THE VALUE OF DOMESTIC WORK

THE ECONOMIC AND SOCIAL ROLE OF EMPLOYER FAMILIES

DOSSIER
1

Profile of the domestic work employer in Italy

Size of the phenomenon,

population trends, economic and social impact

DOMINA
ASSOCIAZIONE NAZIONALE FAMIGLIE
DATORI DI LAVORO DOMESTICO

Firmataria del C.C.N.L. sulla disciplina del rapporto di lavoro domestico

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Dossier 1

Profile of the domestic work employer in Italy

Size of the phenomenon, population trends, economic and social impact

Scientific director

(DOMINA – National association of domestic work employer families)

Lawyer Massimo De Luca

Work group (FONDAZIONE LEONE MORESSA)

Prof. Stefano Solari

Dott.ssa Chiara Tronchin

Dott. Enrico Di Pasquale

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Introduction

By Lorenzo Gasparrini, Secretary-General of DOMINA

In an age where it is no longer possible to manage without cleaners and carers; either for increased life expectancy, for our busy lives or for the fact that women have returned into the world of work; you can't avoid exploring the domestic work sector and its implications in the social and economic environment. The phenomenon is so rooted in the social fabric of contemporary society that in the end it has become an important, valid and original observation and analysis point; in key socio-cultural, political-institutional and economics. Given the complexity and social value of the phenomenon, we constantly monitor the activities and data relative to domestic work. Acting as an employer association; as well as being a family's voice during the writing phase of the CCNL national collective bargaining agreement, we have the daily opportunity to listen, help and inform thousands of families who are in difficulty or are simply curious to know about the ways to manage an employment relationship.

Facts in hand, we can affirm that domestic work has taken on an increasing importance both nationally and internationally. Following this trend and strong in our position of a privileged observer in this sector, we thought it appropriate to begin a research project which is able to analyse the underlying aspects as well as the main principles associated with domestic work at local and national levels. This involves a necessary, detailed study to shed light on the connections which affect the change process in our families and in Italian society. It is our intention to give the right social recognition to all those families that become domestic work employers, when they take on a collaborator or family help; always more for necessity than choice.

To achieve the research project we have drawn on our information heritage and have taken into consideration a sample of work contracts managed directly by the association. This enables us to analyse and share the most used contractual aspects of the CCNL national collective bargaining agreements, outlining the uses and habits of families involved in domestic work.

In over 20 years activity in this field we have observed doubts, moods, the difficulty of the domestic work employers and we have helped, in some cases contributed, to changes in this sector. The research project is a further instrument to support and guide the change. It is fundamental to support families; atypical and delicate categories of domestic work employers, in the protection of their rights and in the promotion of their obligations. The main objective is to listen to them and inform them of all the contractual and administrative dynamics which are triggered when employing a family assistant, as well as accompanying them in managing the employment relationship. Only in this way can we seriously help our families not to get into trouble and maintain the dignity of domestic work.

This dossier, the first in a series that makes up the research, begins with the family in order to draw up a real and precise profile of a domestic work employer. Who is an employer of domestic workers today? How do they relate to the workers? How do they face the need to accept a stranger into their home? How do they manage in complying with the contractual requirements? What is their impact on a social and economic level ? What are their needs?

DOSSIER 1
Profile of the domestic work employer in Italy

DOMESTIC WORKERS

886,125
+42% FROM 2007 TO 2015

TOP NATIONALITIES

20.5% ROMANIA
17.1% ITALY
9.1% UKRAINE
6.6% PHILIPPINES
6.2% MOLDOVA

EMPLOYER'S AVERAGE AGE
62 YEARS

EMPLOYERS BY GENDER
52% MALE

ECONOMIC IMPACT
7 BILLIONS EURO
ANNUAL EXPENDITURE FOR FAMILIES

5.6 B REMUNERATION
0.9 B SOCIAL SECURITY CONTRIBUTIONS
0.4 B SEVERANCE PAY

DEMOGRAPHIC PERSPECTIVES

Assuming a migration balance of zero, in 2030 the Italian population would decrease by 5%. The population over 65 would increase by 2.6 million, ranging from 21.7% to 27.5% of the population.
This would lead to an increase of carers from 375 to 470 thousand (+ 25%)

Objectives and methodology

In the last decades, the situation of families from Western countries has undergone important social class, economic and cultural changes. On a socio-cultural level, there have been 2 processes which are most relevant: The entry of many women into the work market and a rise in life expectancy, which has determined a progressive ageing of the population.

In the case of Italians, in 2016 the population of 75 years and over represents 11% of the whole population, a value which is destined to grow to 23% in 2050.

The increase of the elderly population causes a growing need for domestic work collaboration services, above all carers: We're talking about a phenomenon which has grown enormously in the last decade, with a significant presence of Eastern European women and which is produced from the base, many times through a direct meeting between the employer (family) and the worker.

For these reasons the role of a private party in the application for care and help becomes important.

In a context of overall reduction in the public welfare resources available, it seems clear how the phenomenon of "carers" (and domestic workers in general) will become ever more crucial in the Italian social and family system; in key sectors such as the care of children and the elderly or the assistance of the sick or people with disabilities.

Domestic work employers carry out therefore, within the welfare system, a true substitute role of the government. With their resources they are able to manage a cost which would otherwise have to be managed by the social public welfare.

This study, fulfilled by the Fondazione Leone Moressa for DOMINA (National association for domestic work employer families, signatory of CCNL on the branch of domestic work), has the objective of highlighting the role of domestic work employer families, underlining the social impact and calculating the economic value generated.

There are 3 main sources of the analysed statistics: INPS, Istat and DOMINA.

The INPS observatory supplies information about domestic workers insured by INPS[1]. The source of the figures used to make up the *"Domestic work observatory"* is represented by the administrative archives produced by the acquisition of the contained information:

- In the compulsory communications about hiring, transformation, extension and end of domestic work contracts, carried out by the employer (paper form and online communications)
- In the payments (Paper and online current account forms) carried out by the employer for the payment of social security/National insurance contributions

These archives, like all administrative archives, are subject to updates because of new acquisitions and corrections of information already acquired. In general, these updates mainly concern the most recent year and in a lesser way the other years.

The DOMINA observatory's database contains a sample of around 12 thousand employment relationships, randomly chosen from its own associates that are present in the administrative archives of the association. In other words work contracts and pay slips of domestic workers taken on by the employing families. In the pay slips, in addition to the economic remuneration, there are also all the choices of the domestic worker's employing family, the most used CCNL contractual provisions – holidays, overtime, severance indemnity, bonuses, permissions and others.

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[1] The statistical survey unit is represented by the domestic worker who received at least one contribution during the year ("annual data" section)

The size of the domestic work phenomenon in Italy

In the analysis of the socio-economic impact of domestic work in Italy, the first aspect to consider is the quantitative size of a phenomenon in strong expansion in the last decade and which concerns little less than a million workers (apart from those undeclared).

According to INPS figures; 886,125 domestic workers were employed by Italian families in 2015. Albeit in the last year a slight fall has been recorded (-2.3%), the overall number has grown by an average of 42% since 2007 (Fig. 1).

It has been however a fluctuating trend; strongly influenced by administrative and legislation measures, in particular the c.d. annulment of 2012[2], which took the number of domestic workers over one million (the applications to regularise in 2012 were 134,576).

Fig 1. Historical sequence of domestic workers[3]
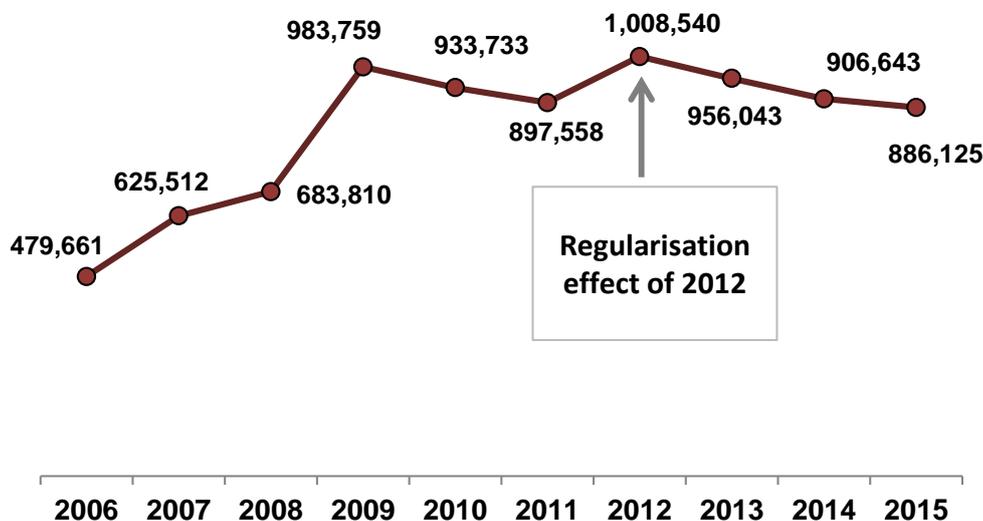
Fondazione Leone Moressa elaborations on INPS data

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[2] D.Lgs. n. 109 del 16 Luglio 2012.
[3] The statistical survey unit is represented by the domestic worker who received at least one contributory contribution during the year or the quarter, if referred to quarterly data (source: INPS).

In the same year more severe sanctions were introduced for illegal employers, giving however the possibility to rectify the non-standard employment positions. The period in which to apply went from September to October (around one month) and the applications presented were over 130 thousand, 115,969 of which for the domestic sector.

The high number of applications in the domestic sector has different motivations. In part it concerns employment relationships already existing for some time, which are regularised thanks to the annulment. Another component can be attributed though to other sectors that used the annulment to regularise workers at a lower cost in respect to other channels, but then changing employer (and sector) once the regularisation had been achieved. This practise would seem to be confirmed by the decrease in domestic workers which happened during the following years: analysing only the interval from 2012 to 2015, 122 thousand positions were lost, while the Italian population has continued to age and women's employment has slightly increased. Whereas, in the whole period analysed (2006-2015), the number of domestic workers almost doubled, even if the most intense increase was registered between 2006 and 2009 (+105%).

The domestic worker's profile

Entering into the matter of domestic workers in Italy, the first distinction to bear in mind is between domestic help and domestic collaborator (Fig.2). Even though the INPS figures distinguish only in a generic way: carer and home help, the collective bargaining agreement shows numerous facets (Tab 1).

Fig 2. Types of domestic workers, 2015
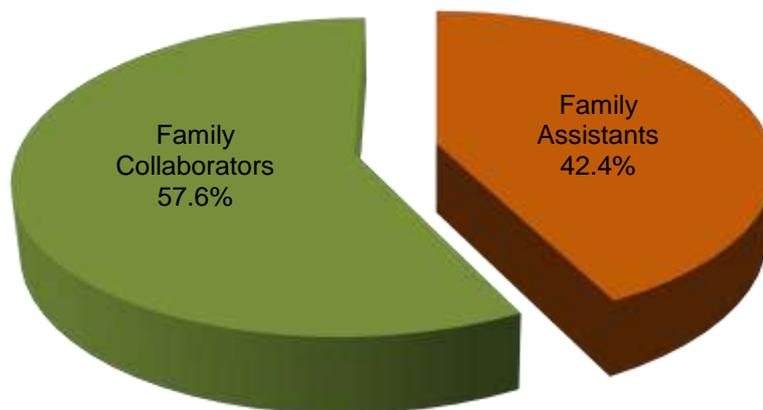
Fondazione Leone Moressa elaborations on INPS data

To simplify the discussion in this study we will use the terms family collaborator or home help to refer to the contractual levels A,B,C and D; whilst family assistant or carer refers to super levels, in other words the care of a person. In 2015 there are around 510 thousand home helps, in other words 57.8% of the total, compared to 375 thousand carers (42.4%). Amongst the areas of origin, Eastern Europe prevails (Tab 2), with just under half of total domestic workers (45.7%). An incidence that reaches 60.7% among carers and is far less marked among home helps. The second area of origin is Italy, followed by the Philippines and Latin America.

Tab 1. Domestic workers' contractual placement

FAMILY COLLABORATORS	FAMILY ASSISTANTS
LEVEL A. - Home help with less than 12 months professional experience, not responsible for care of people - Cleaner - Laundry hand - Stable hand - Pet assistance - Responsible for cleaning and watering green areas - Communal labourer	**LEVEL AS.** - Responsible for companionship - Babysitter
LEVEL B. - General multipurpose help - Private home custodian - Ironer - Waiter - Gardener - Qualified labourer - Driver - Responsible for tidying rooms and breakfast service, also for employer's guests	**LEVEL BS.** - Assistant for self-sufficient people (elderly or children)
LEVEL C. - Chef	**LEVEL CS.** - Assistant for dependant people (Not trained) (elderly or children)
LEVEL D. - Administrator of the family's property - Butler - Governess - Head chef - Head gardener - Instructor	**LEVEL DS.** - Assistant for dependant people (trained) - Home director/governor

Source: CCNL domestic work of 16 July 2013 (art. 10)

Tab 2. Areas of origin of domestic workers, comparison 2008 - 2015*

	Family Assistant, Carer		Domestic Collaborator, Home help		Total	
	Distr.% 2015	Difference % 2015-2008	Distr.% 2015	Difference % 2015-2008	Distr.% 2015	Difference % 2015-2008
Italy	**19.1%**	**+10.0**	**27.9%**	**+4.9**	**24.1%**	**+2.4**
Eastern Europe	60.7%	-14.0	34.6%	-9.6	45.7%	-2.5
Western Europe	0.2%	+0.1	0.4%	+0.1	0.3%	+0.0
Central America	1.4%	+0.4	1.5%	+0.3	1.4%	+0.3
South America	6.6%	-1.3	7.4%	-0.6	7.1%	-1.0
Middle Eastern Asia	2.1%	+1.8	0.7%	+0.4	1.3%	+1.0
Asia: Phillipines	2.6%	+0.4	12.1%	+2.6	8.1%	-0.3
West Asia	2.8%	+1.0	8.0%	+1.2	5.8%	-0.1
North Africa	3.3%	+1.3	4.3%	+0.6	3.9%	+0.5
Central-South Africa	1.1%	+0.2	3.0%	+0.1	2.2%	-0.3
Total	**100.0%**		**100.0%**		**100.0%**	

* Difference in percentage points in the distribution of each entry compared to the total

Fondazione Leone Moressa elaborations on INPS data

Looking at the difference between 2008 and 2015, it is interesting to note the increase in Italian workers (+2.4 percentage points) and the contemporary decline in those from Eastern Europe (-2.5 points) even more pronounced in the case of carers. Between 2008 and 2015, the request by families for Italian carers increased; if in 2008 only 9% of carers were Italian, in 2015 the percentage reached 19%. Carers from the East have decreased to leave place for Italian carers, but also to Asian and African. However, carers from Eastern Europe still make up 61% of the total family assistants.

It's a similar situation, albeit on a smaller scale, for home helps: Home helps from Eastern Europe fall and those from Italy and Asia grow. The increase of Italian domestic workers is generally considered to be an indirect consequence of the

economic crisis that has hit Italian families: indeed, lots of women have entered (or returned) into the field of domestic work due to a loss or reduction in their partner's work. Their low professional experience and their domestic abilities allow them to integrate into the market of home helps and carers.

The distribution of legal domestic work in Italian territory

Looking at the distribution of legal domestic work contracts, that is those declared at INPS; about half are found in the North, but there is also a noticeable amount in Central and Southern Italy. It's interesting to note though the presence for every 1000 inhabitants is more intense in central Italy (21 x1000) and weaker in the South (9.3 x1000) with a national average of 14.6 domestic workers for every one thousand inhabitants (Tab 3).

Although it is a widespread phenomenon both in the North and in the South, the main dynamics are rather different. In the South domestic work is mainly due to the fragility of the local social protection system, linked to structural shortcomings of assistance services and the health system. While in the North the key factors are the ageing of the population and female participation in the world of work.

Tab 3. Domestic workers by territorial area. 2015

	Domestic workers	Distr.%	Domestic workers for every 1000 inhabitants
North-West	264,315	29.8%	16.4
North-East	174,579	19.7%	15.0
Central	252,858	28.5%	21.0
South e Islands	194,373	21.9%	9.3
ITALY	**886,125**	**100.0%**	**14.6**

Fondazione Leone Moressa elaborations on INPS data

Analysing the distribution on a provincial level, we can note a strong concentration in big cities: the first 10 provinces register 45% of total domestic workers.

In first place we find Rome (118,000, equal to 13.4% of the total) followed by Milan (91,000, 10.3%) and Turin (42,000, 4.8%). More than a quarter of domestic workers in Italy are located in these 3 provinces.

If we compare the number of domestic workers to inhabitants, it is highlighted how Palermo and Naples are actually under the national average. Milan and Rome place themselves well above, even though first place goes to Cagliari with 38 domestic workers for every 1000 inhabitants.

Tab 4. Top 10 provinces with legal domestic workers. 2015

Province	Domestic Workers	Distr.%	Domestic workers for every 1,000 inhabitants
Rome	118,793	13.4%	27.4
Milan	91,629	10.3%	28.6
Turin	42,557	4.8%	18.6
Naples	30,844	3.5%	9.9
Florence	24,798	2.8%	24.5
Genoa	18,114	2.0%	21.2
Bologna	21,942	2.5%	21.8
Palermo	11,976	1.4%	9.4
Brescia	16,183	1.8%	12.8
Cagliari	21,134	2.4%	37.7
		44.9%	

Fondazione Leone Moressa elaborations on INPS data

The employer's profile (DOMINA observatory)

The expansion of the domestic work phenomenon has inevitably involved an increased application for technical/contractual assistance services for families that, by taking on a home help or carer, become domestic work employers (contracts, pay slips, tax declarations, dismissals, consultation, etc.).

The data elaborated by the DOMINA observatory becomes a precious archive to give a more detailed cross-section of domestic work than the INPS data. Whilst the social security company's database refers only to the worker; starting from the mere declaration of hiring/variations/end of domestic work relationship, the DOMINA data offers a useful in-depth analysis on the characteristics of the domestic work employer, starting from the work contract and pay slips. Therefore, with full respect and application of the CCNL national collective bargaining agreement (clearly the employer isn't always the person who is being assisted, above all in the case of assistance of disabled people or the elderly; in most of these cases the employer is a relative).

As for the gender distribution, in 2016 a slight prevalence of male employers is registered (Fig 3).

The age of the employer is generally rather high (Fig 4): only 8.7% of men and 5.7% of women are under 40. The average age of the employer is 62. However, from the analysis of age you can see how a consistent part of employers are under 59, above all amongst the men.

In this instance, the cases in which the employer doesn't correspond with the person being assisted can be included. While amongst the employers over 80, it is possible that the person assisted and the employer do correspond: in this age range there are more women (35.7%) than men (19.5%).

Fig 3. Employers by gender. 2016

WOMEN
48.1%

MEN
51.9%
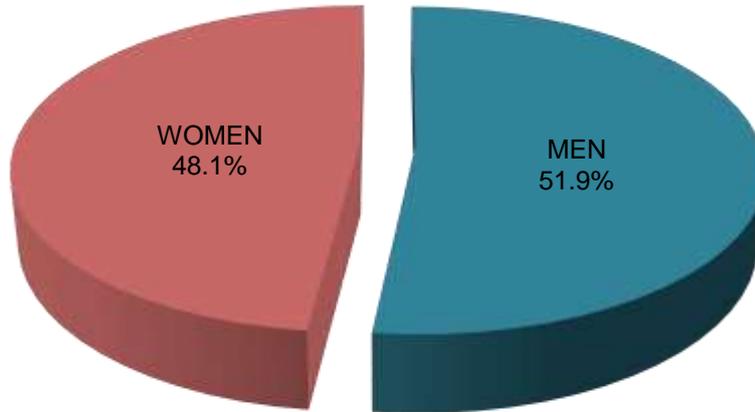
Fondazione Leone Moressa elaborations on DOMINA data

Fig 4. Employers by gender and age range. 2016

AVERAGE AGE 62 YEARS

41.7%
35.2%
29.3%
22.7%
19.8%
36.3%
9.3%
5.8%

From 18 to 39   From 40 to 59   From 60 to 79   At least 80

■ MEN   ■ WOMEN
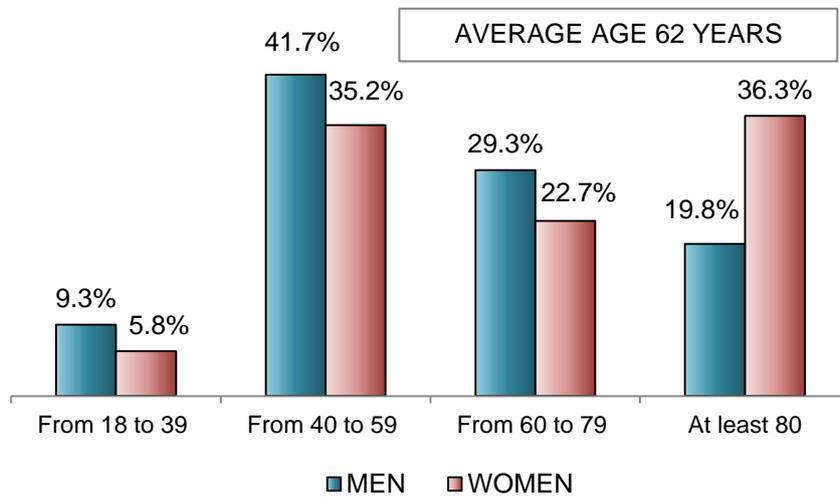
Fondazione Leone Moressa elaborations on DOMINA data

Comparison of DOMINA/INPS data

As we have said, the DOMINA data offers a more in-depth cross-section compared to the INPS data, allowing to better know the type of contract used by families; useful information with regards to the salary for the contract, whether the worker lives in the home with the person they assist or not, and much more about the CCNL collective bargaining agreement.

Referring to a sample (albeit very broad) they don't correspond exactly to the administrative source. In order to give the right interpretation of the data, it therefore becomes important to understand the main differences.

The first analysis of the sources shows us the data given to INPS by the families at the hiring phase. They are average values and very often they can't give a detailed picture of the situation. This is also due to the insufficient understanding of the instrument or of the contractual institutes (for example, INPS data only reports the difference between home help and carer, while the CCNL offers a wider variety of positions). On the other hand DOMINA data, albeit the result of a sample of domestic work relationships completely managed by itself, expresses full correspondence to the CCNL national collective bargaining agreement, since it is analysed in the development of the relationship: illness, holiday, maternity, overtime, bonus etc.

In addition, the territorial analysis (Tab 5) shows prevalence in the sample in the Northwest and centre to the detriment of other areas. This is due to a strong presence of domestic workers in Lazio (22.1%) and in Lombardy (27.8%). Despite this unbalance, the DOMINA data covers all the national territory and the distribution of the data is very close to that of INPS. Also the analysis of the domestic worker's nationality (Tab 6) gives the same result; the values are similar with a smaller presence of Italians and a higher presence of other Europeans (mainly from Eastern Europe). The other geographic areas of origin show very similar percentages. This smaller presence of Italians could be due to the different types of DOMINA workers that, as we will see, have longer contracts and therefore show in a lesser way within temporary domestic work occupied by Italian women in the years of economic crisis.

Also with gender (Tab 7) you can see a slight difference: in the DOMINA data "male" workers are higher: 21% of DOMINA domestic workers are male, compared to 12% of INPS workers. In any case, the prevalence of female workers in this field is considerable.

Whilst on the age class level there are no particular differences, the average age is very similar: 46 for INPS and 45 for DOMINA (Tab 8). From the distribution of age class it's evident that there are a higher number of DOMINA workers between 30 and 39 and a lower number of those between 50 and 59, from which the average age is slightly less.

Tab 5. Domestic worker by territorial area. 2015

	INPS	DOMINA
North-West	29.8%	36.0%
North-East	19.7%	17.9%
Central	28.5%	36.0%
South e Islands	21.9%	10.1%
ITALY	**100.0%**	**100.0%**

Fondazione Leone Moressa elaborations on DOMINA and INPS data

Tab 6. Domestic worker by nationality. 2015

	INPS	DOMINA*
Italy	**24.1%**	**16.7%**
Rest Europe	46.0%	51.8%
Asia	15.3%	16.3%
America	8.5%	8.8%
Africa	6.1%	6.4%
	100.0%	**100.0%**

*The "other" value inserted between DOMINA data entries is distributed in a proportional way over the various continents.

Fondazione Leone Moressa elaborations on DOMINA and INPS data

Tab 7. Domestic worker by gender. 2015

	INPS	DOMINA
Women	87.8%	79.0%
Men	12.2%	21.0%
	100.0%	**100.0%**

Fondazione Leone Moressa elaborations on DOMINA and INPS data

Tab 8. Domestic worker by age class. 2015

	INPS	DOMINA
18-29 years	7.8%	9.2%
30-39 years	20.1%	27.9%
40-49 years	30.8%	30.1%
50-59 years	30.6%	23.5%
At least 60 years	10.8%	9.3%
	100.0%	**100.0%**

Fondazione Leone Moressa elaborations on DOMINA and INPS data

After having observed the target description from a population point of view, it is interesting to analyse the main differences from a contractual point of view.

The first figure to take into consideration is that 94% of DOMINA contracts are permanent contracts, a value which isn't found in INPS figures. In fact INPS figures don't give information about the type of contract.

We are able though to compare the length of the contracts (Tab 9): INPS has an annual observatory, but 54% of workers don't even reach the completion of a year. In particular 10% don't go beyond the first two months of the contract, a percentage that is similar to the number of DOMINA workers who have a contract of less than a year's length.

These first figures make us understand the real difference of DOMINA workers, compared to those of INPS. INPS collects the data of all domestic workers who have received at least one contributory payment during the year, therefore also temporary workers. DOMINA database is characterised by workers who have a professional

continuity, this involves trusted workers that continue over the years with their activity.

For example, 57% of them have been working for over 5 years. DOMINA shows how families turn to the association, even when the employment relationship has already started. For example: when faced with the first difficulties, or following a series of experiences that have gone badly or to be defended in the case of a work dispute.

The figures show how the families don't consider it essential to have a work contract and pay slips that are correctly elaborated. On the contrary, a domestic work relationship managed according to regulations; with respect to minimum wages and contractual arrangements, lays down a solid base for a long term employment relationship.

The different types of workers aren't translated in different average working hours (26 hours for both databanks), but in different salaries. The DOMINA sample, given the greater professionality and continuity, earn €300 more monthly compared to the average worker in the INPS sample.

Tab 9. Domestic workers by length of contract. 2015

Length of DOMINA contracts		Length of INPS contracts	
Less than 1 year	13.5%	Less than 50 weeks	54.1%
Between 1 e 2 years	8.1%	At least 50 weeks	45.9%
Between 2 e 3 years	6.1%		100.0%
Between 3 e 4 years	7.3%		
Between 4 e 5 years	8.3%		
> 5 years	56.7%		
	100.0%		

Fondazione Leone Moressa elaborations on DOMINA and INPS data

Tab 10. Domestic worker by timetable and gross monthly salary. 2015

	INPS	DOMINA*
Average hours worked	26.0	26.1
Average gross monthly salary	€529	€831

Fondazione Leone Moressa elaborations on DOMINA and INPS data

In-depth analysis of domestic work contracts

Once we have cleared the difference between the DOMINA sample and the INPS database, we can have an in-depth look at the subject of domestic work through DOMINA figures; which are able to give us a cross-section of the type of workers who choose the profession in a continuative way and not only temporary.

The DOMINA databanks allow us to make a first in-depth analysis on the family's decision about the nationality of domestic workers (Tab 11). Also in this case you see how Italian domestic workers have increased at the detriment of all foreigners, in particular those workers from Eastern Europe. If in 2010 the distance between Romanian and Italian domestic workers was almost 7 percentage points, six years after it is just over three points. Among the top nationalities we mainly find Eastern European workers and a strong presence from the Philippines.

Tab 11. Domestic workers by nationality

Top 5 nationalities 2010		Top 5 nationalities 2016		Difference % 2016-2010
Romania	21.2%	Romania	20.5%	-0.7
Italy	14.6%	Italy	17.5%	+2.5
Ukraine	10.0%	Ukraine	9.5%	-0.9
Moldovia	7.1%	Moldovia	6.2%	-0.9
Philippines	6.7%	Philippines	6.6%	-0.1

Fondazione Leone Moressa elaborations on DOMINA data

Another interesting figure, not found in INPS data, is the cohabitation with the family; mainly present for foreign workers (Tab 12). If Italian workers are increasing, they are not increasing in all types of domestic work. 65% of these workers don't live with the family with whom they work and they work an average of 20 hours a week. The remaining 35% live in the employer's home and therefore work more hours (36 hours). If the total level is made up of 17% of Italians, in the case of live-in workers this figure decreases to 10%, and increases to 21% for workers who don't live-in. DOMINA puts this difference also down to the fact that

foreign workers accept more easily live-in domestic work because they don't have their own family or own home on Italian territory.

Tab 12. Domestic worker by type of presence. 2016

	Distr% of workers	Incidence of Italian workers	Average weekly hours worked
Live-in worker	35.0%	10.0%	36.0
Live-out worker	65.0%	21.0%	20.5
Totale	**100.0%**	**17.0%**	

Fondazione Leone Moressa elaborations on DOMINA data

Other differences between Italian and foreigners are given to us by the type of category in which they are placed (Tab 13). The national collective bargaining agreement for domestic work (art.10) ranks personnel in 4 main categories, based on the tasks carried out and the qualifications. For each category, 2 levels are identified (foundation and super), which differ both for the tasks and the pay. We have examined the figures based on the main categories. A worker can also be hired to carry out, with discontinuity, night-care assistance services for self-sufficient people and hence the residual category "night assistance/night attendance".

50% of domestic workers are found in level B; that is domestic collaborators with experience, who carry out their duties with specific competence. Level C super follows; that, is family assistants who work independently and responsibly and can take care of dependent people. Obviously as the framework levels increase, so does the expertise and salary.

Also these subdivisions show how the presence of Italian workers is higher at coordination levels, in which a higher competence and professionality is requested and a higher salary is provided.

The duties for which these workers are hired cover the whole domestic range, from babysitter to assistant of dependent people, or simple cleaner (Tab 15).

Almost a third of domestic workers (29%) are placed as general collaborator. The role of assistant to dependent people follows at 20%. From the table an ample

distribution of duties is inferred, with concentrations above all in the general categories. In other words, the world of domestic work is rather variable and there are no very rigid specific concentrations present.

Tab 13. Domestic worker by main contractual category. 2016

LEVEL A e AS	26.1%
LEVEL B e BS	50.6%
LEVEL C e CS	21.4%
LEVEL D e DS	1.4%
Night assistance/Night presence	0.5%

Fondazione Leone Moressa elaborations on DOMINA data

Tab 14. Domestic worker by main contractual category. 2016

	Incidence of Italian workers	Average annual contract cost
LEVEL A – AS	19.0%	6,130
LEVEL B – BS	15.0%	8,630
LEVEL C – CS	19.0%	11,947
LEVEL D – DS	41.0%	13,693
Night assistance/Night presence	29.0%	11,728

Fondazione Leone Moressa elaborations on DOMINA data

Tab 15. Domestic worker by duty. 2016

DUTIES	Distribution %
Multipurpose general collaborator – only domestic work	29.0%
Carer for DEPENDENT* – NOT TRAINED	21.5%
Carer for SELF-SUFFICIENT* and house cleaning	19.5%
Cleaner	14.0%
Collaborator with less than 12 months experience	7.0%
Companionship - for SELF-SUFFICIENT	2.0%
OTHER	7.0%
	100.0%

*Family assistance for the self-sufficient and/or the dependent, for children and elderly

Fondazione Leone Moressa elaborations on DOMINA data

The economic impact in Italy of domestic work employers

As the "Censis report" of 2016 reports, "the progressive shrinking of welfare linked to public finance targets appears evident in the recent dynamic of health costs. From 2009 to 2015 there is only a slight reduction in real terms of public cost. […] The share of citizens to costs then increases: +32.4% in real terms between 2009 and 2015 (with a more substantial increase in the share to pharmaceutical costs: 2.9 billion, +74.4%)".

This does nothing but confirm the reasoning made so far, underlining how the management of domestic work on the part of the families has a significant impact also on an economic and fiscal level: this presence in the territory naturally translates into a turnover paid by the employer families to workers and the government.

On the whole, starting from the INPS figures, you can calculate the cost for the families[4] to about 7 billion euro a year, of which 947 million in taxes paid to the government and 416 million in severance indemnity (Fig 5). The average annual contribution class[5]; that is the average salary of each worker, varies between 6 and 7 thousand euros.

This kind of contractual rapport not only allows the government to save on the cost of managing an assistance structure, but it allows Italian women to enter and stay in the work market. The agreement between times of life and work, a problem unresolved by the public welfare system, is in fact absolved from the bottom; through application and offer which are managed directly by the families.

However, if on the one hand this "self-management" of family welfare guarantees the quality standards appropriate to the services offered, it cannot and must not lead to a slippage of the government in the responsibility of managing the health

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[4] The estimated salary cost was obtained by considering the average value of the salary range given by INPS and assuming a maximum salary of 14 thousand euros.
[5] The median was used to calculate the average class.

and care of the person. Rather it should represent a contribution that gives value and reward even from a tax point of view.

Fig 5. Estimated domestic worker costs. 2015

(Value in billions of euro. Total cost 6.8 billion)
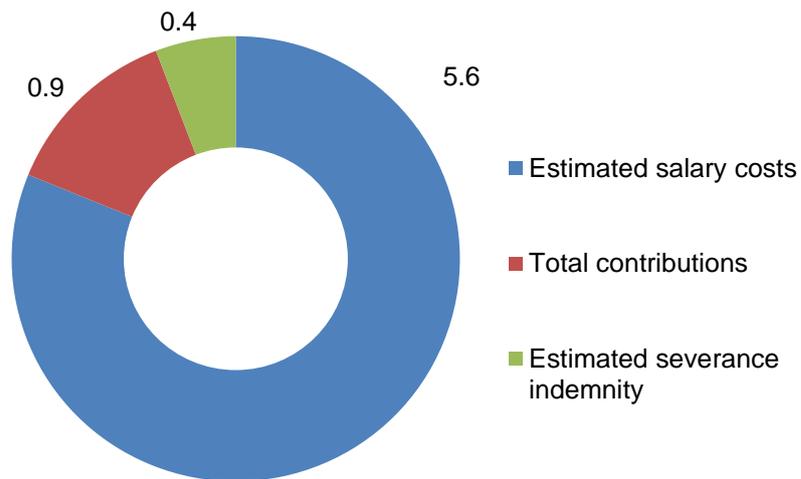
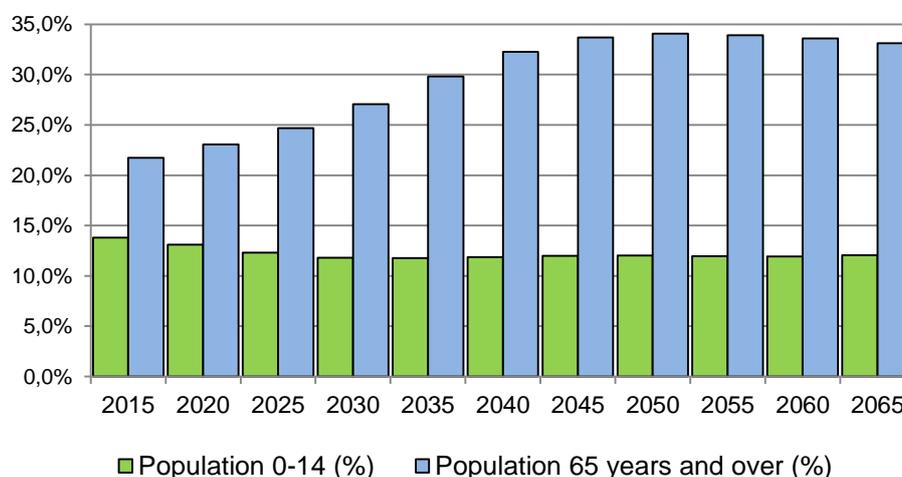Fondazione Leone Moressa elaborations on INPS data

Population trend and future scenarios for family assistance

As a last aspect, it is interesting to observe the population trend in order to understand the basic necessities of assistance work in the next years. The Italian population is ageing and with it the application for assistance for the elderly is increasing.

From the latest ISTAT forecasts (Fig 6), in 2065 the population of at least 65 years will be 32% of the total population, around 11 points more than the mass it has now, while the population of young people will pass from 14% to 12.7%.

The graph, with 5 year intervals, allows us to observe how the two curves ("children" and "elderly") have an opposite trend: the "elderly" follow a constant growth, whilst "children" tend to decrease. All this translates in a raising of the average age of the population that, if in 2015 is 44 years, in 2065 will reach almost 50 years (Fig 7).
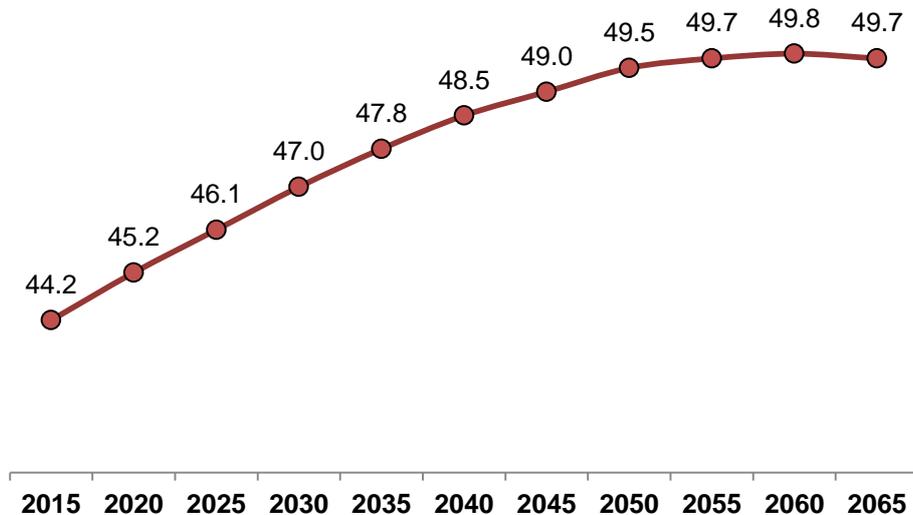
Fig 6. ISTAT Population forecast[6] - population 0-14 years and > 65 years

Fondazione Leone Moressa elaborations on ISTAT data

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[6] The population forecast from ISTAT is organised in a standard, methodological way, which is recognised in the international field. They are regularly updated; reviewing and/or reformulating the underlying evolution hypotheses: fertility, survival and migration. The forecasts are formulated according to three distinct scenarios. With the first of these, the central scenario, we are provided with a set of timely estimates considered "plausible". These, built on the basis of recent population trends, are the ones of most interest to users. Next to the scenario considered more "probable"; two alternative scenarios, that have the role of drawing the field of future uncertainty, were built.

Fig 7. Population estimates: average age of the resident population

	2015	2020	2025	2030	2035	2040	2045	2050	2055	2060	2065
	44.2	45.2	46.1	47.0	47.8	48.5	49.0	49.5	49.7	49.8	49.7

Fondazione Leone Moressa elaborations on ISTAT data

With the increase of age; the need for assistance and domestic work also increases, a fundamental theme not only for the families who will need it, but also for the government and for the costs dedicated to welfare.

From the consideration "*The population is destined to age and therefore the request for help will also increase*, we started our analysis.

The figures show that, in effect, a positive correlation exists between the population of 76 years and over and the presence of carers, at a regional level. In other words, in the regions where a high number of over 75s are recorded, you also find a high level of carers. You can, therefore, suppose that the growth of the elderly population affects the growth of the need for carers (Tab 16).

But the families, how many carers will they need in little less than 15 years? Replying to this question is clearly very complex: We should know the evolution of the public policies and the legislations concerning assistance, other than the economic circumstance and the behaviours of the families.

Tab 16. Estimate of basic needs / carers needed

	Distr.% carers	Distr% over 75	Pop. mass over 75 2016	Estimate mass pop. over 75 2030	Carers needed in 2030	Growth of carers
Piedmont	8.8%	8.4%	11.8%	13.6%	39,267	19.5%
Valle d'Aosta	0.3%	0.2%	10.5%	13.0%	1,613	28.7%
Liguria	3.9%	3.6%	14.1%	15.3%	15,887	8.6%
Lombardy	15.0%	16.2%	10.1%	12.1%	73,145	30.0%
Trentino Alto Adige	2.0%	1.6%	9.2%	11.3%	10,503	37.3%
Veneto	8.6%	8.0%	10.1%	12.1%	42,183	31.1%
Friuli Venezia Giulia	2.9%	2.3%	11.8%	14.2%	13,579	25.7%
Emilia Romagna	11.6%	8.3%	11.5%	12.2%	51,943	19.2%
Tuscany	10.4%	7.2%	12.0%	13.2%	46,117	17.9%
Umbria	2.3%	1.8%	12.2%	12.8%	9,820	15.9%
Marche	3.4%	3.0%	12.1%	12.8%	14,839	16.1%
Lazio	9.0%	9.1%	9.6%	11.6%	43,127	27.2%
Abruzzo	1.9%	2.4%	11.2%	12.7%	8,287	18.9%
Molise	0.3%	0.6%	11.9%	13.7%	1,172	10.7%
Campania	4.4%	7.2%	7.6%	10.8%	21,678	32.4%
Puglia	3.0%	6.1%	9.3%	12.9%	15,094	32.7%
Basilicata	0.5%	1.0%	10.9%	13.4%	1,990	11.6%
Calabria	1.5%	3.1%	9.6%	12.4%	6,758	21.2%
Sicily	2.8%	7.5%	9.1%	11.7%	12,743	22.9%
Sardinia	7.6%	2.6%	9.7%	13.9%	40,422	41.3%
Italy	**100.0%**	**100.0%**	**10.2%**	**12.4%**	**470,169**	**25.2%**

Fondazione Leone Moressa elaborations on INPS and ISTAT data

Supposing that the basic needs depend only on the age of the population, keeping the other variables constant, we can make an estimate.

To reach an estimate of the application for carers in 2030, we have analysed the provincial data of the distribution of carers regarding the population of over 75s. Keeping this correlation fixed, we can apply it to the growth of the elderly population in 2030 forecast by ISTAT. The provincial detail has allowed us to be more accurate with the estimates, to then group the data on a regional level.

The population mass of over 75s in 2030 will increase by 2.2 percentage points (from 10.2% to 12.4%), therefore to keep the correlation of carers constant with this population, **in 2030 Italy will need +25.2% carers compared to 2016.**

Conclusions

by Massimo De Luca, lawyer for DOMINA association

The first step to give the right dignity to domestic work is to put in place some improvement courses in the sector. That is; to give value to the role of those who take part in the domestic work rapport: employers (family) and the domestic worker. Without the family's need for assistance in the care of the home or a person, this sector would not exist: if there isn't the "demand", there isn't the "market". It is exactly from this analysis of the "market" (The size of the phenomenon of domestic work in Italy) and the "demand" (The profile of the employer) that all DOMINA's research starts. In this course we have put the family at the centre of our reasoning in order to be able to analyse the responsibilities in acting as a domestic work employer, to give value to the commitment and to listen to their needs.

The domestic work employer, that is the family, is an atypical employer that operates in a sector that, as we have seen, hasn't known and doesn't know crisis. There are a lot of professional positions integrated in the fourth levels of the CCNL framework for domestic work, but there are even more employers that are differentiated for their necessity. Amongst them we find the elderly (self-sufficient and not) young couples, singles, widows, disabled, children of all ages, guardians, etc. It is difficult to find common characteristics for all, but basing ourselves on the figures we can say that domestic work employers are older (the average age from the sample examined is 62), there are mostly men (52%), they are concentrated in the big cities, they choose their own worker thanks to word of mouth, they pay the Christmas bonus in installments so as to spread the cost over the year and they are distinguished in two large-scale categories: the home help employer, those who manage and/or care for the house, and the carer's employer, those who assist the person (elderly and/or child).

As far as the management of compliance with the required laws (Communication with INPS, pay slips, severance indemnity, paying contributions, etc.), given the numbers that emerged from the research; employers seem to prefer the autonomous management of the domestic work rapport but is doesn't always end up as the right choice because they aren't able to do it. Not being experts in the sector,

or better, not having an employer culture, the families trust external structures like DOMINA to get information or to trust them with the whole contractual management.

In the domestic work employers records over the years that they have contacted DOMINA; it is possible to pinpoint, in base of the needs expressed, three main types: the employer who has ended a work relationship but needs to solve a union dispute; the new, an inexperienced employer that doesn't know how to face contractual compliances (hiring contract, pay slip management, sets of forms, INPS internet procedures, etc.) and the employers who haven't got time to manage the domestic work rapport because of work and family commitments.

The particular conditions in which these employment relationships are carried out really feel the effect of social and political changes, which entail a discussion between people with extremely different social and cultural conditions. According to INPS observatory figures; almost 76% of domestic workers, equal to 672,194 units, are foreigners. Not only, almost half of the workers come from Eastern Europe: INPS estimates of 2015 give us a 45.7% and the repercussions on the family nucleus are not to be underestimated. The contrast of people from different nationalities inevitably brings a cultural exchange and the sharing of customs and practices. For example; the home help takes part in family parties, prepares meals that withstand the influence of the culinary traditions of the country of origin and for their own needs they turn to the Italian host family's doctor. This transforms the family in a real agent of integration and change. On the other hand; the family receives into their home people from different nationalities and in first place, even unconsciously, teaches the language as well as Italian habits and customs to the foreign worker. Also, for some years now the families who are domestic work employers have begun being sensitive to the problem of white orphans, sustaining workers at least in the use of new technologies to be able to communicate with their own children. It's not by chance that domestic work has represented, and still represents today, one of the main instruments of socio-cultural inclusion in our country.

The economic aspect is also to be considered. Family welfare, with renumeration and paid contributions, produces a business of 7 billion euros a year which allows both the government to save the management costs of assistance structures and

Italian women to enter (or return) into the work market with the role of home help, carer, babysitter or other. The sector is characterised by a strong turnover of workers and, considering the population prospects and ageing population, will see over the next decades as the research indicates an unmatched increase in demand in Italy.

In the overview of domestic work, the different critical areas that the sector faces need to be examined. According to CENSIS there are over 561 thousand families that, to pay for the assistance of a dependent person have had to use their savings or get themselves into debt. Also, the government's general accountant has estimated that the cost that a family has to face for long term assistance will go from 1.9% of PIL in 2015 to 3.2% in 2060 (Report no. 12, 2016).

Beyond the high costs of assistance, another characteristic of the sector is the swamped work that, at times brings with it as well as social problems also the possibility for the family to incur a union dispute. Given that controversy in domestic work has grown in an exponential way to the point of creating problems of going into debt, I can't but advise families not to underestimate their employer's role, a source of contractual duties and responsibilities.

The experience and competence of DOMINA teaches us that in order to help the families and to give a value to their commitment, you need to carefully listen to the problems that they bring up and work for the professional qualification of workers, to emerge from illegal work and to build an economic policy of reducing contributions and tax exemption.

Thanks to family information and training for domestic work employers, we will finally be able to give dignity to domestic work, give dignity to the family and the worker; permanently moving the "person" to the centre of the domestic work relationship.

THE VALUE OF DOMESTIC WORK
THE ECONOMIC AND SOCIAL ROLE OF EMPLOYER FAMILIES

Research report by DOMINA

(National association of domestic work employer families)

Work group: Fondazione Leone Moressa

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DOSSIER 6. Care economy: domestic employers as economic actors.

DOSSIER 7. Criminal offenses in domestic work.

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Dossier 1

Profile of the domestic work employer in Italy

Size of the phenomenon,

population trends, economic and social impact

DOMINA - National association of domestic work employer families, signatory of the National Collective Bargaining Agreement on the discipline of the domestic employment relationship. Safeguarding and assisting Italian families who, by taking on a domestic collaborator or a family assistant, become employers.

The Association is active throughout the country with its Operational Points in support of domestic work employers.

NATIONAL OFFICE

Viale Pasteur n. 77 – 00144 Roma

TEL. 06 50797673

FAX 06 5071124

segreteria@colfdomina.it

www.associazionedomina.it