type: none"> home maintenance, knowledge of housework, careful Personal care (elderly persons): techniques for physically manipulating elderly persons, techniques for washing and dressing, knowledge of health and hygiene, physical strength, vigilance, ability to communicate with the medical services.

¹⁴⁴ *Conseil régional* - regional council

¹⁴⁵ *Allocation compensatrice tierce personne* - Compensatory attendance allowance

¹⁴⁶ *Prestation spécifique dépendance* - Special dependence benefit

<p>Comments and questions</p>	<p>This group of occupations has been dealt with separately from that of home helps to emphasise the distinction between passive and active attendance, the principal function of the latter being risk prevention.</p> <p>However, there are many similarities between the two groups of occupations. The similarity of the tasks depends for the most part on whether care is provided in addition to attendance. Where healthcare professionals are not involved, the tasks performed are similar to those of home helps.</p> <p>The characteristics of these occupations mean that it relates to emergency help, over a considerable period of time (e.g. three attendants operating in shifts to ensure a full-time presence), which may gradually diminish as the situation improves, or stop abruptly (hospitalisation, death), which means a sudden reduction in the number of hours.</p> <p>The working time includes long periods of solitude, which the professionals often find difficult to handle.</p> <p><u>Training:</u></p> <p>These tasks may appear to require fewer qualifications: “it is the presence which counts”; in reality, however, attendants are often confronted with emergency situations (a fall, dementia) which call for particular skills.</p>
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A5.3: Tasks and functions of the principal occupations in the field of household employees

Functions	to perform tasks for persons wanting them done	To help persons who cannot manage alone	To stimulate, to support	To act preventively as regards safety, health and welfare	To educate	To provide care
tasks						
Home maintenance	Household employee	Household employee				
Childcare	Childminder, nurse, housekeeper				Childminder, nurse, housekeeper	
Household help, family care	Housemaid, butler	Housemaid, butler				
Care of a sick person		Household employee, care assistant, night nursing attendant, day nursing attendant, companion	Household employee, care assistant, night nursing attendant, day nursing attendant, companion			
Care of a disabled person		Qualified household employee, companion		Care assistant		
Care of an elderly person		Qualified household employee, companion	Qualified household employee, companion	Care assistant		
Medical care						

Household employee

Main Title	Household employee, housemaid, cleaning lady, cleaner
Role	<ul style="list-style-type: none"> To perform all the household tasks relating to everyday household maintenance, possibly in the absence of employers
Target public	<ul style="list-style-type: none"> Working couples Families Able or dependent elderly persons.
Funding	<ul style="list-style-type: none"> Paid for by the individual: Tax reductions for taxpayers. Paid for by the individual employer, through the CES service cheque, via the intermediate company or association. Paid for via the agency.
Training	<ul style="list-style-type: none"> No statutory requirements Training as a multiskilled household employee Prequalification
Certificates and diplomas	<ul style="list-style-type: none"> CEFP¹⁴⁷ recognised under the 1998 collective agreement on household employees¹⁴⁸.
Collective agreement	Household employees, 1980
Working conditions	<ul style="list-style-type: none"> Employed by individuals Placed by agencies – Employed by intermediary associations or commercial companies Paid by the hour Regular and irregular working hours, part time, weekend. Little full time Several employers

¹⁴⁷ Certificat d'Employé(e) Familial(e) Polyvalent(e) - General certificate of aptitude for household employees

¹⁴⁸ Convention Collective d'Employés de Maison

Principal tasks	<ul style="list-style-type: none"> • Home maintenance (including shopping and meal preparation) • Personal care for elderly persons: help with washing, dressing, meal taking, administrative assistance, company, etc.
Function	<ul style="list-style-type: none"> • To perform tasks for persons wanting them done • To help someone who cannot operate unaided
Skills	<ul style="list-style-type: none"> • General skills: <ul style="list-style-type: none"> • Knowhow: to organise, to act quickly, to take the initiative • Life skills: ability to listen, polite, adaptability, diplomacy, discretion, ability to communicate, ability to inspire confidence, ability to take responsibility, inner strength. • Personal qualities: liveliness, compassionate, relaxed, enthusiastic, honest • Task-related skills: <ul style="list-style-type: none"> • Home maintenance: knowledge of household tasks, careful, ability to abide by the wishes of others
Comments and questions	<p>This is the occupational category most commonly recognised by the public at large, often called domestic help, a term also used for other categories of persons such as family care assistants, home helps or attendants.</p> <p>This is the category most affected by the introduction of the CES service cheque scheme and that where there are the greatest divergences as regards means of organisation, the two principal ways being agencies and direct employment by individuals.</p> <p>Training:</p> <p>Whilst there is a lack of official training, there is a wide variety of pretraining or training courses without official recognition available to job seekers. However, such training generally focuses on personal care rather than on home maintenance, with the exception of initiatives launched by the FEPEM¹⁴⁹, which focuses training on the notion of service quality, and initiatives available to women finding it difficult to enter the labour market, in which it was felt that the focus should be on the acquisition of household skills.</p> <p>This category is perceived by many as being a first step towards personal care.</p> <p>It should be noted that not all professionals see it this way; some see it as a totally separate profession; others, on the contrary, believe that only tasks relating to direct personal care are of importance.</p> <p>Adjustments will have to be made to the training for these professions firstly to contrast with other categories, but also to ensure service quality and to reflect the range of terms of employment which employees may encounter.</p>

Childminder

Main Title	Childminder, nanny, governess, baby-sitter
Role	<ul style="list-style-type: none"> • To perform all the tasks necessary for the accommodation, care and stimulation of one or more children. Possibly undertaking household maintenance.
Target public	Families and children
Funding	<ul style="list-style-type: none"> • Paid for by the individual: • Tax reductions for taxpayers. • AGED¹⁵⁰ paid by the CAF
Training	None, or a few days of further training or pretraining in personal care, childcare or training leading to a certificate (CAFAD, BEPA, BEP-SS ¹⁵¹ , CAP-PE ¹⁵²)

¹⁴⁹ *Fédération des Employeurs Particuliers d'Employés de Maison* - Federation of individual employers of household staff

¹⁵⁰ *Allocation de garde d'enfant à domicile* - child homecare allowance

¹⁵¹ *Brevet d'Enseignement Professionnel Sanitaire et Social* - vocational training certificate in health and welfare

¹⁵² *Certificat d'Aptitude Professionnelle- petite enfance et emploi à domicile auprès d'enfants* – vocational training certificate in baby care and domiciliary childcare duties

Certificates and diplomas	Nothing with official recognition
Collective agreement	Household employees, 1980
Working conditions	<ul style="list-style-type: none"> • Employed by individuals • Placed by agencies specialising or not in childminding or employed by commercial companies • Paid monthly or by the hour • Work at night and at the weekend for nannies and nurses, sometimes live-in • Part-time or full-time employment • The majority work with children below school age.
Principal tasks	<ul style="list-style-type: none"> • Childcare: washing, dressing, helping with meal taking, organising and participating in games and educational activities , help with homework, escort to locations outside the home (crèches, day nurseries, schools, leisure centres) • Home maintenance (including shopping and meal preparation)
Function	<ul style="list-style-type: none"> • To perform tasks for someone else who wants them done • To educate
Skills	<ul style="list-style-type: none"> • General skills: <ul style="list-style-type: none"> • Knowhow: to organise, to act quickly, to take the initiative • Life skills: ability to listen, polite, adaptability, diplomacy, discretion, ability to communicate, ability to inspire confidence, ability to take responsibility, inner strength. • Personal qualities: liveliness, compassionate, relaxed, enthusiastic, honest. • Function-related skills: <ul style="list-style-type: none"> • ability To educate: ability to teach, degree of authority • Task-related skills: <ul style="list-style-type: none"> • home maintenance: knowledge of household tasks, careful, ability to abide by the wishes of others • personal care (children): knowledge of health and hygiene, nutritional knowledge, vigilance, knowledge of children, child development, a liking for children, a liking for working with children
Comments and questions	<p>These jobs have developed with the introduction of the AGED; individuals make stronger demands on this scheme than on any other form of initiative.</p> <p>Associations providing a range of services find it difficult to offer qualified staff.</p> <p>Many intermediate associations and agencies in towns have forged a niche this the market, combining job placement schemes for young people, CAP-PE and childcare services.</p> <p>The cost of the type of care and the reassurance provided are key reasons for individuals opting for an organisation, and they then demand that certain criteria be met as to the educational and cultural quality of the service.</p> <p>Some professionals tend to work primarily or even exclusively with children, however those who have undertaken training in baby care duties do not necessarily want to work in the home in view of the uncertainty as regards income.</p>

Nurse

Main Title	Only title used
Role	<ul style="list-style-type: none"> • To participate in diagnosis, administer care prescribed by a doctor • Supervision of nursing auxiliaries
Target public	<ul style="list-style-type: none"> • Elderly, dependent or sick persons • Disabled persons • Sick persons (cancer, AIDS, etc.)
Funding	<ul style="list-style-type: none"> • By social security • Fully covered within the framework of domiciliary nursing care
Training	Included in the State diploma
Certificates and diplomas	State nursing diploma

Collective agreement	<ul style="list-style-type: none"> • Home help, 1983 • Home help in rural areas, 1970 • Red Cross, 1986
Working conditions	<ul style="list-style-type: none"> • Employed by the SSIAD¹⁵³, by associations governed by the Law of 1901, in federations or not, or by the public services (hospitals, CCAS) • Self-employed • Paid monthly • Regular work at weekends – during the day
Principal tasks	<ul style="list-style-type: none"> • Personal care for elderly, sick or disabled persons Help with washing, dressing, meal taking, administrative assistance.
Function	<ul style="list-style-type: none"> • To provide care • To help persons unable to operate independently • To stimulate
Skills	<ul style="list-style-type: none"> • General skills: <ul style="list-style-type: none"> • Know how: to organise, to act quickly, to take the initiative • Life skills: polite, adaptability, diplomacy, discretion, ability to communicate, inner strength • Personal qualities: liveliness, compassionate, relaxed, enthusiastic, honest. • Function-related skills: <ul style="list-style-type: none"> • To stimulate: ability to teach, degree of authority, ability to stimulate • To provide care: medical knowledge, discipline, reassuring, ability to inspire confidence • Skills in other fields: <ul style="list-style-type: none"> • Personal care (elderly persons): techniques for moving elderly persons, techniques for washing and dressing, knowledge of hygiene and health, physical strength, vigilance
Comments and questions	<p>The skills listed by the professionals are incomplete: they make no mention of the specific characteristics of work within the home, the training and supervision of nursing auxiliaries, the problem of physical strength; they should therefore be reviewed in the light of the guidelines in force for this profession as in addition to the viewpoint of care within the home. The professionals pinpoint certain specific features which might provide a starting point for specialisation of the basic profession, in geriatrics in particular, whether within the home or within a structure.</p> <p>With regard to the SSIAD, they are responsible for much of the training and supervision of nursing auxiliaries, which is comparable with hospital training and supervision.</p> <p>SSIAD nurses play an important role in the division of tasks between nursing auxiliaries and other domestic help, operational difficulties are signalled in the surveys as regards their respective functions and tasks.</p>

Nursing auxiliary

Main Title	Only title used
Role	To provide hygiene care and comfort. -To clean and disinfect the room. To provide assistance in the ordinary acts of the patient's daily life.
Target public	<ul style="list-style-type: none"> • Elderly, dependent or sick persons • Disabled persons • Sick persons (cancer, AIDS, etc.)
Funding	<ul style="list-style-type: none"> • By social security • Fully covered within the framework of domiciliary nursing care.
Training	Encompassed by the CAFAS ¹⁵⁴
Certificates and diplomas	CAFAS

¹⁵³ *Services des soins infirmiers à domicile* – home nursing care services

¹⁵⁴ *Certificat d'Aptitude aux Fonctions d'Aide Soignante* - certificate of aptitude for auxiliary nursing duties

Collective agreement	<ul style="list-style-type: none"> • Home help, 1983 • Home help in rural areas, 1970 • Red Cross, 1986
Working conditions	<ul style="list-style-type: none"> • Employed by the SSIAD, by associations governed by the Law of 1901, in federations or not, or by the public services (hospitals, CCAS) • Paid monthly • Regular work at weekends
Principal tasks	<ul style="list-style-type: none"> • Personal care for elderly, sick or disabled persons. Help with washing, dressing, meal taking, administrative assistance.
Functions	<ul style="list-style-type: none"> • To provide care • To help persons unable to operate independently • To stimulate
Skills	<ul style="list-style-type: none"> • General skills: <ul style="list-style-type: none"> • Know how: to organise, to act quickly, to take the initiative • Life skills: polite, adaptability, diplomacy, discretion, ability to communicate, inner strength • Personal qualities: liveliness, compassionate, relaxed, enthusiastic, honest. • Function-related skills: <ul style="list-style-type: none"> • To stimulate: ability to teach, degree of authority, ability to stimulate • To provide care: paramedical knowledge, discipline, reassuring, ability to inspire confidence • Skills in other fields: <ul style="list-style-type: none"> • Personal care (elderly persons): techniques for moving elderly persons, techniques for washing and dressing, knowledge of hygiene and health, physical strength, vigilance
Comments and questions	<p>The comments given on the “nurse” data sheet also apply in part here.</p> <p>The skills of nursing auxiliaries are akin to those of medical and psychiatric auxiliaries, particularly as regards the domiciliary aspects - since their working methods are different from those used in hospitals - and their care skills, notably tasks relating to personal hygiene and physical manipulation.</p> <p>Training initiatives have been undertaken to strengthen the skills they need to provide a service within the home. The evaluation of the findings should be taken into account.</p>

Service coordinator

Main Title	Service coordinator, unit coordinator, team supervisor
Role	<ul style="list-style-type: none"> • To assess the needs of users • To coordinate the work of the domiciliary workers for whom he/she is responsible • To administer the files • To assist the professionals with the practical aspects of their occupation • To assess service quality, the needs of users
Funding	<ul style="list-style-type: none"> • For service providers, the funding comes from the hourly rates charged for home care. For agencies, the funding comes from administrative charges invoiced to individual users. • Public funding: communal, departmental
Training	<ul style="list-style-type: none"> • No statutory requirements, but a minimum level of training is imposed under the collective agreements on domestic help and home helps since 1993, even if this is rarely provided • Further training by home help federations • Training stipulated in the collective agreement – 120 hours of further training
Certificates and diplomas	None
Collective agreement	<ul style="list-style-type: none"> • Home help, 1983 • Home help in rural areas, 1970 • Family care assistants, 1970

Working conditions	<ul style="list-style-type: none"> Employed by service provider associations or agencies governed by the Law of 1901 which are members of home help federations or of unfederated associations or by the public services. In some associations, this task is undertaken by volunteers Paid monthly
Principal tasks	Coordination, answer the telephone, meet users, home visits, meet domiciliary staff, administer the files, undertake the planning
Skills	<ul style="list-style-type: none"> General skills: <ul style="list-style-type: none"> Know how: to organise, to act quickly, to take the initiative, to know how to stimulate, to have a broad range of skills Life skills: ability to listen, well organised, patient, concise, ability to communicate, adaptable, explain clearly, to be reassuring, available, diplomatic, discrete, polite, degree of authority Personal qualities: joie de vivre, compassionate, dynamic
Comments and questions	<p>This function is essential in the associative services sector and to balance effectively supply and demand. It is unfortunate that this function is not backed up by any official training. Two generations of professionals are involved, the second being qualified primarily in family care (BTS¹⁵⁵, DTS¹⁵⁶).</p> <p>The skills listed are incomplete: in particular the administrative skills of staff are not always cited.</p> <p>Training for such staff is required, whether they are paid staff or voluntary workers.</p>

Manager/assistant manager

Main Title	Head of service, manager
Role	<ul style="list-style-type: none"> To supervise the administration and finances of the association To coordinate the service coordination team and to manage human resources To establish and maintain partnerships with the outside To implement the associative venture
Funding	<ul style="list-style-type: none"> For service providers, the funding comes from the hourly rates charged for home care. For agencies, the funding comes from administrative charges invoiced to individual users Public funding: communal, departmental
Training	<p>No statutory requirements</p> <p>Further training by domestic care federations</p> <p>Training leading to qualifications:</p> <p>CAFDES¹⁵⁷;</p> <p>DESS¹⁵⁸ (mainly in law or management)</p> <p>DSTS¹⁵⁹</p>
Certificates and diplomas	<ul style="list-style-type: none"> No statutory requirements CAFDES, DESS, DSTS
Collective agreement	<ul style="list-style-type: none"> Home help, 1983 Home help in rural areas, 1970 Family care assistants, 1970
Working conditions	<ul style="list-style-type: none"> Employed by service provider associations or agencies governed by the Law of 1901 which are members of help federations or of unfederated associations or by the public services. Paid monthly

¹⁵⁵ *Brevet de technicien supérieur* – advanced technical studies certificate

¹⁵⁶ *Diplôme de travailleurs sociaux* – social workers diploma

¹⁵⁷ *Certificat d'aptitude aux fonctions de direction des établissements sociaux* – vocational training certificate for duties relating to the management of establishments in the social economy

¹⁵⁸ *Diplôme d'études supérieures spécialisées* – diploma of advanced specialised studies

¹⁵⁹ *Diplôme supérieur du travail social* – higher social work certificate

Skills	<ul style="list-style-type: none"> • General skills: • Know how: ability to organise, to act quickly, to entertain, to take the initiative, to stimulate, a broad range of skills • Life skills: ability to listen, well organised, patient, concise, ability to communicate, adaptable, explain clearly, reassuring, available, diplomatic, discrete, polite, degree of authority • Personal qualities: dynamic
Comments and questions	<p>In the field of domiciliary services, this function is not systematically carried out by a manager; it may be undertaken by the Chairman or Management Board; it may be performed by a local government official at the level of the federal department or provided by a member of the association's management staff. As a public service, this is undertaken by the head of service as part of a wider structure, or is the direct responsibility of a town councillor.</p> <p>Managers in place, employed by federated associations can benefit from a training scheme to acquire new skills or update existing skills and from the network facilities provided by the federations This function serves as a link between the local association and the departmental authorities. This task is also performed by local councillors.</p>

6. Data sheets

6.1 Data sheets on the workers

Ms J.B. – Service de Maintien à Domicile	
Age	49
Sex	Female
Nationality/origin	French
Basic educational qualifications	CAP and BEP-S ¹⁶⁰ - CEP ¹⁶¹
Age left school	17
Marital status	Widow
Number of children	4 (aged 27, 25, 22 and 15)
Profession of spouse	press tool setter
Father's profession	Driver for the local authority and then clerical employee for the local authority
Mother's profession	Private lessons
Position in the family	Eldest of 6 children
Professions of other family members	-
Member of a trade union/association	No
Other employment	No
Other sources of income	No
Length of time in current job	One to three years
Period unemployed	Six months on unemployment benefit
Training/job placement schemes	Training period involving a project under a retraining scheme
Work content	Housekeeping, shopping, ironing, preparation of meals delivered by meals on wheels
Target public	Elderly persons
How did you find the work?	Through a friend
Reason for working in the sector	Necessity; divorce. I was no longer qualified for secretarial positions. After practical training under a retraining scheme, I did not want to go into sales. The only option was to become a carer. I had no baccalauréat ¹⁶² , so could not become a cashier, and no response from a home for the elderly
Professional experience and family circumstances	Shorthand typist for a financial firm (3 years). Career break on maternity leave (10 years). Household help for her parents. Contracts with an personal-services association (Ariel Service)
Travel time	-
Salary	Between 6 000 and 6 500 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	38 hours per week
Working day	7.00 – 20.00
Changes in working time	Yes, following the death of elderly persons
Type of employment contract	Fixed-term contract for service providers and agencies
Travel expenses and other costs included in the salary	None
Fluctuations in income	Yes
Collective agreement	Home help (1983) + Household employees (1980)
Title	Carer
Type of employer	Association + individual employers
Weekend work	Sometimes when acting as a replacement
Reasonable salary	Yes
Wanting additional hours??	No
Why?	Physically tired
Work satisfaction	Yes
Advantages	-
Disadvantages	Lack of consideration on the part of users. Demoralising, physically tiring. Work not officially recognised. Sexual harassment.
Annual leave	Yes
Access to training	Training not completed because of too much work Difficult because of the demands as to availability made by users
Team meetings	No
Salary payment for meetings	-
Career prospects	None
Seeking another job?	Retirement (I don't have a future anyhow)
Why?	-
Other activities (voluntary work)	None
Qualities required	Patience, to like one's job, to like other people, be conscientious, to know the other person and adjust to them
Experience	To help her mother to bring up her brothers and sisters

¹⁶⁰ *Brevet d'enseignement professionnel en sténodactylo* – vocational studies certificate in secretarial duties

¹⁶¹ *Certificat d'Etudes Primaires* – certificate of primary education

¹⁶² *Baccalauréat* – upper secondary school leaving certificate

Ms R.O. - Service de Maintien à Domicile	
Age	23
Sex	Female
Nationality/origin	French
Basic school qualifications	BAC + BTS-ECF ¹⁶³ (underway)
Age left school	Still in training
Marital status	Cohabitation
Number of children	0
Profession of spouse	Engineer
Father's profession	Plumber
Mother's profession	Secretary
Other family	Sister aged 18
Professions of other family members	Just finished school
Member of a trade union/association	No
Other employment	None
Other sources of income	None
Length of time in current job	July 1998
Period unemployed	Yes, but not in receipt of unemployment benefit
Training/job placement schemes	BTS between contracts
Work content	Varied (accounting, secretarial duties, care, housework)
Target public	Elderly or sick persons, or those in hospital
How did you find the work?	Via training between contracts
Reason for working in the sector	Appropriate for the studies
Professional experience and family circumstances	Childminder. Tennis coach
Travel time	1½ hours
Salary	65% of the SMIC ¹⁶⁴ 3 400 francs per month
Social security coverage	Via parents
Maternity leave	-
Working hours	39 hours per week
Working day	8.00-12.00/13.00- 17.00
Changes in working time	No
Type of employment contract	Replacement for three months then trainee contract
Travel expenses and other costs included in the salary	4.6% of the salary
Fluctuations in income	No
Collective agreement	Trainee
Title	Trainee
Type of employer	Association
Weekend work	No
Reasonable salary	No but help from partner and parents
Wanting additional hours?	No
Why?	No time. Studying for exam
Work satisfaction	Average
Advantages	Social role
Disadvantages	Physical tiredness, lack of consideration (symbolically, wages), salary too low, work part-time
Annual leave	6 weeks
Access to training	No
Team meetings	Not yet, but planned with the psychologist. Meetings between staff representatives and management.
Salary payment for meetings	One hour for organisation
Career prospects	Home economics consultant
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities required	Patience, honest, ability to inspire confidence, no qualifications since this work covers too wide a range of skills
Experience	-

¹⁶³ *Brevet de technicien supérieur en économie sociale et familiale* - advanced technical studies certificate in social and home economics

¹⁶⁴ *Salaires Minimum Inter Catégoriel* – national minimum wage

Ms C.V. -. - Service de Maintien à Domicile	
Age	25
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-CI ¹⁶⁵
Age left school	17
Marital status	Single
Number of children	0
Profession of spouse	-
Father's profession	Employee in the public sector
Mother's profession	Warehouse operator
Other family	1 brother, 2 sisters
Professions of other family members	Employee with a transport firm. Housewife. Unemployed
Member of a trade union/association	Staff representative
Other employment	Work on the black market for individuals or for companies
Other sources of income	Undeclared labour
Length of time in current job	4½ years
Period unemployed	None
Training/job placement schemes	Paid pretraining (10 months) as auxiliary nurse
Work content	Housework, ironing, shopping, administrative assistance, general health monitoring, cooking, company
Target public	Elderly persons, persons suffering from AIDS
How did you find the work?	Looking for work in the paramedical sector, association close to where living
Reason for working in the sector	Did not wish to work in industrial dressmaking <i>To find work to live, but I joined here because I was hungry [...] I have always liked helping other people, I've got a bit of the boy scout in me, and therefore asked myself Why? Not go into the paramedical sector</i>
Professional experience and family circumstances	None
Travel time	-
Salary	Minimum 130 hours at between 4 200 and 4 300 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	130 hours per month + 10% maximum In general between 140 and 150 hours per month
Working day	?
Changes in working time	Increasing
Type of employment contract	Initially a four-month contract Then permanent contract for 90, then 100 and finally 130 hours per month
Travel expenses and other costs included in the salary	
Fluctuations in income	Minimum of 130 hours per month. Monthly income fluctuates by 600-700 francs
Collective agreement	Home help (1983)
Title	Agency and service provider
Type of employer	Services association
Weekend work	No
Reasonable salary	No
Wanting additional hours?	Yes, looking for a contract close to full time, but there is considerable physical tiredness involved
Why?	Financial reasons
Work satisfaction	Yes, very much so
Advantages	Human side of care, feeling useful, appreciated
Disadvantages	Physical tiredness, travel, reduction in hours, need to work with agencies, not mentally challenging
Annual leave	Yes
Access to training	Yes (postures, dealing with death)
Team meetings	No, but informal time during lunch which is taken together on the association's premises
Salary payment for meetings	-
Career prospects	Gymnastics teacher for the elderly
Seeking another job?	No, provided there is no cut in hours
Why?	-
Other activities (voluntary work)	None
Qualities required	-
Experience	On-the-job training. Practical pretraining as an auxiliary nurse. <i>I was motivated; I've always been like that</i>

¹⁶⁵ *Certificat d'aptitude professionnelle-couture industrielle* – vocational training certificate in industrial dressmaking

Ms F.H. – Savarahm	
Age	57
Sex	Female
Nationality/origin	French
Basic school qualifications	CEP ¹⁶⁶
Age left school	14½
Marital status	Widow
Number of children	1 carer, 1 cook, 1 lorry driver
Profession of spouse	Craftsman
Father's profession	Barge transport
Mother's profession	Idem
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	None
Other sources of income	None
Length of time in current job	12 years
Period unemployed	None
Training/job placement schemes	No
Work content	Housework, meals
Target public	4 disabled persons
How did you find the work?	Through a former employer
Reason for working in the sector	Needed the money (husband stopped working)
Professional experience and family circumstances	Family help. Family help in husband's company (30 years). Registered childminder for 3 years
Travel time	20 minutes
Salary	Between 4 500 and 6 500 francs per month. Paid by the hour
Social security coverage	Yes
Maternity leave	-
Working hours	120 hours per month
Working day	8.30 –20.00
Changes in working time	Yes
Type of employment contract	Permanent contract on the basis of 60 hours per month
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Home help (1983)
Title	Carer
Type of employer	Association
Weekend work	1 weekend in three
Reasonable salary	No
Wanting additional hours?	Yes
Why?	No family commitments
Work satisfaction	Yes
Advantages	Work with a team of carers
Disadvantages	Physical and moral tiredness (suffering of others), working alone
Annual leave	Yes, 5 weeks (including Saturdays)
Access to training	No
Team meetings	Yes, every two weeks
Salary payment for meetings	Yes, 1 hour
Career prospects	Waiting for retirement
Seeking another job?	No
Why?	-
Other activities (voluntary work)	None
Qualities/qualifications necessary	To like one's job, to be kind, ability to be firm, ability to set limits, discretion
Experience	Experience within the family

¹⁶⁶ *Certificat d'études primaires* - certificate of primary education

Ms L.Z. - Savarahn	
Age	28
Sex	Female
Nationality/origin	French. Origin - Tunisian
Basic school qualifications	CAP-H ¹⁶⁷
Age left school	19
Marital status	Single
Number of children	0
Profession of spouse	-
Father's profession	Trackman (public sector employee)
Mother's profession	Housewife
Other family	7 sisters, 3 brothers
Professions of other family members	Auxiliary nurse. Biological researcher. Pharmacist
Member of a trade union/association	No
Other employment	None
Other sources of income	None
Length of time in current job	7 years
Period unemployed	Yes
Training/job placement schemes	Computer training. Training as an auxiliary nurse
Work content	Housework, meals, washing and dressing, cleaning of the room, equipment, handling, walks
Target public	Disabled persons
How did you find the work?	In doing a period of compute training in the hospital
Reason for working in the sector	Unemployed. Training in the health and welfare sector
Professional experience and family circumstances	Practical training in computers. Cleaner for a company (7 months). Training as an auxiliary nurse. Replacement jobs as an auxiliary nurse in hospitals
Travel time	-
Salary	Between 4 000 and 5 000 francs per month. Paid by the hour
Social security coverage	Yes
Maternity leave	-
Working hours	27 hours a week + weekends
Working day	Up to 20.00
Changes in working time	Yes, very variable
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Home help (1983)
Title	Carer
Type of employer	Association
Weekend work	1 weekend in three
Reasonable salary	No
Wanting additional hours?	Yes
Why?	-
Work satisfaction	Yes, very much so
Advantages	Interesting profession similar to that of an auxiliary nurse
Disadvantages	No recognition of training as an auxiliary nurse
Annual leave	5 weeks (including Saturdays)
Access to training	Yes (transfers, handling)
Team meetings	Yes, every two weeks
Salary payment for meetings	Yes, 1 hour
Career prospects	To find a post as auxiliary nurse
Seeking another job?	Yes, post as auxiliary nurse in a hospital
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Patience, compassion, diplomacy, training
Experience	Several members of the family are disabled

¹⁶⁷ *Certificat d'aptitude professionnelle-habillement* - vocational training certificate in clothing

Ms J.T. - Savarahn	
Age	46
Sex	Female
Nationality/origin	French
Basic school qualifications	CEP
Age left school	15
Marital status	Married
Number of children	3 adult children
Profession of spouse	Joiner-carpenter
Father's profession	Farmer
Mother's profession	Farm worker
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	Office worker for Savarahn (40 hours a month)
Other sources of income	Salary as officer worker
Length of time in current job	12 years
Period unemployed	Yes
Training/job placement schemes	No
Work content	Housework, meals, shopping, personal care
Target public	Disabled persons
How did you find the work?	Through the ANPE ¹⁶⁸
Reason for working in the sector	Wanted to get out of the house. Problems with husband's job
Professional experience and family circumstances	Family home. Household help (2 years). Marriage. Gatekeeper (6 years). Work as gatekeeper closed. Administrative competition for the SNCF. 6 years out of employment. Temporary worker (6 months). Registered unemployed
Travel time	40 minutes
Salary	Half the SMIC. Paid by the hour
Social security coverage	Yes
Maternity leave	-
Working hours	About 120 hours per month
Working day	Very variable
Changes in working time	Yes
Type of employment contract	Permanent contract on the basis of 80 hours per month
Travel expenses and other costs included in the salary	None
Fluctuations in income	Yes
Collective agreement	Home help (1983) + Household employees (1980)
Title	Carer
Type of employer	Association + individual employers
Weekend work	1 weekend in three
Reasonable salary	Yes, because there is also husband's salary
Wanting additional hours?	No
Why?	-
Work satisfaction	Yes, considerable (as compared with factory work)
Advantages	Important social role
Disadvantages	Stress
Annual leave	30 days
Access to training	2 practical training course (transfers, handling)
Team meetings	Yes, twice a month
Salary payment for meetings	Yes
Career prospects	Awaiting retirement
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Patience, availability, adaptability, ability to listen
Experience	Experience within the family

¹⁶⁸ Agence Nationale Pour l'Emploi – National employment agency

Ms G.R. - ADN	
Age	28
Sex	Female
Nationality/origin	French
Basic school qualifications	BEP- ¹⁶⁹
Age left school	18
Marital status	Cohabitation
Number of children	0
Profession of spouse	Head cook
Father's profession	Manager of a motoring school, manager of a fitness centre, caterer, bus conductor
Mother's profession	Employee of the social security office – Trade union official
Other family	1 sister
Professions of other family members	Student
Member of a trade union/association	No
Other employment	-
Other sources of income	-
Length of time in current job	2 years
Period unemployed	Yes, but not in receipt of unemployment benefit
Training/job placement schemes	No
Work content	Housework, childcare, ironing
Target public	Working households
How did you find the work?	By word of mouth
Reason for working in the sector	Didn't want to return to sales
Professional experience and family circumstances	Cleaner for a factory for two months during the summer after the BEP. Au pair in England (1 ½ years). Odd jobs in France. 1 year out of work. Sales representative for encyclopaedia (9 months). Sales representative in the insurance sector (6 months). 1 year out of work (taking care of grandfather). Practical training periods via the ANPE
Travel time	-
Salary	About 2 300 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	Between 20 to 25 hours per week
Working day	Variable and changeable: between 9.00-18.00 maximum
Changes in working time	Yes
Type of employment contract	Renewable fixed-term contracts
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Labour code
Title	Cleaner
Type of employer	Intermediary association
Weekend work	No
Reasonable salary	Yes, since husband works
Wanting additional hours?	Yes, 6-7 hours
Why?	Financial reasons
Work satisfaction	Difficult
Advantages	Work at your own pace, possibility of altering the hours to reconcile private life
Disadvantages	Travel, a profession providing little in the way of self-esteem, low pay, precarious work situation
Annual leave	Paid at the end of the month
Access to training	Nothing proposed
Team meetings	No
Salary payment for meetings	No
Career prospects	Have children, pass the qualifications necessary to work in a crèche
Seeking another job?	No
Why?	-
Other activities (voluntary work)	None
Qualities required	-
Experience	-

¹⁶⁹ *Brevet d'enseignement professionnel en vente* – vocational studies certificate in sales

Ms B.P. - ADN	
Age	31
Sex	Female
Nationality/origin	French
Basic school qualifications	Lower secondary school
Age left school	16
Marital status	Married
Number of children	3 (aged 18, 12 and 8)
Profession of spouse	Civil engineering labourer with EDF-GDF
Father's profession	Mason
Mother's profession	Housewife
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	Same work for the association RED
Other sources of income	Contracts with RED
Length of time in current job	2 years
Period unemployed	Yes, but not entitled to benefit (insufficient hours)
Training/job placement schemes	No
Work content	Housework
Target public	Working households or elderly persons
How did you find the work?	By word of mouth
Reason for working in the sector	Found nothing through the ANPE. Financial problems in the family
Professional experience and family circumstances	Stayed with parents. Married. Housewife (had a son). Cleaner for two shops (3 years). Housewife (8 years). Had two children
Travel time	-
Salary	Between 2 700 and 3 000 francs per month
Social security coverage	Yes, and through her husband
Maternity leave	-
Working hours	25 hours per week
Working day	-
Changes in working time	Yes
Type of employment contract	Fixed-term contracts renewable every month
Travel expenses and other costs included in the salary	RED: 3 francs if the job is far away
Fluctuations in income	Yes
Collective agreement	AND: Labour code – RED: Household employees
Title	Cleaner
Type of employer	Individuals + association
Weekend work	No
Reasonable salary	Yes, since husband works
Wanting additional hours?	No
Why?	Physically tired
Work satisfaction	Yes, but tired
Advantages	Can get out of the house
Disadvantages	Physical tiredness, low pay, travel
Annual leave	15 days
Access to training	No training provided
Team meetings	RED: a few days a year AND: No
Salary payment for meetings	RED: No
Career prospects	Would prefer not to work
Seeking another job?	No
Why?	Look for a house. Stop working
Other activities (voluntary work)	No
Qualities required	To like one's job, be sociable
Experience	Very strict training in a boarding school

Ms R.I. - ADN	
Age	51
Sex	Female
Nationality/origin	French
Basic school qualifications	CEP
Age left school	14
Marital status	Widow
Number of children	1 daughter, aged 22 (horticulturist)
Profession of spouse	Worker
Father's profession	Farm worker, warehouse operator
Mother's profession	Childminder, cleaner, dressmaking from home
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	Household employee through the association Balmont Ménage + via the CES service cheque scheme
Other sources of income	Supplemented by the ASSEDIC ¹⁷⁰
Length of time in current job	1 year
Period unemployed	1 year
Training/job placement schemes	Practical period of retraining in mass catering. Job placement training with the CIF. Housework related training period with the ADN
Work content	Housework, ironing
Target public	Working households
How did you find the work?	Centre d'Information Féminine
Reason for working in the sector	Health problems working in catering: <i>There was not much choice since at my age you are already too old; from the point of view of studies, I am not very well qualified; sufficient for everyday tasks but not for anything else [...]</i> Many of the jobs which I could have done have disappeared and no longer exist.
Professional experience and family circumstances	Textile worker (7 years). Marriage. Resignation. Worker for Rhône-Isère (locks) (3 years). Moved. Home worker (2 years). Textile worker (6 months). Temporary work for Rhône-Isère (8 months). Worker with FAM (12 years). Made redundant. Unemployment (1 year). Period of practical retraining in mass catering. Replacement jobs in mass catering (BNP). CES ¹⁷¹ in mass catering. Work placement training with the CIF. Worker in mass catering (5 years) part-time replacement work. Period of training in housework with the ADN.
Travel time	-
Salary	2 000 francs per month + 1 800 francs per month in unemployment benefit
Social security coverage	Yes, via the ASSEDIC
Maternity leave	-
Working hours	13 hours per week
Working day	-
Changes in working time	Yes, fall in hours and changes in hours
Type of employment contract	At the beginning, replacement work. Fixed-term contracts are the norm
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	ADN: Labour code Balmont Ménage: Household employees
Title	Cleaner
Type of employer	2 individual employers + association ADN
Weekend work	No
Reasonable salary	Yes, since living alone and supplemented by unemployment benefit
Wanting additional hours?	No
Why?	Health problems (arm slightly paralysed)
Work satisfaction	Yes, got used to it
Advantages	Independence, quiet
Disadvantages	Travel, change of place of work, working alone
Annual leave	-
Access to training	Yes, via ADN (use of household products, hygiene)
Team meetings	Balmont association: 2 to 3 meetings a year on a Saturday. No meetings at ADN
Salary payment for meetings	Balmont association: 1-2 hours
Career prospects	Waiting for retirement
Seeking another job?	No
Why?	-
Other activities (voluntary work)	-
Qualities required	To take the job seriously, punctual, honest
Experience	Through mother who did the housework Through first job which involved housework

¹⁷⁰ Association pour l'emploi dans l'industrie et le Commerce – Association for employment in industry and commerce

¹⁷¹ Contrat Emploi Solidarité – employment promotion contract

Ms B.S. - Chèque Emploi Service	
Age	35
Sex	Female
Nationality/origin	Algerian
Basic school qualifications	Diploma in engineering (Algeria)
Age left school	25
Marital status	Married
Number of children	0
Profession of spouse	Teacher
Father's profession	Public sector employee in Algeria
Mother's profession	Medical secretary in Algeria
Other family	3 sisters and 1 brother
Professions of other family members	-
Member of a trade union/association	Association culturelle algérienne ¹⁷²
Other employment	None
Other sources of income	None
Length of time in current job	2 years
Period unemployed	No
Training/job placement schemes	No
Work content	Childcare + housework
Target public	Working households
How did you find the work?	Small ads in the newspapers
Reason for working in the sector	The Algerian diplomas are not recognised
Professional experience and family circumstances	Engineer in Algeria (3 years). Immigrated to France. Odd jobs taking care of children on the black market (2 years). Other small jobs + registered with the University
Travel time	45 minutes
Salary	2.800 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	80 hours per month
Working day	6.00-10.00 or 17.00-21.00 (depending on the working hours of the employer, who is a nurse)
Changes in working time	Yes
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	Yes (season ticket for public transport)
Fluctuations in income	Yes (hours longer during the school holidays)
Collective agreement	<i>Household employees</i> (1980)
Title	Childminder
Type of employer	1 individual employer
Weekend work	No
Reasonable salary	Yes
Wanting additional hours?	No
Why?	Trying to study again
Work satisfaction	Average
Advantages	-
Disadvantages	Very time consuming. Does not enjoy taking care of children every day
Annual leave	Yes, when the employers are on holiday
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Find work related to initial training
Seeking another job?	-
Why?	-
Other activities (voluntary work)	Activities in the associative sector
Qualities/qualifications necessary	-
Experience	None at the beginning

¹⁷² *Algerian cultural association*

Ms G.T. - Chèque Emploi Service	
Age	26
Sex	Female
Nationality/origin	French
Basic school qualifications	Masters degree in sociology
Age left school	24
Marital status	Single
Number of children	0
Profession of spouse	-
Father's profession	Teacher
Mother's profession	Teacher
Other family	1 brother
Professions of other family members	Just finished school
Member of a trade union/association	Active member of an association
Other employment	None
Other sources of income	Small RMI ¹⁷³ supplement
Length of time in current job	1 year
Period unemployed	No
Training/job placement schemes	No
Work content	Childcare
Target public	Working couple with two children
How did you find the work?	By word of mouth
Reason for working in the sector	Did not continue university studies. Problem with a career, vocational integration (does not want a full-time job)
Professional experience and family circumstances	Household help with <i>Rhône-Alpes Assistance</i> (3 years) + student. Childminder for the association <i>Allo-Nounou</i> (1 year)
Travel time	30 minutes
Salary	1 500 francs per month
Social security coverage	Through the RMI
Maternity leave	-
Working hours	30 hours per month during the school year (on Wednesday), 50 hours per week during the school holidays
Working day	8.30-18.30
Changes in working time	Yes, more
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes, more
Collective agreement	Household employees
Title	Childminder
Type of employer	Individual employer
Weekend work	No
Reasonable salary	Yes
Wanting additional hours?	No
Why?	Wants time for herself
Work satisfaction	Average (one job is just like another)
Advantages	Possibility of not working full time. The work is not too physically tiring
Disadvantages	Hours imposed by the employer. Additional hours required
Annual leave	Included in the salary (10%)
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Idea of setting up independently (associative register)
Seeking another job?	-
Why?	-
Other activities (voluntary work)	-
Qualities/qualifications necessary	Patience. Training as an entertainment organiser
Experience	None

¹⁷³ *Revenu Minimum d'Insertion* – minimum work programme income

Ms M.E. - Chèque Emploi Service	
Age	40
Sex	Female
Nationality/origin	Portuguese
Basic school qualifications	Primary education
Age left school	13 (wanted to continue schooling but was not obligatory in Portugal)
Marital status	Married
Number of children	1 child
Profession of spouse	Sheet metal worker
Father's profession	Carpenter
Mother's profession	Farm worker
Other family	5 brothers and sisters
Professions of other family members	Masons, sales assistant, ironer with a dry-cleaning firm
Member of a trade union/association	No
Other employment	A few hours working in the black from time to time
Other income	-
Length of time in current job	6 years
Period unemployed	No
Training/job placement schemes	No (has no written command of French)
Work content	Housework, meals
Target public	1 elderly person, one working couple, one household with one partner working
How did you find the work?	Small ads in the newspapers, by word of mouth
Reason for working in the sector	No qualifications
Professional experience and family circumstances	Cleaning lady since the age of 13. Live-in cleaning lady in Portugal (10 years). Cleaning lady during the day (undeclared)
Travel time	
Salary	About 3 000 francs per month – 50 francs per hour
Social security coverage	Via husband (not sufficient hours)
Maternity leave	-
Working hours	40 hours per month
Working day	10.00 – 17.00
Changes in working time	Yes, very variable. Often additional hours
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes, but some employers pay for hours when they are away.
Collective agreement	Household employees
Title	Cleaner
Type of employer	3 individual employers
Weekend work	No
Reasonable salary	Yes, because there is also husband's salary
Wanting additional hours?	Yes
Why?	Salary not sufficient
Work satisfaction	<i>I am beginning to have reached saturation point with cleaning. I would like to do something else, if I had the qualifications – but I don't</i>
Advantages	Independence (I work through an association to ensure that I am always paid). Possibility of changing the hours worked
Disadvantages	Some problems with lack of respect from some employers
Annual leave	Included in the monthly salary (10%). One month of holiday
Access to training	No
Team meetings	No
Salary payment for meetings	No
Career prospects	Would like to work as a home help for elderly persons
Seeking another job?	No
Why?	No qualifications
Other activities (voluntary work)	No
Qualities/qualifications necessary	None required to do housework
Experience	Prior professional experience

Ms N.V. - ADOQ	
Age	32
Sex	Female
Nationality/origin	Born in Algeria
Basic school qualifications	CAP, BEP-H ¹⁷⁴ , diploma in design, clerical training
Age left school	18
Marital status	Married
Number of children	2 children
Profession of spouse	House painter, then unemployed + temporary jobs
Father's profession	Manager of a haulage firm
Mother's profession	Housewife, then childminder
Other family	None
Professions of other family members	-
Member of a trade union/association	No
Other employment	Yes
Other sources of income	None
Length of time in current job	4 months
Period unemployed	Yes
Training/job placement schemes	No
Work content	Childcare, housekeeping (housework, ironing) + own children
Target public	1 working couple, 1 child aged 3, 1 child aged 4 months
How did you find the work?	Through the ANPE
Reason for working in the sector	Stop gap. Mother already did this work. Didn't know what to do
Professional experience and family circumstances	Office employee (6 months). Worker in the clothing sector (10 years). Manager of a transport firm in Algeria (4 years). Left Algeria in 1992; company sold. Training in childcare at the Rockefeller School. Since 1996, childminder (small ads, ads in the ANPE)
Travel time	30 minutes
Salary	5 200 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	45 hours per week
Working day	8.30-17.30
Changes in working time	No
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	No
Collective agreement	Household employees (1980)
Title	Childminder
Type of employer	1 individual employer
Weekend work	No
Reasonable salary	No
Wanting additional hours?	No
Why?	Already working full time
Work satisfaction	Average
Advantages	Independence
Disadvantages	Salary too low. Hours of spent maintaining a responsible presence. Same salary irrespective of the number of children. Work not officially recognised (housework, responsibility vis-à-vis the child). Precarious nature of the contract (temporary). Monotonous. Physically tiring
Annual leave	Yes
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Find a job in an institution
Seeking another job?	Yes
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Training: diet, health and hygiene. Like children. Know how to handle children (family experience). Ability to listen. <i>It's the same thing taking care of other people's children. You must know how to do things. That's Why? the training is good.</i>
Experience	-

¹⁷⁴ *Brevet d'enseignement professionnel-habillement* - vocational studies certificate in clothing

Ms A.C. - ADOQ	
Age	34
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-C ¹⁷⁵
Age left school	18. Began an apprenticeship at 16.
Marital status	Married
Number of children	3 children: aged 17 (BEP-SS ¹⁷⁶), 16 (apprenticeship as a bodywork painter), 14 (lower secondary school)
Profession of spouse	Lorry driver
Father's profession	Security guard (watchman)
Mother's profession	Childminder, cleaning lady
Other family	-
Professions of other family members	-
Member of a trade union/ association	No
Other employment	Office cleaning
Other sources of income	Office cleaning + Work in the black for an elderly person from time to time
Length of time in current job	2 years
Period unemployed	Yes, but not in receipt of unemployment benefit
Training/job placement schemes	No
Work content	Childcare (bathing, lunch, dressing, changing, supervision), housework, ironing
Target public	1 working household (nurse) with a 4-month old child; 1 household with a single working parent and twins
How did you find the work?	Through the ANPE
Reason for working in the sector	Work with a small salary to pay for her children's studies. Wanted to get out of the house. I felt smothered. No longer qualified for hairdressing. Didn't want to study again. Loves children but has no qualifications for working in nurseries. Experience as a registered childminder. No possibility of training via the ANPE. Looked for work in the hotel sector but the hours were too long (work at the weekend)
Professional experience and family circumstances	Hairdresser for men (3 years). Marriage. Housewife (10 years). Registered childminder (7 years). Direct employment as a childminder
Travel time	45 minutes
Salary	3 300 francs per month (SMIC horaire ¹⁷⁷) No hours spent maintaining a responsible presence
Social security coverage	Yes, daily benefit
Maternity leave	-
Working hours	30 hours per week
Working day	Varies during the week, but up to 19.00 maximum
Changes in working time	Hours change. Fewer hours during the holidays (paid for public holidays and days which are not public holidays)
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees (1980)
Title	Childminder
Type of employer	2 individual employers
Weekend work	No
Reasonable salary	Yes
Wanting additional hours?	No
Why?	Wants time for her children
Work satisfaction	Yes
Advantages	It's nice to work with children. More fun than other work. Part-time work possible. You can choose your hours. Same salary (on the basis of SMIC) as for hairdressing
Disadvantages	Physically tiring. Lack of contact. Isolation
Annual leave	5 weeks. Decided by the employee
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Took the CAP-PE ¹⁷⁸ to be able to work full-time in a crèche for the pension
Seeking another job?	Yes, for the month of September
Why?	One of the childcare contracts has finished
Other activities (voluntary work)	A member of a gymnastics club
Qualities/qualifications necessary	Training in first aid. Patient. Liking children. Lively. <i>This job can be done by any mother who has had children</i>
Experience	Experience as a registered childminder (2 periods of officially recognised training). Experience as a housewife <i>The instincts are there [...] I have always had children around me</i>

¹⁷⁵ *Certificat d'aptitude professionnelle-coiffure* - vocational training certificate in hairdressing

¹⁷⁶ *Brevet d'Enseignement Professionnel Sanitaire et Social* - vocational training certificate in health and welfare

¹⁷⁷ *Salaires Minimum Inter Catégorie horaire* – national minimum hourly wage

¹⁷⁸ *Certificat d'aptitude professionnelle-petit enfance* - vocational training certificate in baby care

Ms Z.V. - ADOQ	
Age	25
Sex	Female
Nationality/origin	Turkish origin
Basic school qualifications	Secondary school – 1 st year of SST ¹⁷⁹
Age left school	17
Marital status	Cohabitation
Number of children	0
Profession of spouse	Unemployed lathe operator-milling machine setter
Father's profession	Foundry worker
Mother's profession	Housewife, and then a caretaker
Other family	2 sisters and 1 brother
Professions of other family members	Replacement job as a caretaker, security guard, childminder
Member of a trade union/association	No
Other employment	Summer job as an infant nursing assistant
Other sources of income	Salary from summer jobs + supplement from the ASSEDIC
Length of time in current job	5 months
Period unemployed	Yes, but not qualified for unemployment benefit
Training/job placement schemes	CAP-PE, self-financed. As an paediatric auxiliary nurse paid for by the ASSEDIC
Work content	Childcare + housework
Target public	1 couple with one partner working and three children
How did you find the work?	Advertisement by the ADOQ in the school and in the ANPE
Reason for working in the sector	<i>Like children.</i> Awaiting something else
Professional experience and family circumstances	Cleaner for a supermarket (3 years). Replacement jobs in nurseries (7 months). Summer job as an auxiliary paediatric night nurse in a hospital
Travel time	40 minutes
Salary	1 900 francs per month + supplement from the ASSEDIC (1 500 francs per month)
Social security coverage	Yes
Maternity leave	She would take maternity leave if her salary was sufficient
Working hours	55 hours per month
Working day	8.15-12.15
Changes in working time	Yes, during the holidays. Sometimes a few hours more in the afternoon
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees (1980)
Title	Childminder
Type of employer	1 individual employer
Weekend work	No
Reasonable salary	Non, but in line with the work undertaken
Wanting additional hours?	Yes
Why?	Financial reasons
Work satisfaction	Yes
Advantages	Independence. Few children so leave significant scope for manoeuvre
Disadvantages	Monotony
Annual leave	10% paid for leave every month but no holidays taken
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Full time in September for one employer. Restarting studies as a paediatric nurse in 2000 to be able to work in a hospital
Seeking another job?	Yes
Why?	Job content not sufficiently satisfying
Other activities (voluntary work)	No
Qualities required	Patience. Training, unless it is an inborn skill. To have had children. Training in housework
Experience	She looked after her small brothers from the age of 7

¹⁷⁹ *Services scientifiques et techniques* - scientific and technical studies

Ms F.U – CCAS ¹⁸⁰	
Age	33
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-EB ¹⁸¹ (not the right path, <i>I didn't like school</i>)
Age left school	17
Marital status	Divorced
Number of children	2, aged 13 and 12
Profession of spouse	?
Father's profession	Mason
Mother's profession	Factory worker
Other family	1 brother aged 42, 1 sister aged 40
Professions of other family members	Secretary, executive
Member of a trade union/association	Yes
Other employment	Escort for elderly persons
Other sources of income	Yes (140 hours per month in all)
Length of time in current job	2½ years
Period unemployed	RMI (7 months). Several short periods of unemployment
Training/job placement schemes	Secretarial training (refresher course) but failed (single parent with two children)
Work content	Meals on wheels service, social role (company, assistance as required)
Target public	Elderly persons
How did you find the work?	Had worked as a household help with the CCAS
Reason for working in the sector	<i>No-one chooses to do housework. You choose to become a doctor. I would have done anything. I had to work and the hours were alright for those of my children</i>
Professional experience and family circumstances	Replacement job in a retirement home (personal care) for 6 months. Odd jobs (factory, caretaker, waitress, housework, etc.) on a part-time basis. Worker on an hourly basis as a household help with the CCAS (4 years). Replacement job with the meals on wheels service
Travel time	15 minutes
Salary	SMIC
Social security coverage	Yes
Maternity leave	-
Working hours	5¼ hours per day, 5 days a week
Working day	8.30 – 17.00
Changes in working time	Yes
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Local authority employees
Title	Employee paid by the hour
Type of employer	CCAS
Weekend work	Yes (1 weekend per month)
Reasonable salary	At 140 francs per hour, yes
Wanting additional hours?	Yes, to reach 6 hours per day
Why?	Single parent with two children
Work satisfaction	Yes (the most satisfying of all the jobs undertaken)
Advantages	Social work, contact with people, freedom, organisational freedom
Disadvantages	No recognition of the social role (no certificate), physically tiring Poor conditions (holidays paid at the end of each month, none of the rights of the public sector)
Annual leave	Paid at the end of the month
Access to training	First aid
Team meetings	Informally
Salary payment for meetings	No
Career prospects	Obtain qualifications. Not to stay at home
Seeking another job?	Another job in the social economy (not actively seeking)
Why?	Not sufficiently well recognised
Other activities (voluntary work)	No
Qualities required	No qualifications.. Sociable, lively, patient, a liking for elderly persons
Experience	Work in retirement homes when young. Housework for elderly persons

¹⁸⁰ Centre Communal d'Action Sociale – Communal social welfare centre

¹⁸¹ Certificat d'aptitude professionnelle d'employée de bureau - vocational training certificate in clerical duties

Ms K.R. - CCAS	
Age	52
Sex	Female
Nationality/origin	Algerian
Basic school qualifications	Primary school certificate in Algeria (would have liked to have been a nurse)
Age left school	16
Marital status	Widow
Number of children	4 children
Profession of spouse	Industrial vehicles worker
Father's profession	-
Mother's profession	-
Other family	Eldest of 5 children
Professions of other family members	-
Member of a trade union/association	No
Other employment	None
Other sources of income	No
Length of time in current job	5 years
Period unemployed	No
Training/job placement schemes	No
Work content	Housework, meals, ironing, shopping, company
Target public	Elderly persons, disabled (10 persons)
How did you find the work?	Applied
Reason for working in the sector	Financial reasons, husband died
Professional experience and family circumstances	Housewife. Husband died. Home help with the association <i>AIDER</i> – Replacement jobs in hospitals
Travel time	?
Salary	No monthly figure. Between 3 000 and 5 000 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	Between 130 and 140 hours per month
Working day	8.00-18.00 or later
Changes in working time	Yes, the number of hours is falling
Type of employment contract	Contracted by the hour. Cannot become a regular employee since Algerian
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Local public sector employees
Title	Home help
Type of employer	City Council and 1 individual employee
Weekend work	No
Reasonable salary	Difficult
Wanting additional hours?	Yes
Why?	
Work satisfaction	Yes
Advantages	More personalised job than in a hospital
Disadvantages	-
Annual leave	Yes
Access to training	Yes (elderly persons, AIDS)
Team meetings	No
Salary payment for meetings	-
Career prospects	None
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities required	No qualifications necessary. Love, patience, like elderly persons
Experience	As the eldest daughter, took care of sisters

Ms C.T. - CCAS	
Age	53
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-AM ¹⁸² and CAP-CFI ¹⁸³
Age left school	17
Marital status	Married
Number of children	2 children
Profession of spouse	Worker, unemployed, temporary employment
Father's profession	Worker
Mother's profession	Housewife
Other family	3 brothers and sisters
Professions of other family members	-
Member of a trade union/association	No
Other employment	No
Other sources of income	No
Length of time in current job	1981
Period unemployed	No
Training/job placement schemes	No
Work content	Housework, housekeeping, shopping, meals, ironing
Target public	Elderly persons
How did you find the work?	By word of mouth, replacement
Reason for working in the sector	Problem in husband's company
Professional experience and family circumstances	Textile worker (winding) – 1 year. Laboratory assistant in a textile firm (dyeing) - 7 years. Stopped work following birth of a daughter. Housewife. Domiciliary childminder. 1981, Replacement jobs for the CCAS (2 months). CCAS auxiliary. Established employee (1998)
Travel time	-
Salary	Paid monthly. 4 000 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	Averaged over the year, 100 hours per month
Working day	8.30-17.00 maximum
Changes in working time	Yes
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	2 hours of travel paid per month
Fluctuations in income	No
Collective agreement	Local public sector employees
Title	Household help
Type of employer	City Council
Weekend work	No
Reasonable salary	Yes
Wanting additional hours?	No
Why?	Health problems
Work satisfaction	Yes
Advantages	Very strict work rules, but too rigid. Stable employment as compared with that of an auxiliary
Disadvantages	Physically tiring
Annual leave	Yes
Access to training	Practical training (Alzheimer's disease, the approach to take with elderly persons, family care auxiliary), short CAFAD course
Team meetings	No
Salary payment for meetings	-
Career prospects	None
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities required	-
Experience	-

¹⁸² *Certificat d'aptitude professionnelle-arts ménager* - vocational training certificate in home economics

¹⁸³ *Certificat d'aptitude professionnelle-couture flou industriel* - vocational training certificate in industrial scale dressmaking

Ms O. L. - S. Ages 31	
Age	50
Sex	Female
Nationality/origin	French
Basic school qualifications	Higher education + CAP-A ¹⁸⁴
Age left school	19
Marital status	Married
Number of children	1 child aged 22
Profession of spouse	Unemployed (formerly a craftsman)
Father's profession	-
Mother's profession	-
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	Caretaker (35 hours per week)
Other sources of income	2 nd job
Length of time in current job	Between 3 and 6 months
Period unemployed	Yes
Training/job placement schemes	No
Work content	Escort for elderly persons, childminding + housework, meals, washing, ironing
Target public	Elderly persons, working couples
How did you find the work?	Applied
Reason for working in the sector	Financial reasons. Qualified to do the work. Only work possible (would not have done this work when young)
Professional experience and family circumstances since leaving the school system	Diploma as an auxiliary (teaching). Car accident (immobilised for 2 years). Employee with an insurance firm. Resignation. Marriage. Moved. Odd jobs alternating with periods as a housewife. Birth of a daughter. Housewife. Voluntary work. Husband became unemployed. Financial problems. MSE
Travel time	10 minutes
Salary	40.22 francs per hour – 2 500 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	19 hours per week
Working day	13.00 –20.00
Changes in working time	Not from one week to another, but no income during the holidays (employers away) but it is not too bad
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees
Title	Home help and childminder
Type of employer	Individual employers
Weekend work	No
Reasonable salary	No
Wanting additional hours?	No
Why?	Has other work and wants to have time for herself and her husband
Work satisfaction	As normal for this work
Advantages	Social aspect, support, positive role of the association in regulating and protecting employees, clearer relationship between employees and employers than private arrangements
Disadvantages	Work of a cleaning lady not appreciated, physically tiring, lack of respect on the part of certain employers, temporary employment, lack of security, hours imposed by the employers but some changes possible (hours satisfactory for the most part)
Annual leave	Yes, but no holidays this year
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Stay with the family
Seeking another job?	No
Why?	-
Other activities (voluntary work)	Community voluntary work but less time now
Qualities/qualifications necessary	Training
Previous experience of advantage for this work	Experience within the family; community voluntary work

¹⁸⁴ *Certificat d'aptitude professionnelle-assurances* - vocational training certificate in insurance

Ms S. P. – S. Ages 31	
Age	52
Sex	Female
Nationality/origin	French
Basic school qualifications	Certificate of primary education
Age left school	14
Marital status	Divorced
Number of children	4 daughters, two of which are still at home
Profession of spouse	Baker
Father's profession	Lorry driver
Mother's profession	Housewife + farm worker
Other family	5
Professions of other family members	-
Member of a trade union/association	-
Other employment	-
Other sources of income	Supplement from the ASSEDIC
Length of time in current job	3 months
Period unemployed	Yes
Training/job placement schemes	Yes
Work content	Housework, shopping, company
Target public	Elderly persons
How did you find the work?	Close to home
Reason for working in the sector	No diploma for working in hospitals again
Professional experience and family circumstances since leaving the school system	Family help (3 years). Household employee (2 years). Employed by the nursing aide service in the hospital (7 years). Marriage. Resignation to work in husband's bakery (15 years). Divorce. Moved. Odd jobs (fruit picker for 6 months). Unemployment. Job training scheme. Housekeeper for a floor in a hotel (5 years). Home help for the ADMR ¹⁸⁵ in Arles. Home help in Moissac.
Travel time	-
Salary	800 francs per month
Social security coverage	Yes, by the ASSEDIC
Maternity leave	-
Working hours	20 hours per month
Working day	-
Changes in working time	Yes
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees
Title	Cleaning lady – Carer
Type of employer	Individual employers
Weekend work	No
Reasonable salary	No
Wanting additional hours?	Yes
Why?	Income insufficient
Work satisfaction	Yes
Advantages	Important social role, independent
Disadvantages	-
Annual leave	Don't know
Access to training	Don't know
Team meetings	No
Salary payment for meetings	-
Career prospects	To continue
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities required	-
Previous experience of advantage for this work	-

¹⁸⁵ *Aide à Domicile en Milieu Rural* – home help in rural areas

Ms G. F. - S. Ages 31	
Age	49
Sex	Female
Nationality/origin	French
Basic school qualifications	Nursing diploma, then diploma in paediatric auxiliary nursing
Age left school	17
Marital status	Married
Number of children	0
Profession of spouse	Craftsman, then manager of a café, then employee of an <i>association d'insertion</i> ¹⁸⁶
Father's profession	Farmer
Mother's profession	Housewife
Other family	Youngest of 9 children
Professions of other family members	Doctor, social worker, 3 soldiers, unemployed, accountant, farmer
Member of a trade union/association	No
Other employment	Church cleaner
Other sources of income	In kind: housing
Length of time in current job	7 months
Period unemployed	Yes, but not in receipt of unemployment benefit
Training/job placement schemes	No
Work content	Housework, shopping, meals
Target public	1 elderly person, 2 blind persons
How did you find the work?	Job hunting
Reason for working in the sector	<i>Career break from nursing that was too long to begin again: deskilling. Too old. It's the easiest thing to do</i>
Professional experience and family circumstances since leaving the school system	Night nurse in a hospital. Infant nursing assistant (replacement jobs in nurseries). Barmaid in husband's bar. Looked after father for many years
Travel time	-
Salary	About 2 600 francs per month
Social security coverage	Yes + that of husband
Maternity leave	-
Working hours	18 hours per week
Working day	-
Changes in working time	Yes
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees (1980)
Title	Carer
Type of employer	Individual employers
Weekend work	Sometimes (unofficially)
Reasonable salary	No
Wanting additional hours?	Yes
Why?	Income insufficient
Work satisfaction	Average
Advantages	Relational, social and educational aspects
Disadvantages	Lack of job security
Annual leave	Don't know
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Retirement
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities required	-
Previous experience of advantage for this work	The last year's of her father's life

¹⁸⁶ *Association d'insertion* – intermediary associations involved in vocational development and rehabilitation

Ms H.L.- MSE 31	
Age	41
Sex	Female
Nationality/origin	Reunion
Basic school qualifications	Secondary school
Age left school	17
Marital status	Single
Number of children	0
Profession of spouse	-
Father's profession	Mason + odd jobs
Mother's profession	Housewife
Other family	8 brothers and sisters
Professions of other family members	Craftsman, construction worker, nurse, auxiliary nurse, housewife
Member of a trade union/association	No
Other employment	Night nurse in a retirement home, 3 nights per week
Other sources of income	4 500 francs per month (night nurse)
Length of time in current job	4 years
Period unemployed	Yes
Training/job placement schemes	CAFAD and began the CAFAS but had to stop due to lack of funds
Work content	Housework, shopping, company
Target public	7 (elderly persons + working couple)
How did you find the work?	Small ads
Reason for working in the sector	Training periods
Professional experience and family circumstances since leaving the school system	Home help to disabled persons in Reunion. Auxiliary night nurse in a retirement home
Travel time	-
Salary	Between 38 and 40 francs per hour – Between 3 000 and 3 400 francs per month
Social security coverage	Yes
Maternity leave/sick leave	Yes
Working hours	Between 80 and 90 hours per month
Working day	9.00-18.00
Changes in working time	Yes
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees
Title	Cleaning lady – Carer
Type of employer	Individual employers
Weekend work	Yes, Saturday morning
Reasonable salary	Yes
Wanting additional hours?	No
Why?	Physically tired
Work satisfaction	Average
Advantages	Contact with people, serves a useful purpose
Disadvantages	Stress (distressing situation of elderly persons), being at people's beck and call, mental fatigue
Annual leave	Yes
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Auxiliary nurse in Reunion
Seeking another job?	-
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Training
Previous experience of advantage for this work	During training

Ms T.M.- MSE 31	
Age	47
Sex	Female
Nationality/origin	French
Basic school qualifications	Degree
Age left school	22
Marital status	Divorced
Number of children	1 son aged 27
Profession of spouse	-
Father's profession	Manager of a small business
Mother's profession	Secretarial clerk
Other family	0
Professions of other family members	-
Member of a trade union/association	No
Other employment	No
Other sources of income	-
Length of time in current job	7 years
Period unemployed	No
Training/job placement schemes	No
Work content	Housework, shopping, childcare, help with homework, ironing
Target public	7 to 8 elderly persons and working couples
How did you find the work?	Applied
Reason for working in the sector	Reconcile work with family life
Professional experience and family circumstances since leaving the school system	History and geography teacher (4 years). Marriage (resigned). Employee with an insurance firm (8 years). Divorced. Met a man (resigned). Fleet manager in Kinshasa (4 years). Returned to France following a family break-up. Manageress of a luxury store (6 months). Rank Xerox agent. Remarried (moved, changed job). Moved to Toulouse. Divorced
Travel time	-
Salary	No reply (estimated at over 7 000 francs per month)
Social security coverage	Yes
Maternity leave/sick leave	Did not take maternity leave for the birth of son. 1 year sick leave (cancer)
Working hours	More than full time
Working day	7.45-20.30
Changes in working time	Yes
Type of employment contract	Contract for indefinite period + fixed-term contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees
Title	Household employee
Type of employer	Individual employers + association
Weekend work	Yes
Reasonable salary	Yes
Wanting additional hours?	No, but would accept more hours
Why?	To be of service
Work satisfaction	Yes
Advantages	Care work appreciated
Disadvantages	None
Annual leave	1 day per month – Rarely takes holidays
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	None
Seeking another job?	No
Why?	Too old
Other activities (voluntary work)	Voluntary work for the persons for whom she works
Qualities required	Love, affection, availability
Previous experience of advantage for this work	Helped in her grandmother's hotel when young

Ms D.E. - MSE 31 n°3	
Age	Between 25 and 39
Sex	Female
Nationality/origin	French
Basic school qualifications	Baccalauréat + 2 years higher education (Diploma as an infant school teacher ¹⁸⁷)
Age left school	21
Marital status	Married
Number of children	2 children (aged 13 and 10)
Profession of spouse	Railway worker (SNCF)
Father's profession	-
Mother's profession	-
Other family	-
Professions of other family members	-
Member of a trade union/association	Yes
Other employment	No
Other sources of income	No
Length of time in current job	Between 1 and 2 years
Period unemployed	No
Training/job placement schemes	No
Work content	Childcare during the school year (+ housework, meals, escort to school, escorting on extra-curricula trips). The contract has gradually changed over time + ½ day of housework. During the school holidays work for the mutual benefit funds, very varied target public (escorting sick persons)
Target public	Children from working households
How did you find the work?	Word of mouth + mother worked for the ADMR in Lot en Garonne
Reason for working in the sector	Qualified for it. Wanted to do this type of work. Wanted to work for this association
Professional experience and family circumstances since leaving the school system	Infant teacher in a special needs home (2 years). Moved to Ramonville. Infant teacher in a special needs home (2 years). Resigned (night shifts not reconcilable with family life). Registered childminder in a family crèche (11 years) then independent registered childminder (4 years). Stopped work (dissatisfied with the work – few contacts – children too big: problem with the presence of other children in the house – no possibilities of doing voluntary work) - MSE
Travel time	45 minutes (on foot, by bus, by car)
Salary	Between 3 500 and 4 000 francs per month
Social security coverage	Yes
Maternity leave	Yes
Working hours	30 hours per week
Working day	Varies from day to day: 11.00-19.00 or 8.00-19.30
Changes in working time	Yes (during the school holidays, work for the mutual benefit funds)
Type of employment contract	Contract for indefinite period + fixed-term contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employee, home help
Title	Household help/family care assistant/childminder
Type of employer	Individual employers + association
Weekend work	No
Reasonable salary	Yes, with husband's salary
Wanting additional hours?	Yes, but not possible
Why?	-
Work satisfaction	Yes
Advantages	Stable work, possibility to changing working hours, possible to reconcile with family life and other activities, possibility of getting out of the house, work meetings, meet very different types of people, social aspect, less work than as a registered childminder. More of a break between private and professional life. Positive role of the association: acts as an intermediary between the employee and employer, organises the initial contacts between the organisation, the family and the employees for the families for each year, replacements organised by the association. Independence. Time for voluntary work
Disadvantages	Lack of job security, hours depend on employers needs (not a problem since children are old enough), physically tiring (housework)
Annual leave	Depends on the contracts
Access to training	Not over the past two years. Would like more on welfare support
Team meetings	No, but would be needed to make the service professional
Salary payment for meetings	-
Career prospects	Would like to work just for the mutual benefit funds (more important welfare role) and to mind the odd child (in a year's time)
Seeking another job?	Stay with MSE but change role
Other activities (voluntary work)	Voluntary work in a parents association, for the <i>cercle laïque</i> and the UDAF ¹⁸⁸ (30 hours per week)

¹⁸⁷ *Diplôme d'éducatrice de jeunes enfants*

¹⁸⁸ *Union Départementale des Associations Familiales* – Departmental union of family associations

Ms V.I. - Proxim Service n°1	
Age	27
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-ETC ¹⁸⁹
Age left school	-
Marital status	Married
Number of children	2 (aged 4 and 2½)
Profession of spouse	-
Father's profession	-
Mother's profession	-
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	Yes
Other sources of income	No
Length of time in current job	3½ years
Period unemployed	Yes
Training/job placement schemes	
Work content	Housework, ironing, shopping
Target public	Elderly persons + working couples
How did you find the work?	Ads in the ANPE
Reason for working in the sector	Qualified for it. Needed the money. Wanted to do this type of work. Possibly to reconcile family responsibilities
Professional experience and family circumstances since leaving the school system	Replacement jobs in hospitals. Worked under a CES contract for the Purpan Hospital. Employee of an intermediary association. Unemployed.
Travel time	-
Salary	42 francs per hour – 3 000 francs per month
Social security coverage	Yes
Maternity leave	Yes
Working hours	Yes
Working day	Between 21 to 24 hours per week
Changes in working time	8.30-16.30 (depending on the children's timetable)
Type of employment contract	No
Travel expenses and other costs included in the salary	-
Fluctuations in income	-
Collective agreement	-
Title	-
Type of employer	Association + individual employers
Weekend work	No
Reasonable salary	Yes
Wanting additional hours?	No
Why?	-
Work satisfaction	Yes
Advantages	Freedom to manage working time and job content. Stable work. Job security. You can choose the number of hours. Hours depend on the employer and the area
Disadvantages	Need for flexibility
Annual leave	Yes
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	None
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Discretion, availability, punctual, cleanliness, pleasant, good humoured Training in ironing
Previous experience of advantage for this work	-

¹⁸⁹ *Certificat d'aptitude professionnelle-employé technique de collectivité* - vocational training certificate in duties relating to community services technology

Ms J.S. - Proxim Service	
Age	40
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-EC ¹⁹⁰ + CAP-AM ¹⁹¹
Age left school	-
Marital status	Divorced
Number of children	1 child aged 23
Profession of spouse	Municipal employee
Father's profession	-
Mother's profession	-
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	No
Other sources of income	-
Length of time in current job	5 years
Period unemployed	Yes
Training/job placement schemes	-
Work content	Housework, cooking, ironing, shopping
Target public	Working couples, elderly persons
How did you find the work?	Small ads in the ANPE
Reason for working in the sector	Only work possible. Needed the money. Places free. Work alone. Nothing in her sector
Professional experience and family circumstances since leaving the school system	Cook for a retirement home. Commis chef, then head chef in a school kitchen (10 years). Dismissed. Unemployed (2 years). Replacement jobs with Proxim Service
Travel time	15 minutes
Salary	5 000 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	Between 35 to 37 hours per week
Working day	8.00-12.00 – 14.00-17.00
Changes in working time	Yes (contract terminated)
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	-
Fluctuations in income	Yes
Collective agreement	Household employees
Title	Cleaning lady
Type of employer	Individual employers
Weekend work	Saturday
Reasonable salary	Yes
Wanting additional hours?	No
Why?	-
Work satisfaction	Yes
Advantages	Permanent job. Job security. Possibility of choosing the number of hours. Hours decided by the employer. Responsibility. Independence. Less work than other professions
Disadvantages	Difficult to adjust to working alone. No contacts. No feedback. Physically tiring
Annual leave	Yes (replacement)
Access to training	No, would like some. Want to take the CAFAD (not enough hours)
Team meetings	No
Salary payment for meetings	-
Career prospects	To cease doing this work in 5 years. Find something else with more security (contract terminated: financial problems)
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Patience
Previous experience of advantage for this work	-

¹⁹⁰ *Certificat d'aptitude professionnelle-employé technique de collectivité* - vocational training certificate in community services duties

¹⁹¹ *Certificat d'aptitude professionnelle-arts ménagers* - vocational training certificate in home economics

Ms H.M. - Proxim Service	
Age	33
Sex	Female
Nationality/origin	French
Basic school qualifications	Secondary school
Age left school	-
Marital status	Single
Number of children	0
Profession of spouse	-
Father's profession	Chargehand
Mother's profession	Secretary
Other family	1 brother
Professions of other family members	Just finished school
Member of a trade union/association	No
Other employment	No
Other sources of income	-
Length of time in current job	2 years
Period unemployed	Yes
Training/job placement schemes	Yes
Work content	Housework
Target public	Working couples
How did you find the work?	Practical training through the ANPE
Reason for working in the sector	End of fixed-term contract. No qualifications
Professional experience and family circumstances since leaving the school system	Various odd jobs (hotel work, sales). CES contract in an educational institution (2 years). Job search. Vocational retraining period
Travel time	30 minutes
Salary	2 700 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	19 hours
Working day	Very variable (never later than 17.30)
Changes in working time	Yes, during the holidays
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	-
Fluctuations in income	Yes
Collective agreement	Household employees
Title	Cleaning lady
Type of employer	Individual employers
Weekend work	No
Reasonable salary	No
Wanting additional hours?	Yes
Why?	-
Work satisfaction	Average
Advantages	-
Disadvantages	Lack of job security. Job presenting little in the way of challenge
Annual leave	No, need to find replacements
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Find training for a new career
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Ability to adapt to the behaviour patterns of each family
Previous experience of advantage for this work	-

Ms F.L. – ADPAM	
Age	45
Sex	Female
Nationality/origin	French
Basic school qualifications	certificate of primary education
Age left school	14
Marital status	Divorced, remarried then widowed
Number of children	2, one of whom is still at home and the other a butcher
Profession of spouse	1 st husband – lorry driver; 2 nd husband – Professor of law
Father's profession	Boat dragman
Mother's profession	Housewife
Other family	Eldest of 9
Professions of other family members	Painter, mechanic, railway worker, butcher, executive, mason, mechanic
Member of a trade union/association	<i>Force Ouvrière</i>
Other employment	No
Other sources of income	No
Length of time in current job	19 years
Period unemployed	No
Training/job placement schemes	No
Work content	Housework, meals, shopping, general health supervision, washing and dressing
Target public	5 elderly persons
How did you find the work?	Applied
Reason for working in the sector	Divorced. Precarious situation
Professional experience and family circumstances since leaving the school system	Family help (3 years). Night shifts in the agri-food sector (2 years). Married (resigned from night work). Worked for a television manufacturer (3 years). Birth of a son (changed job). Worker in a steel works (2 years) (for the flat that went with it). Birth of a daughter, stopped work for health reasons (1 year). Moved. Domiciliary childminder. Moved to Toulouse. Father died. Became guardian of his 9 brothers and sisters. Housework and childminding (12 years). Divorced
Travel time	-
Salary	6 000 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	169 hours with replacements or paid leave taken
Working day	-
Changes in working time	Yes, not enough hours (30 hours)
Type of employment contract	No contract. No minimum hours
Travel expenses and other costs included in the salary	Yes, 73 francs a month
Fluctuations in income	Yes
Collective agreement	Labour legislation
Title	Household help
Type of employer	Association + individual employers
Weekend work	No
Reasonable salary	Yes
Wanting additional hours?	No
Why?	-
Work satisfaction	Yes
Advantages	Contact with other people, social aspects of the work
Disadvantages	Physically tiring, mentally wearing
Annual leave	Paid leave often paid at the end of the month when not enough hours have been worked
Access to training	Yes
Team meetings	No
Salary payment for meetings	-
Career prospects	Just retirement
Seeking another job?	No
Why?	Too old
Other activities (voluntary work)	No
Qualities required	Patience
Previous experience of advantage for this work	-

Ms C.P. -ADPAM n°2	
Age	39
Sex	Female
Nationality/origin	French
Basic school qualifications	3 rd year of technical studies, then CAP-CCD ¹⁹² (failed)
Age left school	18
Marital status	Divorced, then remarried
Number of children	2 children still at home
Profession of spouse	1 st husband: sales assistant at the Galeries Lafayette. 2 nd husband: driver
Father's profession	-
Mother's profession	-
Other family	-
Professions of other family members	-
Member of a trade union/association	CFDT ¹⁹³
Other employment	None
Other sources of income	No
Length of time in current job	12 years
Period unemployed	3 months without benefit
Training/job placement schemes	No
Work content	Housework, administrative help, meals, shopping
Target public	Elderly persons
How did you find the work?	Through a contact (knew the head of sector)
Reason for working in the sector	Changed region due to divorce. Unemployment. Too old for sales
Professional experience and family circumstances	Warehouse work in a wholesale clothing store (7 years). Birth of a child. Stopped work for 8 months. Sales assistant for off-the-peg clothes. Moved to the outskirts of Paris. Stopped work (too much travel + too complicated caring for the children). Domiciliary childminder (1 year). Divorced. Moved to Toulouse. Unemployed (3 months). Two-month replacement job with ADPAM
Travel time	30 minutes
Salary	39.98 francs per hour – between 5 000 and 6 000 francs per month
Social security coverage	Yes
Maternity leave	Yes
Working hours	Between 140 and 150 hours per month
Working day	-
Changes in working time	Yes
Type of employment contract	Part-time contract for an indefinite period
Travel expenses and other costs included in the salary	Yes, ¼ hour between jobs
Fluctuations in income	Yes
Collective agreement	Home help, 1983
Title	Household help
Type of employer	Association + individual employers
Weekend work	No
Reasonable salary	Yes, thanks to husband's salary
Wanting additional hours?	No
Why?	Children
Work satisfaction	Average
Advantages	Possibility of arranging working time
Disadvantages	Psychologically tiring, mentally wearing, little appreciation of the work by medical staff
Annual leave	Yes, paid leave
Access to training	Regularly. Body language and postures, AIDS
Team meetings	No
Salary payment for meetings	-
Career prospects	None
Seeking another job?	No
Why?	-
Other activities (voluntary work)	None
Qualities required	Flexibility, ability to listen
Previous experience of advantage for this work	-

¹⁹² *Certificat d'aptitude professionnelle-couper-couture-dessin* – vocational training certificate in cutting, sewing and design

¹⁹³ *Confédération française démocratique du travail*

Ms E.N. - ADPAM	
Age	42
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-C + additional endorsements
Age left school	17
Marital status	Head of household as a single-parent family, then married another man
Number of children	2 children
Profession of spouse	Industrial designer
Father's profession	Post office worker
Mother's profession	School meals officer then home help
Other family	1 sister and 1 brother
Professions of other family members	Factory worker, then nanny, packer
Member of a trade union/association	CFDT
Other employment	No
Other sources of income	No
Length of time in current job	16 years
Period unemployed	No
Training/job placement schemes	No
Work content	Housework, washing and dressing, meals, shopping
Target public	8 elderly persons
How did you find the work?	Mother worked for ADPAM as a household help
Reason for working in the sector	Hours were too inflexible in the hairdressing sector to reconcile with a child
Professional experience and family circumstances	Hairdresser (11 years)
Travel time	-
Salary	From 5 700 to 6 000 francs per month
Social security coverage	Yes
Maternity leave	Yes
Working hours	Close to full time
Working day	8.00-12.00 – 13.00-17.00
Changes in working time	Yes, drop in hours
Type of employment contract	Contract for an indefinite period without a minimum number of hours
Travel expenses and other costs included in the salary	Yes, ¼ hour between jobs
Fluctuations in income	Yes
Collective agreement	Home help, 1983
Title	Household help
Type of employer	Association
Weekend work	No
Reasonable salary	Yes, thanks to husband's salary
Wanting additional hours?	No
Why?	Need time for the family
Work satisfaction	Yes
Advantages	The hours are more compatible with family life than in the hairdressing sector
Disadvantages	Mentally wearing, difficult to be at the disposal of others, difficult personalities
Annual leave	Yes, paid leave
Access to training	CAFAD pretraining, then CAFAD in hygiene and health, contagious diseases
Team meetings	No
Salary payment for meetings	-
Career prospects	She had the possibility of taking a diploma as an auxiliary nurse, but the hospital hours were too inflexible
Seeking another job?	No
Why?	-
Other activities (voluntary work)	None
Qualities required	Balanced, optimist, healthy, patient, careful, clean
Previous experience of advantage for this work	Voluntary help to elderly persons

Ms X.R.- Atout service	
Age	Between 25 and 39
Sex	Female
Nationality/origin	Sri Lankan
Basic school qualifications	Upper secondary school leaving certificate in Sri Lanka
Age left school	-
Marital status	Separated
Number of children	2 children (aged 41/2 and 2)
Profession of spouse	-
Father's profession	-
Mother's profession	-
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	Alternate several types of contract. Commis chef in a home for disabled children until end of July (replacement job).
Other sources of income	One parent benefit ¹⁹⁴
Length of time in current job	Between 3 and 6 months
Period unemployed	Yes
Training/job placement schemes	Training as a warehouse driver by the CIDF ¹⁹⁵ (paid)
Work content	Depends on the contracts
Target public	Depends on the contracts
How did you find the work?	By word of mouth
Reason for working in the sector	Fits in with family obligations. Only work she could find. Wanted to do this type of work and work for this association. Knew that there was work to be had with the association. Needed the money
Professional experience and family circumstances since leaving the school system	Worked for a lawyer. Factor work – Immigrated to France in 1990. Cleaning lady, childminder (11 hours per day). Moved to Toulouse (marital violence). Unemployed: health problems. Gave birth to a child. Unemployed: job in a nursery. Course in French. Commis chef. Trained as a warehouse driver
Travel time	45 minutes
Salary	1 500 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	15 hours per week
Working day	11.00-16.15
Changes in working time	Yes
Type of employment contract	Fixed-term contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Depends on the contracts
Collective agreement	Labour law
Title	Depends on the contracts
Type of employer	Intermediary association
Weekend work	No
Reasonable salary	No
Wanting additional hours?	Yes, despite serious health problems
Why?	-
Work satisfaction	Average for this type of work (obliged to take on any work offered). Prefers work in a home rather than as a household employee (less housework)
Advantages	Satisfied with working hours. The work distracts her from her personal problems.
Disadvantages	Temporary work. Job insecurity. Flexible hours imposed (late working hours)
Annual leave	Difficult to take holidays (depends on the contracts)
Access to training	No, but she would like training
Team meetings	No
Salary payment for meetings	No
Career prospects	Remain in the sector or work as a warehouse driver (but the hours are incompatible with family obligations)
Seeking another job?	Not for the moment
Why?	Does not have sufficient command of French
Other activities (voluntary work)	No
Qualities/qualifications necessary	-
Previous experience of advantage for this work	Domestic work for the family

¹⁹⁴ Allocation de parent isolé

¹⁹⁵ Centre d'information et documentation des femmes et des familles – Information and documentation centre for women and families

Ms L.M.- Atout service	
Age	45
Sex	Female
Nationality/origin	French
Basic school qualifications	CAP-C (failed)
Age left school	16
Marital status	Widow
Number of children	1 child aged 21
Profession of spouse	Farm worker
Father's profession	Not understood
Mother's profession	Housewife
Other family	-
Professions of other family members	-
Member of a trade union/association	No
Other employment	Yes (1½ hours a week, work in the black)
Other sources of income	RMI (supplement)
Length of time in current job	Between 6 months and 1 year
Period unemployed	Yes
Training/job placement schemes	No
Work content	Housework
Target public	Working woman, elderly person
How did you find the work?	By word of mouth
Reason for working in the sector	Qualified for it. Can be reconciled with family obligations. The only work possible. Needed the money. Wanted to work. Wanted to do this type of work
Professional experience and family circumstances since leaving the school system	Worker in the textile industry. Marriage. Moved. Resigned. Odd jobs in the black (housework, ironing) (more than 10 years). Husband died. Moved. Became depressed
Travel time	2 hours (bus – underground)
Salary	40.22 francs per hour
Social security coverage	Yes
Maternity leave	-
Working hours	Between 50 and 90 hours per month
Working day	9 to 10 hours
Changes in working time	No work when employers away
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	Bus ticket
Fluctuations in income	Yes
Collective agreement	Household employees
Title	Household help
Type of employer	Individual employers
Weekend work	Saturday
Reasonable salary	Yes, supplemented by the RMI
Wanting additional hours?	No
Why?	It's depressing
Work satisfaction	Yes
Advantages	Permanent job – job security – hours satisfactory
Disadvantages	-
Annual leave	Included in the salary (10%)
Access to training	No. Does not want any. <i>Housework is housework</i>
Team meetings	No
Salary payment for meetings	No
Career prospects	To continue
Seeking another job?	No
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	-
Previous experience of advantage for this work	Undeclared labour previously

Ms B.O - Atout service	
Age	28
Sex	Female
Nationality/origin	Algerian origin
Basic school qualifications	Lower secondary school
Age left school	16 (forced by father)
Marital status	Cohabitation
Number of children	Her companion has 1 child
Profession of spouse	-
Father's profession	Worker
Mother's profession	Deceased
Other family	10
Professions of other family members	Store keeper, delivery man, cabinet maker, cook, nurse, 2 still at home, employee at a nursery, just left school
Member of a trade union/association	No
Other employment	Additional work in the black for individuals
Other sources of income	Additional work
Length of time in current job	2½ years
Period unemployed	Yes, in between short contracts
Training/job placement schemes	Job search. Practical training in a retirement home and educational refresher course. BEP-SS (failed)
Work content	Babyminding + cooking for the rest of the family, housework, housework for elderly persons
Target public	A couple with a baby, 2 elderly persons
How did you find the work?	Through practical training periods
Reason for working in the sector	Did not find work after the training periods
Professional experience and family circumstances since leaving the school system	Looked after the family home. Looked after an elderly person (live-in) (6 months). Unemployed (2 months). 3 retraining schemes in 3 years (intermittently). Was a live-in childminder (very low salary). Had a replacement job in a retirement home. Works for the association <i>Trait d'union de nuit</i>
Travel time	-
Salary	32 francs per hour for childcare, 37 francs per hour for housework. Between 4000 and 6000 francs per month
Social security coverage	Yes
Maternity leave	Would like to stop working if had a child
Working hours	Full time, 169 hours per month
Working day	8.30-19.00 or 22.00 maximum. Takes on replacement work some nights
Changes in working time	Yes, during the summer holidays: 1 month unpaid leave
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	No
Collective agreement	Yes
Title	Childminder, cleaning lady
Type of employer	3 individual employers
Weekend work	Yes, occasionally
Reasonable salary	Yes
Wanting additional hours?	No
Why?	Already full time
Work satisfaction	Yes
Advantages	With the association no need to look for contracts. Contact with people. Free to organise the work
Disadvantages	Low pay. Problem with remuneration for hours spent maintaining a responsible presence. No holidays for 2 years. Racism. Abuse by employers demanding additional hours
Annual leave	Included in the monthly salary, therefore difficult in practice to take holidays
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	None, since no qualifications (wanted to be a paediatric nurse)
Seeking another job?	-
Why?	-
Other activities (voluntary work)	-
Qualities/qualifications necessary	-
Previous experience of advantage for this work	Experience with the family (brothers and sisters). Previous jobs. Trainee hospital employee

Ms Q.T. –Demeurer chez soi	
Age	29
Sex	Female
Nationality/origin	French
Basic school qualifications	Baccalauréat (upper secondary school leaving certificate)
Age left school	20
Marital status	Single
Number of children	0
Profession of spouse	0
Father's profession	Worker
Mother's profession	Housewife
Other family	1 sister
Professions of other family members	Childcare worker
Member of a trade union/association	No
Other employment	Waitress from time to time at the weekend
Other sources of income	Job as a waitress
Length of time in current job	6 months
Period unemployed	Yes
Training/job placement schemes	No
Work content	Childminder after school, Wednesdays and school holidays
Target public	Working households
How did you find the work?	Through a friend
Reason for working in the sector	Needed the money
Professional experience and family circumstances since leaving the school system	Employee in the fast food sector (4 years) - RMI
Travel time	-
Salary	Between 2 800 and 3 200 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	22 hours per week
Working day	16.00-19.00 or 9.00-19.00 on Wednesdays
Changes in working time	Yes, extra hours during the holidays except where the family is away
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees
Title	-
Type of employer	Individual employer
Weekend work	No
Reasonable salary	No
Wanting additional hours?	Yes, to cover slack time during the day. But difficult to find a contract compatible with current work
Why?	-
Work satisfaction	Yes
Advantages	Being with children
Disadvantages	Difficult to find another job which is compatible – Lack of appreciation
Annual leave	Does not know whether she is entitled, nor for how long
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Does not know
Seeking another job?	Not at the moment
Why?	-
Other activities (voluntary work)	No
Qualities/qualifications necessary	Patience, to like children
Previous experience of advantage for this work	Experience as a babysitter

Ms N.R. –Demeurer chez soi	
Age	23
Sex	Female
Nationality/origin	French
Basic school qualifications	Finished upper secondary school
Age left school	20
Marital status	Single
Number of children	0
Profession of spouse	0
Father's profession	Railway worker
Mother's profession	Accountant
Other family	0
Professions of other family members	-
Member of a trade union/association	No
Other employment	Entertainment organiser for adults and children
Other sources of income	Instructor
Length of time in current job	1 year
Period unemployed	No
Training/job placement schemes	BAFA ¹⁹⁶
Work content	Housework, entertainment, help with daily tasks, ironing, shopping
Target public	Young disabled persons, elderly persons, young children
How did you find the work?	Applied
Reason for working in the sector	Needed the money
Professional experience and family circumstances since leaving the school system	Entertainment
Travel time	-
Salary	Between 7 000 and 9 000 francs per month
Social security coverage	Yes
Maternity leave	-
Working hours	230 hours the previous month
Working day	6.00-23.00
Changes in working time	Yes, very variable
Type of employment contract	Contract for indefinite period + fixed-term contract
Travel expenses and other costs included in the salary	No
Fluctuations in income	Yes
Collective agreement	Household employees
Title	-
Type of employer	Individual employer
Weekend work	Yes
Reasonable salary	Yes
Wanting additional hours?	No
Why?	-
Work satisfaction	Yes
Advantages	Useful social role
Disadvantages	-
Annual leave	Does not take them
Access to training	No
Team meetings	No
Salary payment for meetings	-
Career prospects	Entertainments manager or the association opening up in Bayonne
Seeking another job?	Yes
Why?	-
Other activities (voluntary work)	-
Qualities/qualifications necessary	-
Previous experience of advantage for this work	-

¹⁹⁶ *Brevet d'Aptitude aux Fonctions d'Animateur* - certificate of aptitude for entertainments organisers

Ms S.D. – Demeurer chez soi	
Age	42
Sex	Female
Nationality/origin	French
Basic school qualifications	BEP-S ¹⁹⁷
Age left school	17
Marital status	Married
Number of children	1 + 2 belonging to husband
Profession of spouse	-
Father's profession	Joiner carpenter
Mother's profession	Housewife
Other family	2 brothers
Professions of other family members	Public servants
Member of a trade union/association	Yes
Other employment	No
Other sources of income	No
Length of time in current job	7 years
Period unemployed	No
Training/job placement schemes	No
Work content	Housework, shopping, company
Target public	6 elderly persons and families
How did you find the work?	Applied
Reason for working in the sector	Wanted to go back to work (children finished school)
Professional experience and family circumstances since leaving the school system	Secretary (8 years). Marriage. Housewife (10 years). Various replacement jobs with the CCAS (2½ years)
Travel time	-
Salary	6 000 francs per month + bonus of 3 700 francs per year
Social security coverage	Yes
Maternity leave	-
Working hours	39 hours per week
Working day	8.00/8.30 – 17.00/18.00
Changes in working time	No
Type of employment contract	Permanent contract
Travel expenses and other costs included in the salary	Yes
Fluctuations in income	No
Collective agreement	Local public servants
Title	Household help
Type of employer	CCAS
Weekend work	No
Reasonable salary	Yes
Wanting additional hours?	No
Why?	-
Work satisfaction	Yes
Advantages	-
Disadvantages	Physically and psychologically tiring. Lack of official recognition (rights of public servants)
Annual leave	6 weeks
Access to training	AIDS, handling techniques
Team meetings	Every Friday afternoon
Salary payment for meetings	Yes
Career prospects	To continue
Seeking another job?	No
Why?	-
Other activities (voluntary work)	
Qualities/qualifications necessary	Diplomas
Previous experience of advantage for this work	Local voluntary work

¹⁹⁷ *Brevet d'enseignement professionnelle-secrétariat* – vocational studies certificate in secretarial duties

6.2 Data sheets for employers

Service de maintien à domicile	
Date of establishment	
Type of structure	Service provider association and agency
Approval	Basic approval and quality approval + Approved by the CRAM ¹⁹⁸ + Registered with AFNOR ¹⁹⁹
Membership of a federation member of a network	FNADAR ²⁰⁰ and Qualidom ²⁰¹
Services proposed	Help for elderly persons, family help (childminding, learning support, housework, etc.) + SSIAD ²⁰² + day centres (entertainment) for elderly persons set up a short time ago
Customers/users	Elderly persons, working couples
Subsidies, funding	CRAM
Number of administrative staff	4.9 full-time job equivalents
Number of hours per year	48 468 hours as a service provider 17 003 hours agency work
Number of employees	28 agency staff, 39 association staff, 8 employees with dual status
Posts	Household helps
Profile of employees (sex, age, social status, basic qualifications)	Women, students, 19 under 30 years of age, 13 over 50 years of age
Working time	Agency work: 6 full time, the others part time Service providers: 4 employees have part time work
Employment contracts	Mostly permanent contracts
Collective agreement	Collective agreement for support and home care services bodies, 1983 ²⁰³ Collective agreement for household employees (Prevents hours being spent maintaining a responsible presence, seniority credit transferred from one employer to the next)
Wages	Collective agreement on home help: minimum SMIC ²⁰⁴ , maximum 15% of the SMIC Collective agreement on household employees minimum 40.22 francs per hour
Staff meetings	No meetings but an area set aside for employees to have lunch
Payment of public transport	No
Training	Yes, 12 people with CAFAD ²⁰⁵ diplomas. Possibility for training of agency staff within the framework of a programme funded by the Regional Council ²⁰⁶

¹⁹⁸ *Caisses Régionales d'Assurance maladie* – regional health insurance funds

¹⁹⁹ *Association française de normalisation* – French association for standardisation

²⁰⁰ *Fédération nationale d'aide à domicile aux retraités* – National federation for home help for the elderly

²⁰¹ Departmental household-services platform

²⁰² *Services des soins infirmiers à domicile* – home nursing care services

²⁰³ *Convention collective des organismes d'aide et de maintien à domicile*

²⁰⁴ *Salaires Minimum Inter Catégoriel* – national minimum wage

²⁰⁵ *Certificat d'Aptitude aux Fonctions d'Aide à Domicile* – certificate of aptitude for home-help duties

²⁰⁶ *Conseil régional*

Savarham	
Date of establishment	End of 1970s
Type of structure	Service provider association then creation of an agency association
Approval	Basic and quality
Membership of a federation Member of a network	Strong links with the <i>Association des Paralysés de France</i> ²⁰⁷ Registered with Qualidom
Services proposed	Help to dependent persons (elderly persons, disabled persons)
Customers/users	Elderly persons and/or disabled persons
Subsidies, funding	<i>Conseil Générale du Rhône</i> (welfare funding), DDASS ²⁰⁸
Number of administrative staff	4 (Manager, coordinator, secretary, accountant)
Number of hours per year	45 418 hours as a service provider 4 445 hours of agency work
Number of employees	35 service provider employees 11 employees doing agency work 3 employees with dual status
Posts	Carers
Profiles of the employees	Women, aged between 35 and 40 (some older), some with diplomas in the health and welfare sector, unemployed, single parents with a child, people in precarious positions
Working time	Part time, about 50% of employees more than 120 hours, 50% between 80 and 110 hours. Working time varies considerably from one month to another Contracts for a minimum of 60-70 hours per month
Employment contracts	40 permanent contract, 2 fixed-term contracts
Collective agreement	Labour legislation
Wages	At the rate for the SMIC depending on the hours worked, training is not taken into account, seniority credit is taken into account
Staff meetings	Meetings every 15 days (coordination, group exchanges), obligatory and paid
Payment of public transport	Season ticket included in the salary
Training	3 training places per year funded by the General Council ²⁰⁹

ADN Services	
Date of establishment	1993
Type of structure	Intermediary association
Approval	Basic
Membership of a federation Member of a network	-
Services proposed	Housework (7 450 hours), odd job man (480 hours), childminding (22 hours), learning support (42 hours)
Customers/users	Working couples, some able elderly persons
Subsidies, funding	None
Number of administrative staff	2.5 full-time job equivalents
Number of hours per year	12 520 as a service provider (made available)
Number of employees	70 employees
Posts	Cleaners
Profile of employees (sex, age, social status, basic qualifications)	Many young people aged under 30, 59 women, 11 men
Working hours	Less than 750 hours per year
Employment contracts	Commonly fixed-term contracts
Collective agreement	Labour legislation
Wages	At the SMIC
Staff meetings	No
Payment of public transport	No
Training	Yes, some training (vocational retraining)

²⁰⁷ Association for the paralysed in France

²⁰⁸ *Direction Départementale de l'Action Sanitaire et Sociale* - Departmental directorate for health and welfare services

²⁰⁹ *Conseil général*

ADOQ	
Date of establishment	1997, based on family groups
Type of structure	Service provider association and agency
Approval	Basic and quality
Membership of a federation	Registered with Qualidom
Member of a network	
Services proposed	Domiciliary childminding (95% of activity), learning support, housework
Customers/users	Working couples, senior management, self-employed, medical professions, teachers, 2 elderly persons
Subsidies, funding	No
Number of administrative staff	4 part-time + 3 volunteers
Number of hours per year	50 011 hours of agency work 56 hours as service provider
Number of employees	120 agency employees 2 employees as service provider
Posts	Childminders, cleaners
Profile of employees (sex, age, social status, basic qualifications)	1 man, 75% of employees aged under 30, young people in training, number with CAP-PE ²¹⁰
Working time	50% employees close to full time (often with the same employer), 50% of employees nearly part-time
Employment contracts	Permanent contract s
Collective agreement	Household employees Home care workers
Wages	41-55 francs per hour, gross Employers asked to take into account diplomas held by employees
Staff meetings	No
Payment of public transport	No
Training	No training by the association. Some employees obtain training using their own resources

CCAS St Priest	
Date of establishment	Formerly an associative structure taken over by the municipal authorities of St Priest
Type of structure	CCAS. An agency association was then created in addition (the agency works via the CES service cheque scheme)
Approval	Basic and quality + approval by the city council and the CAF ²¹¹
Membership of a federation	No
Member of a network	
Services proposed	Help for elderly persons, meals on wheels service, escort service (transport for elderly persons)
Customers/users	Elderly persons
Subsidies, funding	Old age pension funds, CRAM
Number of administrative staff	3 full-time job equivalents
Number of hours	14 091 hours as a service provider 7 078 hours of agency work
Number of employees	11 employees of the association 4 agency employees 28 employees with dual status
Posts	Household helps, cleaners, home help
Profile of employees (sex, age, social status, basic qualifications)	Women, unemployed
Working time	Public servants: contracts on the basis of 100 or 136 hours per month averaged over the year Employees paid by the hour: no fixed working hours Household employees: no fixed working hours but on average part time
Employment contracts	Employees paid by the hour (statute of the city council: three-month renewable contracts), civil servants (appointed), household employees
Collective agreement	Civil servants, household employees
Wages	Depends on the grades
Staff meetings	No (being drawn up)
Payment of public transport	Depends
Training	Yes, for civil servants and employees paid by the hour

²¹⁰ *Certificat d'Aptitude Professionnelle- petit enfance et emploi à domicile auprès d'enfants* – vocational training certificate in baby care and domiciliary childcare duties

²¹¹ *Caisses d'allocations familiales*

S. Ages 31	
Date of establishment	1995 (with the object of job creation)
Type of structure	Agency and service provider
Approval	Basic and quality
Member of a federation, member of a network	No
Services proposed	Housework, ironing, help for elderly persons, childminding, gardening (around 85 francs per hour)
Customers/users	Working couples, elderly persons
Subsidies, funding	No
Number of administrative staff	5 persons part time (CES ²¹²)
Number of hours	1 300 hours per month (1 000 hours of agency work, 300 hours as a service provider)
Number of employees	Varies, 30 people
Posts	Household employees
Profile of employees (sex, age, social status, basic qualifications)	95% women, often married, experience in the sector, all ages, CAFAD, CAP-PE Does not take on students, problem with ethnic minorities, problem with people in receipt of the RMI
Working time	Part time, some full time for childminding
Employment contracts	permanent contracts
Collective agreement	Household employees
Wages	SMIC
Staff meetings	No
Payment of public transport	For staff with the status of service provider
Training	No – training on professional motivation and technical aspects being examined

Multi-service Entraide 31	
Date of establishment	1991 (launched by a long-term unemployed woman and a retired person)
Type of structure	Agency association at the beginning then a service provider (1/6 of the activities via the TES scheme and the mutual benefit funds)
Approval	Basic and quality
Member of a federation, member of a network	FNAAFP ²¹³ , UDAF ²¹⁴ , CSF ²¹⁵ , <i>Service domicile 31</i> (a network of 7 associations in and around Toulouse)
Services proposed	Housework, which is expanding the most (60% of hours of agency work and 30% as service provider), childcare, learning support, gardening, help with removals
Customers/users	Airbus-Industrie works council, mutual benefit funds and individuals – 250 employers
Subsidies, funding	No
Number of administrative staff	7 persons
Number of hours	1998: 62 000 hours of agency work – 13 000 hours as a service provider (creation of 2 full time job equivalents via the TES service voucher scheme)
Number of employees	167 persons: 41 agency staff, 64 service providers, 62 with dual status
Posts	-
Profile of employees (sex, age, social status, basic qualifications)	Some men, 90% women, average aged is 37, 13 people receiving the RMI, 26 registered as unemployed with the ANPE, 6 with Baccalauréat ²¹⁶ or higher education, 42 with BEP ²¹⁷ , BEPC ²¹⁸ or CAP ²¹⁹ diplomas, 7 with CAFAD ²²⁰ diplomas
Working time	Part time – 15 persons close to full time
Employment contracts	Permanent contracts or fixed-term contracts
Collective agreement	Household employees – Home help, 1983
Wages	45 francs per hour at the beginning + the association proposes increases
Staff meetings	One morning per quarter for information and debate with certain workers (40 people in general)
Payment of public transport	No
Training	Problem with training as an agency (employees are obliged to leave the association or are not certain of retaining their job). They are trying to set up training in free time

²¹² *Contrat Emploi Solidarité* – employment promotion contract

²¹³ *Fédération nationale des associations de l'aide familiale populaire* – National federation of public household help associations

²¹⁴ *Union Départementale des Associations Familiales* – Departmental union of family associations

²¹⁵ *Confédération Syndicale des Familles* – Confederation of family unions

²¹⁶ *Baccalauréat* – upper secondary school leaving certificate

²¹⁷ *Brevet d'Enseignement Professionnel* – vocational training certificate

²¹⁸ *Brevet élémentaire du Premier Cycle* – lower level vocational studies certificate

²¹⁹ *Certificat d'Aptitude Professionnelle* – vocational training certificate

²²⁰ *Certificat d'Aptitude aux Fonctions d'Aide à Domicile* – vocational training certificate in home-help duties

Proxim' Services 31	
Date of establishment	1986
Type of structure	Intermediary association forming part of a whole (<i>association d'emploi familiaux</i> ²²¹ (1992), vocational development and rehabilitation enterprise ²²²) Activities: provision of care (little), service provider, agency (the greater part) Little work for the TES service voucher scheme
Approval	Basic and quality
Membership of a federation	-
Member of a network	
Services proposed	Childminding and housework (primarily as agency), care for elderly persons (service provider) – 64 francs per hour
Customers/users	Elderly taxpayers or elderly persons with low incomes (PSD ²²³), working couples who are taxpayers (childminding), mutual benefit funds (emergency care)
Subsidies, funding	No
Number of administrative staff	5
Number of hours	Approximately 75 000 hours (2/3 agency work and 1/3 as service provider)
Number of employees	112 employees in all (35 full time equivalents)
Posts	Cleaners
Profile of employees (sex, age, social status, basic qualifications)	Women with or without children, CAFAD, CAP-PE
Working time	All part time (majority more than half time. Some 37-hour contracts) but hours chosen by the employees Little variation between weeks
Employment contracts	Majority permanent contracts (96%) except for replacements. Jobs proposed to employees on the basis of their place of residence
Collective agreement	Household employees (1980) As service providers?
Wages	SMIC + 10%, as well as paid leave; above the collective agreement (level for 9 years seniority credit under the collective agreement)
Staff meetings	A few meetings
Payment of public transport	No, unless required as part of the job (shopping, collecting children from school)
Training	Training modules, CAFAD, training courses (techniques: handling, first aid, etc.)

Association d'aide à Domicile Pour les personnes Agées et les Malades	
Date of establishment	In the 1970s
Type of structure	Service provider association, then an agency was created in addition in 1991
Approval	Basic and quality
Membership of a federation	No
Member of a network	
Services proposed	Daily help for elderly, disabled or sick persons
Customers/users	Elderly persons, sick persons, persons who have suffered an accident
Subsidies, funding	CRAM, mutual benefit funds
Number of administrative staff	About 20
Number of hours	-
Number of employees	536 employees as service providers
Posts	Household helps, carers
Profile of employees (sex, age, social status, basic qualifications)	Women, aged between 22 and 60, with difficult family situations
Working time	Part time, the contracts establish a small minimum number of hours (1/4 time)
Employment contracts	Permanent contracts and some fixed-term contracts
Collective agreement	No collective agreement, they are covered by the collective agreement of 1983
Wages	According to the grade. In general, a contract with a minimum guaranteed number of hours
Staff meetings	Regular and paid for employees with service provider status
Payment of public transport	Yes, for employees with service provider status
Training	Yes, regular for employees with service provider status

²²¹ Association of family employment

²²² *Entreprise d'insertion*

²²³ *Prestation Spécifique Dépendance* – special dependence benefit

Atouts Services	
Date of establishment	1988 (at the instigation of a social worker)
Type of structure	Intermediary association Provision of care: Some use of TES scheme but complicated to administer
Approval	Basic
Membership of a federation	-
Member of a network	-
Services proposed	Housework, ironing, childcare for children aged over 3, odd jobs, gardening
Customers/users	Economically inactive women with high incomes, tax paying working couples, elderly people
Subsidies, funding	No
Number of administrative staff	1 full time manager, one part-time accountant, one person employed by the town, a number of CES
Number of hours	2 000 hours per month of which 1 500 relate to housework
Number of employees	70 employees (15 full time equivalents)
Posts	Childminders, women
Profile of employees (sex, age, social status, basic qualifications)	Women and some men, women with children, increasingly people with similar professional experience either obtained previously or simultaneously Significant turnover (3/4 of employees leave after a year) Permanent employees: women aged over 50. Low levels of training. Increasing numbers of single women
Working time	About 20 hours per week (beyond exemption from work-related contributions) Some small contracts primarily for beginners Hours arranged to suit employees family obligations
Employment contracts	Commonly fixed-term contracts
Collective agreement	Labour code
Wages	SMIC + paid leave included
Staff meetings	No meetings. No time (not requested by employees)
Payment of public transport	No
Training	10 women per year in conjunction with the PLI ²²⁴ . Technical training once a year (ironing, use of products + vocational development: pay slip, rights, etc.)

Demeurer chez soi	
Date of establishment	In the 1980s
Type of structure	Service provider association and agency
Approval	Basic and quality
Membership of a federation	Member of <i>Domicile 31</i>
Member of a network	-
Services proposed	Help for elderly and disabled persons, some childminding
Customers/users	Elderly persons, disabled persons, some working couples
Subsidies, funding	CPAM ²²⁵ , CRAM
Number of administrative staff	2 CES ²²⁶ , 2 accountants, 1 manager, 1 psychologist
Number of hours	-
Number of employees	10 employees of the association 350 agency employees
Posts	Carer
Profile of employees (sex, age, social status, basic qualifications)	Women (4 men), average age 40-50, many divorced women
Working time	Part time
Employment contracts	Permanent contracts
Collective agreement	Home help, 1983 Household employees, 1980
Wages	
Staff meetings	Meetings after working hours, in the evening, unpaid
Payment of public transport	No
Training	Once a quarter

²²⁴ *Prêt locatif intermédiaire* – housing benefit

²²⁵ *Caisse primaire d'assurance maladie* - primary health insurance fund

²²⁶ *Contrat Emploi Solidarité* – employment promotion contract

7. Classification of activities and occupational categories

Classification of French activities, since 1992

Section M: Education

80 education

80.1Z: Primary education: preschool education (nursery schools), infant education (education leading to entry to primary school), special needs preschool and primary education for disabled children

Section N: Health and welfare service

85.3 Welfare service

85.3D: Facilities for elderly persons: Care and housing of elderly persons in hospices, retirement homes, sheltered housing, temporary homes, experimental homes

85.3G: Crèches and day nurseries, day-time childminders

85.3J: Home helps, home visits and carer services

Section H: Hotels and restaurants

55 Hotels and restaurants

55.3: Restaurants: Provision of meals or dishes generally prepared for immediate consumption, provision of food and drink served with meals

55.3A: Traditional catering: Catering with waiter/waitress service or self-service Does not encompass catering related to the hotel industry, the preparation of meals on wheels delivered to the home

55.3B: Fast-food catering: Provision over the counter of food and drink for immediate consumption or to be taken away, presented in disposable packaging. Covers various sectors of the fast food sector: hamburgers, pizzerias, establishments serving bakery products, establishments serving bread products, establishments serving pancakes, sandwich bars, chip stands, mobile catering. Does not include: automatic vending machines for food and drink, street vendors of food and drink, preparation of food exclusively for the takeaway trade

55.5: Canteens and caterers

55.5A: Canteens and company restaurants: Company canteens, public sector canteens, school canteens, university restaurants, military messes, central kitchens for the preparation of meals destined for canteens not open to the general public

55.5 C: Mass catering under contract: Preparation of meals in central kitchens for third parties for the purpose of providing meals (canteens, company and university restaurants, transport firms)

55.5 D: Caterers and organisation of receptions: Preparation of meals or cooked dishes delivered and/or served at home, the organisation of wedding banquets, cocktail parties, buffets, lunches and sundry receptions at home or in locations chosen by customers.

Section N: Community, social welfare and personal services

93 Personal services

- 93.0B: Retail laundry - dry cleaning: Services provided by self-service laundrettes, retail laundry activities, dry cleaning of clothes

Section P: Domestic services

95: Domestic services: Activities undertaken by households as employers of domestic staff (cleaners, charwoman, cooks, servants, gardeners, drivers, housekeepers, tutors, private secretaries, etc.

Classification of activities and products 1973-1992

67 Hotels, cafés, restaurants

67.01: Restaurants and cafeterias

67.02: Canteens: Company canteens, public-sector canteens, school canteens, university restaurants

67.03: Caterers: Preparation of meals or cooked dishes delivered or served in the home (also includes caterers primarily supplying canteens)

82 Education (commercial services)

85 Welfare activities (commercial services)

85.01: Crèches, day nurseries, part-time nurseries

85.04: Establishments for elderly persons: Housing and care for able elderly persons, restaurant facilities

87 Miscellaneous commercial services

87.01: Retail launderette, laundry, dry cleaning services

92 Education (non-commercial services)

92.01: Primary education (primary and preschool)

98 Domestic services

98.01: Domestic services: Employment of salaried staff qualified in any area (cleaners, secretaries) to provide a service to a natural person

Classification of occupations and social categories, since 1982

42 Primary school teachers and related professions

4211: Primary school teachers: Infant school teachers, primary school teachers, primary school head masters, student infant school teachers, student primary school teachers

43 Intermediary professions in health and social work

4313 Childcare attendants: Childcare attendants and paediatric nurses

4332 Special education teachers: Special needs education teachers, special education teachers, teacher-counsellors, probationary assistants, special teaching assistants, special education instructors, heads of special educational services, prison administration special education teachers, special education teachers for secure residential education, special education teachers for the severely maladjusted, recreational special education teachers, vocational rehabilitation centre counsellors, special education teachers for young children, special education technical instructors, playschool assistants

56 Persons employed in services provided directly to natural persons

5611: Restaurant or café waiters/waitresses and busboys: Commis chefs, café waiters, restaurant waiters, washer-ups, barmen, bar staff, cleaners, waiters in cafés, bars and hotels, restaurant waiters, canteen cooks, cooks in canteens closed to the public

5631: Registered childminders, childminders, nannies, family care assistants, employees of public or private establishments or of natural persons providing childcare services throughout the day or for part of the day Related professions: Home helps for elderly persons, family welfare assistants (social work), rural family care assistants, homemaker, household help, persons working for a home help service, family care workers, family care auxiliaries, social auxiliaries; family counsellors

5632 : Household employees and cleaners working for natural persons: Persons providing domestic services to natural persons, in particularly the cleaning of premises Related professions: Cleaners working for natural persons, priests' housekeepers, family care assistants (domestic service), charwoman (with a natural person), companions, domestic servants (with a natural person), household employees, night and day nurses, maids (with a natural person), nursing attendants (domestic service), domestic staff, housekeepers (with a natural person), odd job men (with a natural person), domestic ironers, butlers (with a natural person)

63 Skilled workers in the crafts-related sector

6301 Gardeners: Municipal gardeners, gardeners, landscape gardeners, gardening assistants, unskilled gardeners, communal authority gardening staff

Former socio-professional categories, 1975-1982

7 Service staff:

CS 70: Domestic staff, household employees, childminders, nannies, other professions

This category includes all domestic staff working for natural persons irrespective of their qualifications or specialisation. Domestic staff differ from cleaning staff insofar as they have just one employer and are provided with accommodation by the employer.

CS 71: Cleaners

This category only covers private-sector employees working for natural persons but are not provided with accommodation by their employer. Most of the persons falling within the category have several employers.

CS 72: Other service staff: Gardener employed by a natural person, café waiter/waitress, restaurant waiter/waitress, watchman, nursing auxiliaries, hotel staff, taxi driver, caretaker, hairdresser, hostess, mother's help, nanny, nursing attendant.

These are employed or self-employed persons whose activities relate in principle to the provision of a service directly to the customer (their own customer or a customer of the enterprise which employs them).

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