



Council of Europe (CoE)

The digital divide – Digital transformation of Justice in Spain

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DE ESPAÑA

MINISTERIO
DE JUSTICIA



JUSTICIA
2030



The continuous need of society to be informed and the advancement of technologies have made **digitization key in our lives.**

This implies **a profound transformation in our society.**

This transformation **does not affect every person or regions of the world equally.**

Age, gender, educational level or territory are aspects that can condition our interaction with the digital world.

The elimination of divides, the protection of the most vulnerable is a priority in the Ministry of Justice.

INTRODUCTION



In terms of digitization , Spain ranks **7th out of the 27 members of the EU**

Economy and Society Index 2022 (DESI)



Justice 2030 is **the road map** that is marking the common work that is going to be developed in 10 years, **in co-governance**, which promotes the **Rule of Law** and access to Justice as levers for the transformation of the country.

The **Ministry of Justice** is promoting technological initiatives with the aim of **transforming the Public Justice Service to make it more accessible, efficient** and contribute to the common effort of **cohesion and sustainability**.



All this under a framework of **CO-GOVERNANCE:**

*In the field of Justice, with the Autonomous Communities and the institutions that form part of their governance, as well as outside the field of Justice, with other ministries and institutions that allow efforts and investments to be made efficient. And counting on **financing through European funds**.*

CO-GOVERNANCE



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01. DIGITAL TRANSFORMATION TO ELIMINATE DIVIDES

The Administration of Justice **has not stopped**. We have always worked to keep the **services active** and to launch new projects that **respond to the increasingly connected and diverse society in which we live**.



Focus on **the citizenship and professionals**

REQUIREMENT:

BREAKING the different existing divides through TECHNOLOGY

- **Data-oriented justice** to take corrective measures, protect the vulnerable and close divides.

01. PROACTIVE TRANSFORMATION THAT ELIMINATES INEQUALITY

The **automatic and proactive processing** allows citizens to avoid having to make or formally request a certain action. It is a **useful tool** that all citizens can benefit from equally, **correcting and preventing inequality** in certain groups. Examples:

Birth registrations at the Civil Registry

Automatic Robotization of Expungement of Criminal Records



+ 250,000 people benefited, providing:

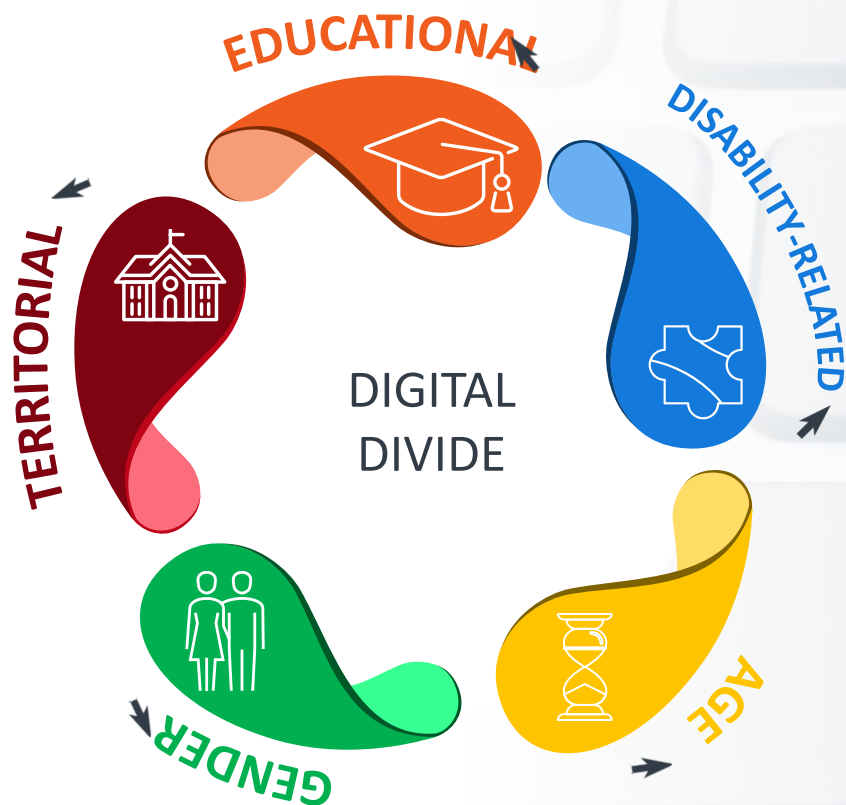
- ✓ Easier reinsertion.
- ✓ Expansion of resources and services.
- ✓ Cancellation of **+ 140.000 cases**, equivalent to the work performed by of one person in **5 years**.
- ✓ Savings of **7.000 working** hours.

AWARD-WINNING
PROJECT BY
AMETIC!



Eliminating divides and protecting the most vulnerable is a priority for the Ministry of Justice.

Below are some **proposals** that aim not only to minimize the impact, but also to have **positive externalities** in relation to inequality, associated with digital transformation processes.



02. Educational digital divide



It is important to detect and assess this divide, since the level of education correlates with the degree of digital administrative processing, which is mainly carried out through the electronic offices of the Administration of Justice.

The education divide is latent in the digital transformation of the public sector for reasons such as:



In many cases, administrations **use a legal language**. It is harder for population with a lower education level to access digital media, since they do not understand the language.



There is a **digital divide between high and low** education levels regarding digital transformation.



Education level influences confidence and capacity in relation to non-face-to-face procedures. Where someone can explain in person or assist the person regarding their paperwork with the AAPP.

To minimize these educational divides, it has deployed :



Identification with **Cl@ve** to access the services of the Public Administration.



Channels have been set up so **any person can sing in**.



YouTube channel with explanatory and informative videos on how to carry out each procedure in the Administration of Justice.



Accessible, in English and Spanish, explained in a simple way.



Working on a **ChatBot**, automated cognitive virtual user assistant.



Specialized information in the Administration of Justice. News in areas of interest.



Working on **improving the language** used in websites and written documents to make it **more accessible**.



1. Clearer language



2. Easier reading

03. Digital disability divide



Disability is one of the few divides studied in relation to digital media, especially visual impairment. But there are other disabilities that need to be studied.



Cognitive disability presents difficulties similar to

➤ those expressed in educational divides.



Hearing impairment presents difficulties in terms of

➤ multimedia content is becoming more and more common in terms of e-processing.



The **Ministry of Justice** periodically reviews the accessibility of web portals.

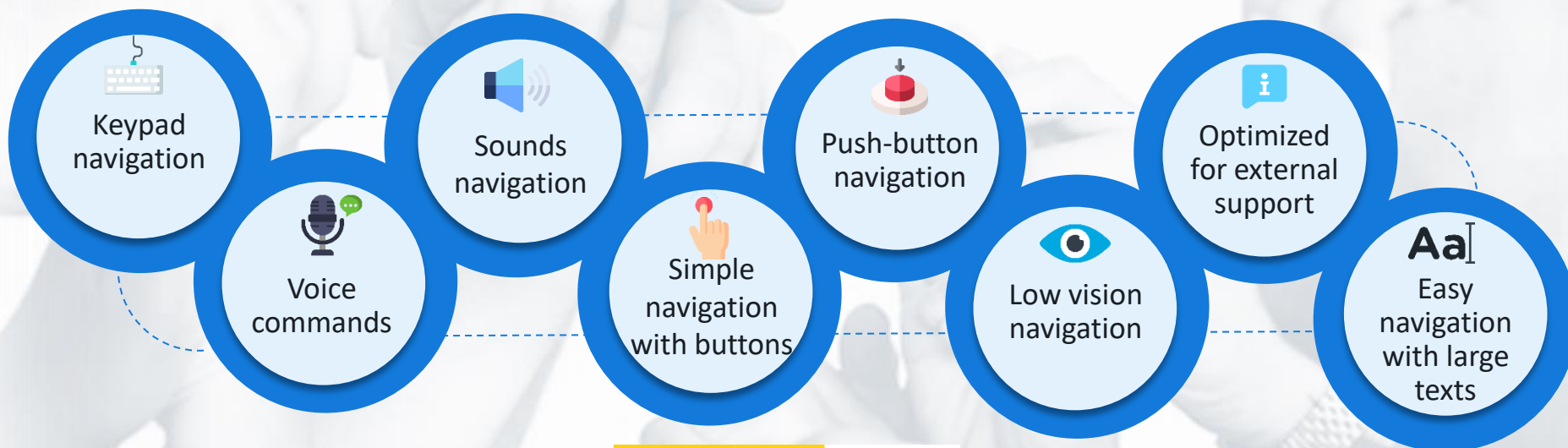


Report



Web Accessibility Observatory

- ✓ Improvements have been identified.
- ✓ We are contemplating the implementation of improvements.
- ✓ We are working to make contents clear and easy, with functionalities such as:



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03. Digital disability divide



Digital Transformation of Justice Forum with the slogan: *"Driving together the digital transformation of Justice"*.

The **"Accessibility and usability group"** has been created within the line of innovation and improvement of the public justice service.



GOAL

Evaluate the **accessibility of Justice web portals and applications** to ensure equal access for all.

Among the participants are members of the **public and private sectors:**



Observatorio de Accesibilidad

- ✓ Spanish Committee of Representatives of Persons with Disabilities (CERMI).
- ✓ Spanish National Organization for the Blind (ONCE).
- ✓ Autism Confederation of Spain.
- ✓ General Council of Official Colleges of Social Graduates in Spain.
- ✓ Web Accessibility Observatory, among others.



Foro de Transformación Digital de la Justicia

We are working together on **the following initiatives:**

 **Digital accessibility** of justice with easy language and pictograms.

 **Human Interface Guidelines** - Human Interaction Guidelines for accessible and usable interaction of all justice applications (HIG).

Request through a platform a **disability measures review**



GOAL: **advance in the actions** automation related to the new Disability Law 8/2021 in order to achieve greater agility in the processes review of guardianship measures in those cases.



80% of the almost **300,000** cases of revision

This means

240.000 cases where the clinical situation of the ward is not susceptible to improvement.



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04. Digital age divide



In order to eliminate this divide, the **Ministry of Justice**, presents the **EVID device project**, for:



Hospitals



Nursing homes in
their relationship
with the
Administration of
Justice



Adoption of
disability support
measures.

Among others...



EVID Pilot in Palencia (Castilla y León)



Simple and intuitive devices: so that everyone who has to show up in court as an appearing party, regardless of age, can do so easily..

✓ **Evolution of the classic handset with an earpiece to which a tablet-sized screen is added.**

Thanks to this simple device, **everyone will be able to carry out their procedures** by video and audio, view their documents or take data easily.



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05. Gender digital divide



In relation to **sexual identity**, the applications and information systems can inherit the problems of binary classification of citizens.

In relation to the **gender divide**, it's important to achieve:

- ✓ **Independence and equivalent capacity** in digital domains.
- ✓ That **both parents have the possibility of access or to use of digital systems**, for themselves and their dependants.
- ✓ **Data protection and Independence of procedures or information.**



*The Spanish Ministry of Justice highlights the **Victim Support Offices** with a special focus on victims of gender-based violence or hate crimes.*

Public and free



Comprehensive, coordinated and specialised assistance to Victims, in the Legal, Psychological and Social fields

Data reporting through a technology solution which facilitates the monitoring of the status of victim assistance and has a statistics module.



Improved monitoring information of victims of crime who have applied for assistance.



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06. Territorial digital divide



The Spanish Government and the Ministry of Justice are struggling **to improve conditions for citizens** living in what has come to be known as “empty Spain”.

*By accessing public services
through digital services and connections*



It breaks with the traditional concept of presence for the provision of public service.

Carrying out procedures by videoconference

DIGITAL INTERACTION PROJECT

It contributes to the elimination of the territorial and digital divide Thanks to virtual service points.

Greater convenience for citizens, carrying out procedures from any location.
Saving time, eliminating travel and reducing paper use.

Contributes to **sustainability**



Important **social significance**



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06. Territorial digital divide



Immediacy and Digital Presence

For instance: Prior Appointment or the Virtual Digital Immediacy Desk (EVID)

Persons who have to act as an appearance, regardless of whether they have disabilities and/or require assistance, can do **so easily** from any location.

Conducting trials by telematic means

And its incorporation into the Electronic Judicial File with full guarantees is already a reality.



IN DATA

*From January 2020 until December 2022: **+ 1 million non-face-to-face proceedings** throughout the territory*

***Greater Agility in the Administration of Justice.**
Saving time and CO2 emissions to the atmosphere.*



New procedures at the Ministry of Justice headquarters

Such as obtaining death, birth or marriage certificates. One more step towards **bringing the Administration of justice closer to the citizens.**

Offices of Justice in the Municipalities (OJM)



Units to be set up in each municipality in Spain to attend to people who need or want to access it.

*Allowing: **appear in court telematically without having to travel** to the courthouse; **Obtain certificates, make an appointment, find out the status of your legal proceedings or request information** about Free Justice and much more.*



IN DATA

*The resident population in these municipalities is **+14 million inhabitants**. It will be opened in **7.700 town halls**.*



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02. Justice Offices in the Municipalities



One of the main projects implemented to bridging the territorial gap is the **Justice Offices in the Municipality**.

Provide all municipalities in Spain with **Municipal Justice Offices** that will transform the current Justices of the Peace, expanding their services and attention to all citizens, in areas of **civil registry, certificates and other justice services, as well as those of courts and tribunals, in all jurisdictions, including criminal.**

BENEFITS:

OFFERS the population a range of services **without having to travel**. Such as obtaining justice certificates.

SIMPLIFY and expands the catalogue of justice services.

CONSOLIDATES the jobs of civil servants in municipalities with adequate equipment and training.

USE the available resources. Especially in **areas at risk of depopulation**, and an intermediation is generated for people who have difficulties in approaching digitalisation.

PROVIDES safe spaces in offices, for example, for **victims of gender-based violence** who can testify in court via video call.

ELIMINATE the territorial divide as well as the age divide.

CURRENT STATUS:



Ongoing
Pilots carried out in **Albacete (7 offices)** and **Balearic Islands (Formentera)**.
In **March**, the **Ceutí and Bembibre** offices will be opened.

Planned
Planning implementation in **Ávila, Burgos, Guadalajara, Cáceres and Murcia**.

Last update: 23 February 2023

More than 7.700 offices
will be put into operation



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*Technology for a more
fair, sustainable and human society*



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