



# My Social Rights portal

## France


	<b>Summary</b> Introduced in 2017, the My Social Rights portal is a user-friendly internet site that provides better accessibility and understanding of social rights in France. Citizens can view and learn about their rights and benefits, calculate their social security entitlements, or view their declared salaries and make corrections.
<b>Title of the practice in original language</b>	<i>Mes droits sociaux</i>
<b>Name(s) of authorities/bodies/organisations involved</b>	<ul style="list-style-type: none"> <li>▶ Ministry of Health and Prevention (<i>Ministère de la Santé et de la Prévention</i>);</li> <li>▶ Ministry of Solidarity and Families (<i>Ministère des Solidarités et des Familles</i>) and social organisation partners.</li> </ul>
<b>Sectors</b>	All
<b>Target groups</b>	<ul style="list-style-type: none"> <li>▶ People legally entitled to social rights (directly targeted);<sup>i</sup></li> <li>▶ Employers (indirectly targeted).</li> </ul>
<b>Purpose of measure</b>	Prevention

	<b>Aims and objectives</b> My Social Rights portal aims to provide better accessibility and understanding of social rights to those legally entitled to them in France. <sup>ii</sup> It allows citizens to view and understand their rights and benefits, calculate their social security entitlements, or make corrections to their declared salaries. This measure is funded by the Directorate of Social Security in France.
<b>Background context</b>	<ul style="list-style-type: none"> <li>▶ The French Public Statistics Office observed that 30% of French citizens did not make use of their social rights. Improvement in the use of social rights is a priority for the French administration, and therefore, My Social Rights portal was launched;</li> <li>▶ The website was introduced in France in 2017, by the Directorate of Social Security and is based on the</li> </ul>



	<p>interoperability of different databases (not only social security databases);</p> <ul style="list-style-type: none"> <li>▶ In 2019, the ‘<i>Signalement</i>’ service was launched. This allows employees to ask for corrections on the salaries declared by their employers - employees can do so through the My Social Rights portal.<sup>iii</sup></li> </ul>
<p><b>Key objectives of the measure</b></p>	<p><b>General Objective:</b></p> <ul style="list-style-type: none"> <li>▶ To provide better accessibility to information on and understanding of the social rights of citizens in France.</li> </ul> <p><b>Specific Objectives:</b></p> <ul style="list-style-type: none"> <li>▶ To enable citizens to view and seek assistance about their social rights and benefits, including health, family, housing, retirement, solidarity, and employment rights;</li> <li>▶ To enable citizens to view the salaries declared by their employer and report errors, thus deterring undeclared work.</li> </ul>
<p><b>Main activities</b></p>	<ul style="list-style-type: none"> <li>▶ Through the My Social Rights portal, individuals view and seek assistance about their social rights and benefits, including health, family, housing, retirement, solidarity, and employment rights;</li> <li>▶ It also allows citizens to calculate or estimate their potential social benefits based on their circumstances and contributions for 16 national and 42 local social benefits. Individuals can access this <a href="#">website</a> and enter their personal details, including their housing situation, income and heritage. After providing the details, they receive personalised information on the rights and benefits they are entitled to in their current situation;</li> <li>▶ My Social Rights portal is also the only website providing French citizens with an overview of the information held on them by the social administration;</li> <li>▶ Moreover, citizens can check the income that has been declared by their employer and request corrections online in case of errors. To do so, they need to take the following steps:             <ul style="list-style-type: none"> <li>▷ The employer declares salaries each month through the monthly salary process linked to the Nominative Social Declaration (DSN), which helps them pay social security contributions;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▷ Revenues declared are stored in the Dispositif Ressources Mensuelles (Monthly Resources Scheme, DRM) database;</li> <li>▷ The DRM information is displayed to the worker on the My Social Rights portal;</li> <li>▷ The worker connects to the My Social Rights portal through <a href="#">FranceConnect<sup>iv</sup></a> and if they spot an anomaly, they can flag it;</li> <li>▷ A back-office agent checks the anomaly in the worker's information. If the data is found to be correct, the agent explains this to the user and advises the user on how they should read their payslip;</li> <li>▷ The user receives an email confirming their report has been taken into account. They can address their HR Department directly or wait for the correction;</li> <li>▷ The employer receives a message explaining why the data should be corrected. The employer corrects the data and issues a new corrected payslip that will trigger a new data stream towards the DRM warehouse.</li> </ul>
<p><b>Funding/organisational resources</b></p>	<ul style="list-style-type: none"> <li>▶ My Social Rights Portal is funded by the Directorate of Social Security in France;</li> <li>▶ The portal was developed in collaboration with a specialised team from the iMSA, a technical branch of the MSA (French Social Security Organisation), under the ownership of the DSS (Social Security Directorate);</li> <li>▶ The iMSA team, comprising approximately 20 members, operates within the framework of the SAFe (Scaled Agile Framework) methodology.<sup>v</sup> This approach allows for enhancements based on frequent user experience research, ensuring that the portal's functionalities remain user-centric.</li> </ul>

	<p><b>Outcomes</b></p> <p>The My Social Rights portal has allowed citizens to become real actors in exercising their rights and duties.</p>
<p><b>Achievement of objectives</b></p>	<ul style="list-style-type: none"> <li>▶ The portal allows citizens to find out about their national benefits. Over 50 000 monthly unique visitors (adjusted for cookie control) engage in simulations;</li> </ul>



	<ul style="list-style-type: none"> <li>▶ It has allowed users to view their personal data held by French social administrations;</li> <li>▶ It has also allowed workers to view the salaries declared by their employers, and report errors when needed.</li> </ul>
<b>Lessons learnt and success factors</b>	<ul style="list-style-type: none"> <li>▶ It is important to ensure close collaboration between the project owner and the operational contractors, to ensure that the end product reflects the owner's requirements;</li> <li>▶ The portal could be improved to allow citizens to confirm or request corrections of other data, such as other resources declared by a third party or personal information.</li> </ul>
<b>Transferability</b>	Most aspects of the portal are easily transferrable to other Member States or other settings.

## Further information

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<b>Useful sources and resources</b>	<p><b>My social rights portal website</b></p> <p><a href="https://www.mesdroitssociaux.gouv.fr/accueil/">https://www.mesdroitssociaux.gouv.fr/accueil/</a></p> <p><b>France Connect website</b></p> <p><a href="https://franceconnect.gouv.fr/">https://franceconnect.gouv.fr/</a></p> <p><b>Simulator to find out potential social benefits</b></p> <p><a href="https://www.mesdroitssociaux.gouv.fr/dd1pnds-ria/#destination/simu-foyer">https://www.mesdroitssociaux.gouv.fr/dd1pnds-ria/#destination/simu-foyer</a></p>

<sup>i</sup> People encompassed in the targeting of this measure, for example, include people with disabilities - individuals can look for information about disability benefits, accessibility rights, and support services;



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*low-income individuals also can find information on social assistance, housing benefits, and financial aid etc.*

*ii Further information on this measure is available here: Mes Droits Sociaux (2023). République Française, <https://www.mesdroitssociaux.gouv.fr/accueil/> Retrieved on 1 September 2023.*

*iii Currently, the possibility to claim an error is only offered for salaries or wages.*

*iv France Connect is the French state's website that allows citizens to access more than 1 400 services, including accessing the My social rights portal.*

*v The Scaled Agile Framework (SAFe) was developed in 2011. It is a knowledge base of integrated principles, practices, and competencies to help organisations achieve business agility, See <https://scaledagileframework.com/about/#:~:text=Hi%2C%20I%27m%20Dean%20Leffingwell,Methodologist%20at%20Scaled%20Agile%2C%20Inc>*