



**issa**

INTERNATIONAL SOCIAL SECURITY ASSOCIATION  
ASSOCIATION INTERNATIONALE DE LA SÉCURITÉ SOCIALE  
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL  
INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

# Good Practices in Social Security

Good practice in operation since: 2009

---

## **Creation of the “mon-enfant.fr” website**

A case of the National Family Allowances Fund

**Winner of the ISSA Good Practice Award – Europe competition 2010**

**National Family Allowances Fund**  
France

## **Summary**

*France has the highest birth rate in Europe: 834,000 births and a fertility rate of 2.07 children per women. The key to the French childcare policy is the flexibility of the free choice for families to enable them to reconcile their family and professional lives.*

*The National Family Allowances Fund (Caisse nationale des allocations familiales (CNAF)) provides a tool in the public interest, which falls within its area of expertise. In order to facilitate parents' lives, it offers a new service: a website exclusively focusing on childcare, [www.mon-enfant.fr](http://www.mon-enfant.fr).*

*For the first time in France, one website provides information on all existing childcare solutions throughout France. It will soon be upgraded to show available places.*

*The family allowance funds are now better placed to reply to information requests. The objectives of [www.mon-enfant.fr](http://www.mon-enfant.fr), which it is hoped will become the reference website for parents, are to provide advice, guidance and assistance, and find solutions.*

*Our website will soon be integrated into the European Alliance for Families portal.*

## **CRITERIA 1:**

### **What was the issue/problem/challenge addressed by your good practice?**

French family policy is distinguished by its flexibility and the concept of “free choice” for families with regard to childcare. Parents who chose to raise their child at home themselves may also opt to use an additional form of childcare. 85 per cent of families benefit from childcare services.

In France, having children does not threaten women's place at work. Women or men who chose to stay at home receive a monthly allowance of EUR 552.71 (prestation d'accueil du jeune enfant (Paje)). Families opting for alternative childcare arrangements receive a minimum basic allowance of EUR 177.95 (which may be higher depending on the income level): childminder (21 per cent), day-care centres (ten per cent), nanny (two per cent), grandparents, nursery school or any other means.

To encourage this freedom of choice, the CNAF provides national services to families and its partners with the prospect of improving information available to families on their rights and facilitating their search for childcare. This is the objective of the website: [www.mon-enfant.fr](http://www.mon-enfant.fr)

## **CRITERIA 2:**

### **What were the main objectives and the expected outcomes?**

Childcare is the main priority for the CNAF in the scope of its family policy. The CNAF has implemented financing arrangements for childcare facilities which, with the support of the local government, have resulted in the development of the childcare network. All of these facilities are listed on the website which includes:

- 10,125 collective childcare centres
- 2,461 childminding teams
- 814 childcare facilities for children and parents
- 16,039 leisure facilities.

The contact details of the childminders who have agreed to be included on the website are online for 45 departments (which is in the process of being increased). The site's objective is to improve the information available to families and facilitate their search for (individual or collective) childcare by offering them personalised information 24 hours a day, regardless of their home or work address. A cost simulator for collective childcare is available to families.

In the future, a simulator tool relating to entitlement to childcare services will be added to the website. Moreover, the website will offer information regarding the places available in real time. Families will consequently have access to a decision support tool enabling them to carry out the most appropriate choice in view of their personal circumstances and the local context.

This new service should also contribute to reducing the number of persons contacting the family allowance funds in person or by telephone.

### **CRITERIA 3:**

#### **What is the innovative approach/strategy followed to achieve the objectives?**

The family division rallied for this ambitious project with the objective of facilitating families' daily life. All of the national and local players specialising in infancy and children participated in this project. We wish to highlight the importance of the partnership at local level leading to this project's success.

A heading covering local initiatives will be created in order to inform internet users on the number of facilities listed on the website and highlight the actions implemented by local partners.

The implementation of statistical indicators regarding the use of the website's various functionalities will provide the partners with operating information.

Users' know-how and experience will contribute to the project development.

Finally, the creation of a national information website will result in economies of scale as each local authority will be prevented from carrying out specific non-standard developments.

**CRITERIA 4:****Have the resources and inputs been used in an optimal way to implement the practice?**

The implementation of the project is based on an adapted methodology including the partner's contribution and commitment. Its implementation was secured from a legal standpoint and the data collection was subject to a precise and secure process. Eight local user groups were in charge of monitoring the functionalities and reporting on the developments and adjustments which could be made.

**CRITERIA 5:****What impact/results have been achieved so far?**

The website listed almost all childcare facilities in France on 1 November 2009. It improved the service offered to families by providing them with comprehensive, standard and free information from a unique national website based on their childcare needs.

This national tool provides local information regarding childcare and will soon be available throughout France.

**CRITERIA 6:****What lessons have been learned from the introduction of this good practice?**

The mon-enfant.fr website is a particularly innovative and useful tool for the various partners involved in childcare policy (departmental councils, town councils, inter-town councils, associations, companies, CAF and agricultural social security fund (CMSA)).

It also meets childcare professionals' needs by providing them with useful information to perform their jobs.

It goes in the direction of improved structuring of the service offer sought by the family benefit fund with regards to family policy.

The policy also contributes to the objectives set by the Lisbon strategy, which requires Member States to improve parents' employability and, in particular, childcare facilities. One of the objectives fixed to this end provides that at least 90 per cent of children aged over three and 33 per cent of children aged under three will benefit from childcare facilities in 2010.

Finally and above all, [www.mon-enfant.fr](http://www.mon-enfant.fr) meets the needs of families wishing to reconcile their family and professional lives. The media has reported that they are satisfied with this new service offer.

**CRITERIA 7:**

**To what extent would your good practice be appropriate for replication by other social security institutions?**

The mon-enfant.fr website can be replicated in the scope of sharing good practices between countries. Furthermore, it will soon be integrated into the European Alliance for Families portal.