

[eInclusion in]

Spain

España



ICT & Ageing

Geographic Digital Divide

eAccessibility

eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

Country Profile

History

Strategy

Legal Framework

Actors

Who's Who

Areas

The Future of eInclusion

What's Inside

Contents:

Country Profile	1
eInclusion History	3
eInclusion Strategy	7
eInclusion Legal Framework	10
eInclusion Actors	14
eInclusion Who's Who.....	16
eInclusion Areas.....	18
The Future of eInclusion	31

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eInclusion status in Spain. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 45 989.0 inhabitants (2010)

GDP at market prices: 1 051 151.0 million Euro (2009)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 104.0 (2009)

GDP growth rate: -3.6 % (2009)

Inflation rate: -0.2 % (2009)

Unemployment rate: 18.0 % (2009)

Government debt/GDP: 53.2 % (2009)

Public balance (government deficit or surplus/GDP): -11.2 % (2009)

Source: Eurostat

Area: 504 782 km²

Capital city: Madrid

Official EU language: Spanish

Currency: Euro

Source: Europa website

Information Society Indicators

Percentage of households with Internet access: 59 % (2010)

Percentage of households with broadband connection: 57 % (2010)

Percentage of individuals regularly using the Internet: 58 % (2010)

Percentage of individuals using the Internet for uploading self-created content: 8 % (2008)

Percentage of individuals using the Internet for reading online newspapers/magazines: 40 % (2010)

Percentage of Individuals using the Internet for finding information about goods and services: 54 % (2010)

Percentage of Individuals using the Internet for seeking health-related information: 34 % (2010)

Percentage of individuals using the Internet for looking for a job or sending a job application: 16 % (2010)

Percentage of individuals using the Internet for doing an online course: 8 % (2010)

Percentage of individuals using the Internet for seeking information with the purpose of learning: 29 % (2010)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 30.9 %, downloading forms 17.9 %, returning filled forms 11.8 % (2010)

Source: Eurostat

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eInclusion History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eInclusion](#)

Recent News

November 2010

The Minister Miguel Sebastián announced the Digital Content Promotion Plan for 2011, whose budget is € 200 million. The Plan seeks to increase the size, capacity and competitiveness of the digital content industry, which is an essential element of the new growth model, according to Miguel Sebastián, Spanish Minister of Industry, Tourism and Trade (MITYC).

Among other actions, the Plan will support new innovative products through aids specifically targeted to R&D&I, and will foster the creation of new companies and professional training in the sector. FICOD is an international forum that gathers more than 15 000 professionals of the digital content industry involved in the creation, distribution and dissemination of content, as well as in the development of new access and distribution technologies, platforms and infrastructures.

October 2010

Within Spain's PLAN 'AVANZA', the 'Advance Citizen' (*Avanza Ciudadanía*) budget line, supported 16 new projects related to eInclusion for non-governmental organizations address to: people over 55, dependent citizens and citizens with disabilities and IT gender equality. (DGTyTI - MITYC).

August 2010

MITYC has promoted a programme for fund deployment of fast speed (>50 MBbps) broadband access and 1Mbps broadband access aiming at providing universal access at reasonable prices. This programme has been allocated a budget of € 200M for loans granted to companies' proposals.

July 2010

- ▶ On 16 July 2010, the Council of Ministers approved the **2010-2015 Strategy for 'Plan Avanza 2'**. This second stage aims to achieve as much efficiency and effectiveness as possible from measures identified. The private sector and social, political and institutional stakeholders have collaborated in the Strategy's elaboration process. The Strategy is included within the framework of the different European initiatives that are being developed.
- ▶ From 2006 until July 2010, in 'Plan AVANZA', government loans for ICTs equipment and BB connections have been made to citizens and firms, with no interest rates or bank commissions. As a whole, there have been **352 388 loan agreements**, through banks, for an aggregate value of € 1 730 330 242 for firms and citizens. (MITYC-DGTyTI-ICO).

February 2010

II Edition National Awards 'Adults showing initiative' was organised by the Foundation for the IT Development of Businesses and Society (*Fundación para el Desarrollo Infotecnológico de Empresas y Sociedad*, 'Fundetec') and the winner was:

'Medicinal herbs in Allariz': a story of recovery and woman empowerment' (Municipality of Allariz) - 150 women living in rural areas have gathered information on the customs and traditions of the various

medicinal herbs of the region and compiled them on a blog. In this manner, their knowledge will be conveyed to future generations.

News 2009 and before

2009

- ▶ Cabinet Meeting approved the 'Action Plan for gender equality in the information society' (2010-2011). In this sense, during 2010-2011, there will be annual calls for projects related to employment and digital services for non profit organisations.
- ▶ A development of Law 11/2007 was approved, **RD 1671/2009** on electronic access of citizens to public services.
- ▶ Within Spain's 'Advance Citizen' (*Avanza Ciudadanía*) budget line, **39 projects** of non profit organisations were supported with € 11M, for an aggregate value of € 13.5M and were addressed to the elderly and citizens with disabilities, as well as to IT gender equality. (MITYC-DGTyTI).
- ▶ In *December 2009*, the portal of the Official Bulletin of the State (*Boletín Oficial del Estado*, BOE) - the official gazette of the central government in Spain - won the award of the most accessible public website at the TAW awards in the category of the central, regional and provincial governments.

The TAW awards is an initiative of the Centre for the Development of Information and Communication Technologies in Asturias (*Centro Tecnológico de la Información y Comunicación*, CTIC) and it is supported by the Government of the Principality of Asturias. It was launched in 2005 with the purpose of acknowledging those websites that have been made more accessible to all users, regardless of their physical or mental impairments. The awards were given the name TAW; it stands for the acronym in Spanish of the Web Accessibility Test (*Test de Accesibilidad WEB*) which was developed by CTIC in order to assess Internet pages.

- ▶ In *September 2009*, more than € 25 million were intended for developing projects dedicated to social welfare. 14 different projects were carried out through the 'Plan Avanza', providing the Spanish Government with more than 50 % of the total budget. (DGTyTI)
- ▶ The '**Ambient Assisted Living (AAL) Joint Programme**' is a research and development programme undertaken by 20 EU Member States and 3 Associated States to improve the quality of life of the elderly and strengthen the European industry through the funding of goods and/or innovative ICT-based services. This programme was developed in 2009, 23 projects with a total budget of almost € 8 million. The Spanish Government contribution to these projects was € 2 million, almost 25 % of total budget. (DGTyTI).

2008

- ▶ Within Spain's 'Advance Citizen' (*Avanza Ciudadanía*) budget line, the Spanish Government (MITYC-DGTyTI) supported **64 projects** of non profit organisations related to senior citizens and citizens with disabilities and IT gender equality; € 17.5M were subsidies with an aggregate value of € 22.5M. Spain's IT gender equality pioneers compared notes at a meeting in Madrid in *December*, hosted by the Ministry of Industry, Tourism and Commerce (*Ministerio de Industria, Turismo y Comercio*, MITYC).
- ▶ In *November 2008*, the Spanish Minister for Industry, Tourism and Trade and the Minister for Public Administrations (currently the [Minister of Territorial Policy and Public Administration](#)) launched a new training programme aimed at promoting the use of services by the citizens of rural areas, so as to bridge the digital divide. This initiative intended to bring the citizens of rural areas closer to all three levels of Government in Spain by enabling them to benefit from the approximately 900 central, regional and local public services available on the eGovernment portal '[060.es](#)'.

Named 'Telecentres training and revitalization plan', the € 2 million project relied on the network of 'Red.es Telecentres', free Internet access points located across Spain's rural areas. Over 500 Telecentres trainers, within 1 500 Telecentres, aimed to instruct the population on how to perform operations via the eGovernment portal and how to obtain information by electronic means. In this light, printed and audiovisual information material have been designed in a clear language, with practical examples of the citizens' daily life aspects, so as to demonstrate the advantages of the portal.

- ▶ In *September 2008*, 19 projects were developed in relation to social welfare. The total budget of these projects that year was more than € 48.1 million, of which the Spanish Government placed almost € 21 million into these projects which represents more than 40 % of the total budget. One of the featured projects is 'TREATMENT 2.0', a generic middleware platform to enhance the effectiveness and efficiency of medical diagnosis and treatment.
- ▶ In *June 2008*, a catalogue of "technological and service applications was developed, enabling the development of eHealth and eInclusion as a means of achieving health and social assistance systems capable of reacting to citizens' needs in an intelligent and personalised way": says the country's Industrial Observatory for the Electronic, Information Technology and Telecommunications Sector (*Observatorio Industrial del Sector de Electrónica, Tecnologías de la Información y Telecomunicaciones*).

It pointed, in particular, to Spain's Law on Dependency. This has laid the foundations of a National Dependency Care System which has financed services to those who depend on others due to illness, accidents or old age. Amongst other things, the law provides for a 'teleassistance' service which intended to "care for beneficiaries through the use of information and communication technologies supported by the necessary personal measures", as "an immediate response to situations of emergency, insecurity, loneliness or isolation, with the aim of helping the users to remain in their habitual surroundings".

To promote eHealth and eInclusion, the observatory called for the strengthening of eVia, the Spanish Technological Platform of technologies for Health, Welfare and Social Cohesion, (*Plataforma Tecnológica Española de tecnologías para la Salud, El Bienestar y la Cohesión Social*) Spain's technological platform for independent living and accessibility. It said that eVia achieved a good public-private balance and boosted co-operation between industry, social organisations and the public authorities.

2007

- ▶ 'Advance Citizen' (*Avanza Ciudadanía*) worked to ensure that everyone would be able to become part of the information society. Its total budget that year reached € 376 million – an 80 % increase over 2006. From this budget, in December 2007, the Spanish Government placed € 16 million into ensuring social inclusion and IT gender equality through the annual call for this type of projects. The subsidies went to public or private non profit organisations and local authorities. As a result, 37 dissemination and stimulation schemes received subsidies totalling € 8 million. These primarily aimed at children and rural areas. Another € 3 million went to 19 projects which aimed to promote IT gender equality. An additional 25 projects, related to senior citizens and people with disabilities, were to receive an additional € 5 million.
- ▶ In *November 2007*, a new Spanish [Royal Decree 1494/2007](#) set the criteria for guaranteeing accessibility and non-discrimination in telecommunications, the information society and social communications media. *See Legal Framework*.
- ▶ In *September 2007*, a new European quality label for web accessibility was launched in a joint Belgian, French and Spanish initiative. Baptised 'Euracert' (European eAccessibility Certification), the new certification paved the way for a common European accessibility label. 'Euracert' was the first European quality label of its kind aimed at helping people with disabilities access the Internet. Partners were confident that other countries would join the initiative and that it would be the starting point for the establishment of a single European accessibility label by 2010.

The idea was that businesses or public and private organisations interested in obtaining the 'Euracert' label had first to obtain the relevant national label for their country. They could then apply for the 'Euracert' label. These would be awarded following an initial audit phase in which the accessibility of the site would be evaluated in line with the international [Web Accessibility Initiative \(WAI\)](#) recommendations; web users would be able to submit their opinions. The label was valid for two years.

'Euracert' aimed to stimulate the development of accessible sites by raising awareness and highlighting the positive impact of the label on branding and image. Thanks to the harmonisation done at the European level by specialised web accessibility organisations and with European Commission support, there are now resources on the subject considered as common references:

- international guidelines from [Web Accessibility Initiative \(WAI\)](#);
- a Unified Web Evaluation Methodology (UWEM); and
- a Conformity Assessment Schema (CEN Workshop Agreement).

The 'Euracert' label has been set up on the basis of these common references in order to allow recognition of labels issued to websites in different countries.

In the same month, 10 projects were developed aimed at improving social welfare. These projects mobilised a total of € 8.3 million. The Spanish Government placed more than € 2 million into such projects. The creation of a Converged Management Platform and Distribution of Interactive Content for Cognitive Rehabilitation, Psychosocial and Assistance for Persons with Severe Mental Illness through new technologies and the improvement of eSupport are included among the major projects.

2006

- ▶ Within Spain's 'Advance Citizen' (*Avanza Ciudadanía*) budget line, the Spanish Government placed, in *December 2006*, € 11 million into ensuring social eInclusion and IT gender equality. The subsidies went to public or private non profit organisations; 72 projects were supported.
- ▶ ICO MITYC AGREEMENT: A Government loan budget line to obtain IT equipment and BB connection for firms and citizens.

2005

The 'Plan Avanza ' (2006-2008) was launched in *November 2005* as a response to 'i2010—A European Information Society for growth and employment'. It was designed to improve, through Information Society and knowledge, Spain's economic productivity and the welfare of all Spanish citizens. It comprised a series of specific programmes focused on citizens, companies, digital context, digital public services and eAdministration. It aimed at catching up with the European Union average, especially regarding coverage and connectivity.

eInclusion Strategy

Main strategic objectives and principles

The National Strategy for eInclusion

The 'Plan Avanza', consists of two versions covering the period 2006-2012. It is a plan for the 'Development of the Information Society and for the convergence with Europe between autonomous regions and cities', approved by the Spanish Council of Ministers. It is also part of the National Reforms Programme, designed by the Spanish Government to comply with the EU Lisbon Strategy.

Placed under the responsibility of the Ministry for Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio*, MITYC) - the competent authority for the Development of the Information Society - and oriented towards the adequate use of ICTs, it aims to the rise of an economic growth model based on the increase of competitiveness and productivity, as well as on social and regional equality, thus improving citizens' welfare and quality of life.

'Plan Avanza 2' - 2011-2015 Strategy

Once 'Plan Avanza 2' was presented in 2009 and its structure was defined, the next step was to approve the Strategy Implementation Plan for the period 2011-2015. The Strategy is not specifically linked to any budget line; it rather sets the priorities that will be adopted at a later stage, and will take place within the budgetary framework that is to be approved on an annual basis.

The Strategy for 'Plan Avanza 2' - 2011-2015 will focus on achieving the following 10 objectives, which will contribute to overcome the challenges identified:

- ▶ Promote innovative ICT processes in the Public Administration.
- ▶ Spread ICT in healthcare and for the welfare.
- ▶ Modernise the education and training model through the use of ICT.
- ▶ Spread telecommunication networks and increase their capacity.
- ▶ Spread trustworthy ICT among citizens and enterprises.
- ▶ Increase the advanced use of ICT solutions among citizens.
- ▶ Spread the use of ICT business solutions in enterprises.
- ▶ Develop technological skills in the ICT sector.
- ▶ Strengthen the digital content sector and intellectual property rights in the current technological context and within the Spanish and European legal frameworks.
- ▶ Develop green ICT.

Likewise, the collaborative model with Autonomous Regions, local entities, public and private institutions and enterprises, initially used in Plan Avanza, is to be continued.

All the actions included in the Strategy for 'Plan Avanza 2' - 2011-2015 are aimed at prompting a cultural change in society that will help Spanish citizens to adapt to the technological changes they are facing. In this manner, we will be able to take advantage of the opportunities that new technologies offer, with the corresponding impact on improving social welfare, industrial productivity and competitiveness in the ICT sector.

eInclusion and eAccessibility

ICTs constitute an important factor to improve quality of life, increase welfare and enhance social equality. These are to be attained through guarantying universal access to ICTs.

During the previous years, increases to a large extent in the use of the Internet and the home use with BB access have taken place in Spain. However, there are still important differences related to: age, studies, place of residence and social class.

The actions that are or will be taking place in the near future are:

- ▶ Governmental loans for the acquisition of ICTs and BB connection, at Euribor interest with no bank commissions.
- ▶ Support to non profit organisations with projects related to the utilisation of digital services addressed to seniors over 55 years and to people with disabilities as well as dependent people:
 - promoting the use of digital services related to employment, and different ways of self-employment, firm creation, productivity and innovation;
 - promoting studies related to their ICT needs and solutions;
 - realising ICT experiences related to tele-assistance, active and independent aging, as well as work inclusion;
 - enhancing the use of the digital services that are available online.

ICTs gender equality

ICTs' differences in the use between men and women are not outstanding, but there are still differences in the type of use, in ICT professionals and in decision-making in ICT areas.

The gap is diminishing according to age; there is, therefore, no difference between 16-24 years.

One of the challenges of the "Gender Equality Law L3/2007" is the full incorporation of women in the information society. In this matter, support is given to projects related to employment and digital services of non profit organisations focusing on encouraging women to self-employment, enterprise creation or adding value to their business.

Broadband

Objective: To obtain to 1 Mbps speed BB connection on rural and remote places, at a reasonable cost.

ICTs training/workers' recycling process

Continuous training and recycling of workers is enhanced. More precisely:

- ▶ Training for users in advanced digital services, as a tool for work in different activities, is supported.
- ▶ Training for ICT professionals in the design, installation, maintenance and management of ICT networks, systems, services and applications are also supported.

Technology capacity building for the digital content industry.

Encourage digital content industry through professional training and education.

Education

Actions addressed to teachers of Primary and Secondary School to improve their capacities in using ICTs in teaching.

Justice

The process of digitalisation of Civil Registers and computerisation of the Magistrates' Courts speeds and improves the quality and efficiency of services provided to citizens by these institutions, by leveraging ICTs potential for evolution towards a more effective and modern model.

The 'IUS-RED' programme aims at developing digital public services in the field of Civil Registries and Procedures, specifically by implementing new information systems that respond to new organisational and procedural models, as provided for by the Strategic Plan for Modernising Justice, essential elements to improve service delivery in Justice for citizens. The ministry of Industry, Tourism and Trade, the ministry of Justice, and Autonomous Regions are involved in this action.

eInclusion Legal Framework

Main legal texts impacting on the development of eInclusion

Electronic Access to Public Services Legislation

Act on Citizens' Electronic Access to Public Services

Royal Decree 1671/2009 develops Law 11/2007 of electronic access to public services and refers to inclusive measures to comply with the Law as: entitled to third parties (article 13), entitled by electronic methods (article 14), authorisation register (article 15) and electronic citizen representation through a civil servant (article 16). This legal text helps public institutions to facilitate different ways of accessing electronic public services which benefits citizens with no access to ICTs.

The Law on Citizens' Electronic Access to Public Services ([Law 11/2007](#)) was adopted on 22 June 2007. This law officially recognises the right of the citizens to communicate electronically with public administrations at all times. State bodies have to facilitate this through diverse channels, such as the Internet, television or any related technology. This new right is to be respected by all public administrations from 31 December 2009 onwards. This law furthermore stipulates that all transactions conducted by electronic means would be as valid as if they were conducted by traditional means.

This law aims to enhance efficiency and promote transparency and 'closeness' to the citizen. It introduces the principle of technological neutrality giving to the citizens and the administrations the right to choose the technological alternatives they prefer to use. In addition, it establishes the basic principles for the use of information technology between citizens and the administration, as well as among public administrations. In this respect, a key clause explicitly states that public bodies should use information technologies while "ensuring the availability, accessibility, integrity, authenticity, confidentiality and conservation of the data, information and services that they manage in the exercise of their competences."

eAccessibility / ICT & Ageing Legislations

Policy approaches based on equality/anti-discrimination legislation have considerable potential in the eAccessibility field. Such approaches can provide people with disabilities – individually or collectively – with the right to seek redress should they be confronted with inaccessible ICT equipment or services, either in relation to ICT-based goods and services in a general sense, or in relation to specific usage contexts.

Law on measures to promote the information society

The [Law 56/2007](#) of 28 December, on measures to promote the information society, modifies the Law on information society services and electronic commerce by establishing an eAccessibility obligation. It states the following: "As from 31 December 2008, the web pages of the Public Administrations will satisfy at least the average level of content accessibility criteria generally acknowledged. As an exception, this obligation will not apply when the technological solution supporting a functionality or service does not allow for such accessibility".

Furthermore, the [Royal Decree 1494/2007](#) provides that "the information available on the web pages of the public administrations will have to be available to the **elderly** and to **people with disabilities** with a minimal level of accessibility that fulfils the priorities 1 and 2 of the standard UNE 139803:2004."

Law on information society services and electronic commerce

Legislation in relation to website accessibility was first established in Law 34/2002. This was later affirmed and expanded in the anti-discrimination Law 51/2003 and then reaffirmed in relation to public websites in the Royal Decree 1494/2007, on accessibility to the information society.

Law 34/2002 of 11 July deals with the accessibility to information provided by electronic means, including all public authorities' web pages. It states that public authorities should adopt the required measures in order to have their internet content accessible for **disabled** or **elderly** people. It also states that the adoption of norms on accessibility will be promoted for the service providers and hardware/software producers in order to ease access to digital content for disabled or elderly people. The law includes an obligation to fulfil generally recognised accessibility criteria, without mentioning W3C, and even though it does not oblige, it indicates that the application of the law should be based on a standard, in this case, the Spanish Standard of Computer Accessibility that includes accessibility of the WEB.

Article 8 of Law 34/2002 furthermore provides for the possibility of actions in a case where any service provider contravenes the principles of the legislation. The [Ministry of Labour and Immigration](#) (*Ministerio de Trabajo e Inmigración*) has also established (by Royal Decree) a new Arbitration Process for disabled people, adopting the existing model of the Consumption Arbitration System. The 2002 Law had fixed a deadline of 31 December 2005 for the accessibility of public websites.

Law on Equal Opportunities, Non-Discrimination and Universal Accessibility for citizens with special needs

Law [51/2003](#), the Law on Equal Opportunities, Non-Discrimination and Universal Accessibility for Persons with Disability, builds on Law 34/2002 and establishes the basic conditions of accessibility and non-discrimination for access and use of technologies, products and services related to the information society and social communications media.

Article 10 establishes the basic conditions for access and use of ICT technologies, products and services and of any means of public communication including public websites. One of the major changes from Law 34/2002 is the shift regarding the burden of proof – it is now the defendants who need to prove their innocence in case of alleged discrimination.

The importance of Law 51/2003 is also related to the fact that it addresses all environments, products and services that need to be open, accessible and practicable for all. It includes clear deadlines for the realisation of the necessary adaptations. Its execution is laid down in the National Accessibility Action Plan 2004-2012 and the Action Plan for people with disabilities 2003-2007.

Law 51/2003 on Equal Opportunities, Non-Discrimination and Universal Accessibility of People with Disabilities transposes the EU Employment Directive but is also a more ambitious framework law that links accessibility to design-for-all (DFA) and independent living. It establishes the basic accessibility conditions, without prejudice to regions' competences. The law covers telecoms, information society and urban public spaces; infrastructures, buildings and transport; goods, services for the public and relations with public administrations.

In addition, Law 51/2003 makes extensive provisions for positive action measures: "the measures to make adequate the physical, social and attitudinal environment to the specific necessities of persons with disability, that in an efficient and practical way and without taking on a disproportionate burden, facilitate the accessibility or participation of a person with disability in an equality of conditions to those of other citizens."

Law 3/2007 on equality between women and men

It promotes the full incorporation of women and content made by women and moreover prohibits linguistic sexism in public or financed websites. It has also supplied funds of € 3M per year (2006-2009).

Infringements and sanctions on Law 51/2003

The [Law 49/2007](#) of 26 December establishes the regime of infractions and penalties in the area of equality of opportunities. Non discriminatory and universal accessibility for people with disabilities, provides a definition of infractions (three levels: weak, severe and very severe) for several cases and defines economic penalties.

The law complements any penalties at regional level as the nation's constitution assigns to national government the responsibility for "basic conditions for ensuring the equality of Spaniards in the exercise of their rights and the fulfilment of their constitutional duties." It sets out the general guidelines for penalties at regional level. It is also based on European Community provisions that require national governments to implement penalties for non-compliance with anti-discrimination legislation.

Regulation on access to technologies, products and services related to information and communication society

The [Royal Decree 1494/2007](#) of November 12th, which is linked to the equality Law 51/2003, imposes further obligations on telecoms operators. The Decree concerns the basic access conditions for people with disabilities to technologies, products and services related to the information society and media. Under the Royal Decree, telecoms operators and service providers must make "reasonable adjustments to enable access by disabled people to customer service." For those with vision impairments, telecoms operators must provide subscribers with visual impairment, at their request, in accessible formats and conditions, contracts, invoices, and other information supplied to all subscribers" (Article 3).

The Decree also sets out additional obligations on the Universal Service Obligation designated provider to:

- ▶ submit plans for the adaptation of public payphones for ease of accessibility for disabled users;
- ▶ guarantee a sufficient supply of special terminals tailored to different types of disabilities, such as text telephones, video phones or solutions for people with vision impairments;
- ▶ provide access to telephone directories across the Internet in an accessible format.

With regard to mobile phone services, Article 4 of the Royal Decree sets out that the Government will, through the Centre for Personal Autonomy and Technical Assistance, "promote the existence of a sufficient supply and technologically updated special mobile terminals adapted to different types of disabilities."

Article 5 of the Royal Decree 1494/2007 provides regulation related to Law 51/2003 by specifying a mandatory minimum level of accessibility for government websites of "priorities 1 and 2" of the UNE Standard 139803:2004 (referring to WCAG Levels A and AA). Under this same article, eligibility for public funding for the design or maintenance of public websites will be dependent on compliance with the UNE standard. Government websites must also provide a complaint's mechanism so as to enable users to report difficulties regarding accessibility.

Law on sign languages legal recognition

The [Law 27/2007](#) of 23 October provides official recognition of the Spanish Sign Language. While it does not impose any obligations, it sets up the national standardisation centre for the Spanish Sign Language and a national centre for subtitling and audio description. Two such standards have been set: UNE 153010 (2003) and UNE 153020 (2005). UNE 153010 (2003). They concern subtitling for the deaf and hard-of-hearing people through teletext. UNE 153020 (2005) concerns audio description for vision impaired people.

Law on personal autonomy and care to people in a situation of dependency

The [Law 39/2006](#) of 14 December regulates the basic conditions that ensure equal exercise of the citizens' right of personal autonomy and care especially for people in a situation of dependency; ensuring a minimum common set of rights for all citizens anywhere in the Spanish territory.

eCommunications Legislation

General Telecommunications Laws 11/1998 and 32/2003

The General Telecommunications Law 11/1998 introduces measures for the disabled to receive the same services with the rest of the users. It establishes a set of obligations on the operators and a set of rights for the consumer. According to this law, operators must offer universal access for people with special needs. This law defines the 'Universal Telecommunication service' as an open and dynamic concept, so that the Government has the right to assess and expand its meaning according to the development of the information society.

The new General Telecommunications [Law 32/2003](#) was adopted in Spain on 5 November 2003; it replaced the former law 11/1998 and transposes into national law the EU directives of 2002, i.e the Framework Directive, the Access and Interconnection Directive and the Universal Service Directive.

One of its main objectives and principles is to define the interests and satisfy the needs of people with a disability. Those users should have access to fixed phone services and other aspects of universal service under the same conditions, as for users without disabilities.

The regulation that develops the 32/2003 Act imposes, amongst other, the following specific obligations to operators:

- ▶ ensure sufficient number and technologically updated special terminals adapted to the various types of disability;
- ▶ make the 'yellow pages' guide available in an accessible format and include 10 free monthly calls for blind people;
- ▶ make invoices and contractual conditions available in Braille.

Related to Universal Service, it settles that citizens with disabilities should be taken into account with special prices or other options. Public telephones must comply with requirements of accessibility in order to benefit disabled users.

eSignature Legislation

Law on Electronic Signature

The [Law 59/2003](#) of December 2003 on electronic signature replaced a Royal Decree of 1999 on digital signatures. All the electronic signature services, procedures and devices should be accessible for **individuals with disabilities** and the **elderly**.

Law 10/2005 on impulse measures on DTT

Access must be guaranteed for people with disabilities on DTT and measures have to be adopted to comply with the rules of 'Design for All'.

eInclusion Actors

Main roles and responsibilities

National eInclusion

Policy/Strategy

Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio, MITYC*)

The Ministry of Industry, Tourism and Trade is responsible for conducting the 'Avanza Plan' – now in its second phase, 'Avanza 2' (2009-2012) – which is aimed at reaching the objectives of the European Commission's [i2010](#) initiative. Among the key objectives of this plan is the full development of the eInclusion aspects of the information society.

State Secretariat of Telecommunications and the Information Society (SETSI)

The Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio, MITYC*) comprises a State Secretariat of Telecommunications and the Information Society (SETSI) which hosts a dedicated [Directorate General for the Development of the Information Society](#) and sets the strategic priorities.

Ministry of Territorial Policy and Public Administration (*Ministerio de Política Territorial y Administración Pública*)

The ministry is responsible for the development and implementation of eGovernment in Spain.

Coordination

State Secretariat of Telecommunications and the Information Society (SETSI)

This body which is part of the Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio, MITYC*) coordinates the information society activities of the Directorate-General for Telecommunications and Information Technologies (DGTII) and those of 'Red.es'.

Implementation

Ministry of Territorial Policy and Public Administration (*Ministerio de Política Territorial y Administración Pública*)

The ministry is responsible for the implementation of cross-departmental and infrastructure projects falling within its area of competence.

Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio, MITYC*)

The Ministry of Industry, Tourism and Trade is the Central Government Department responsible for proposing and carrying out Government policy, among other, in the areas of industrial development and innovation, tourism, telecommunications, audiovisual media and the development of the Information Society, actively participating in ICT development in the public sector.

Red.es

Red.es is a State-owned company which is part of the State Secretariat of Telecommunications and the Information Society (SETSI), a public business entity attached to the Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio, MITYC*).

It is responsible for driving the Information Society in Spain and for carrying out projects in line with the strategic priorities set by the State Secretariat of Telecommunications and the Information Society (SETSI). It works closely with Regional Communities, Regional Councils, Local Entities and the private sector in the area of information and communication technologies (ICT). Besides encouraging the use of technology and increasing competitiveness and economic growth, it also aims at improving citizens' quality of life, and promoting social and regional equality.

Ministry of Education (*Ministerio de Educación*)

The Ministry of Education is responsible for inclusive education, diversity and multiculturalism, and through [Action Plan 2010-2011](#) (educational objective 12) has to seek the means and resources in order to ensure the full inclusion of students with special needs that need educational support.

Ministry of Health and Social Policy (*Ministerio de Sanidad y Política Social*)

The Ministry of Health and Social Policy is responsible for health planning and health care, as well as for the exercise of the powers of the General State Administration ensuring that citizens enjoy their right to health protection. It also accounts for the proposal and implementation of the government policy on social cohesion and inclusion: families, child protection, senior citizens and the care for dependent persons and persons with a disability.

Ministry of Justice (*Ministerio de Justicia*)

The full modernisation of the Spanish justice system continues to be a constant, outstanding task demanded by citizens and by the various professional groups. The Strategic Plan for Modernisation that has been approved by the Government, is a working programme containing details of specific measures and courses of action, a commitment to justice professionals and, in particular, to Spanish citizens. A New Judicial Office, a more efficient, rational model for organising courts of law, will become reality in the entire country by the second half of 2012. It will mainly provide a digitised Civil Registry accessed by all citizens and shall provide a flexible, fast and effective public service.

Support

Red.es

As described above, this entity actively supports and participates in the implementation of the national ICT strategies.

eInclusion Who's Who

Main eInclusion decision-makers and executives

Ministers responsible for eInclusion



Manuel Chaves González
Minister of Territorial Policy and Public Administration

Contact details:

Ministry of the Territorial Policy and Public Administration
Castellana, 3
28071 Madrid
Spain
Tel.: +34 912739000
E-mail: N/A
Source: <http://www.mpt.es/>



Miguel Sebastián Gascón
Minister for Industry, Tourism and Trade

Contact details:

Ministry of Industry, Tourism and Trade
Paseo de la Castellana, 160
28071 Madrid
Spain
Tel.: + 34 902 44 60 06
E-mail: N/A
Source: <http://www.mityc.es/>

eInclusion executives



Bernardo Lorenzo Almendros
State Secretary for Telecommunications and the Information Society,
Ministry of Industry, Tourism and Trade

Contact details:

Ministry of Industry, Tourism and Trade
State Secretariat of Telecommunications and the Information Society
Capitán Haya, 41
28071 Madrid
Spain
Tel.: +34 902446006
E-mail: N/A
Source: <http://www.mityc.es/>

NO PICTURE
AVAILABLE

Francisco Mora Zapatero
Secretary for Social Policy,
Ministry of Health and Social Policy

Contact details:

Ministry of Health and Social Policy
Paseo del Prado 18-20,
28014 Madrid
Spain
Tel.: +34 901 400 100.
E-mail: oiac@mpsi.es
Source: <http://www.mpsi.es/>

eInclusion Areas

Riga Declaration Priorities

ICT & Ageing

Status in ICT & Ageing

Today, Spain has currently an overall population of 45.3 million inhabitants of which 16.7 % are aged 65 years and above; it is expected to increase up to 18.2 % by 2020 (please view details on the [demographic context](#)). Considerable activity has been focused upon ICT-based support for the elderly. More precisely, it concerns social alarm services, advanced forms of telecare, telehealth and smart homes developments, among others.

Drivers & Barriers

Social alarms are considered as an important element of the social care policy as is their public provision and financing. The entire demographic change that EU Member States undergo together with the changes occurring in family structure and size lead to the demand of care services that otherwise would have been taken care of by the family. The increasing number of working women and the migration of the population from rural to urban areas constitute two important factors that influence the demand of social alarms.

Regarding telecare (tele-assistance), it seems that its use has not expanded and that it is closely linked to the launch of the digital household. The market and the technological development are the factors that affect the use of these technologies.

The market factors are related to cost, quality, security requirements, public policy, expectations and acceptability. They can be listed in order of importance, as follows:

- ▶ increase in demand for home security and social care;
- ▶ increasing focus in public policy on home care, cost reduction and service quality improvement;
- ▶ increasing awareness of consumers and providers regarding the right to accessible tele-assistance services through the use of public financing and/or out-sourcing of private providers;
- ▶ conclusive clinical and social studies regarding the advantages of tele-assistance for citizens and professionals;
- ▶ motivation and training of the professionals and institutions responsible for the care of citizens at home.

Technological factors include those linked to cost and access to technology (devices, networks and applications), as well as those linked to interoperability. These include:

- ▶ reducing the cost of tele-assistance devices, services and applications;
- ▶ increase in user friendliness and accessibility of tele-assistance equipment and services, particularly for the elderly;
- ▶ convergence between tele-assistance terminals and networks, and the information and communication technologies (land-line telephones, mobile devices, TV and Internet in particular);
- ▶ advances regarding the interoperability, standardisation and maintenance of equipment.

The main reported barriers are:

- ▶ the resistance of large organisations to change work practices to incorporate new routines and management models;

- ▶ the capacity to personalise, maintain and update the systems based on the different and changing needs;
- ▶ social and professional acceptance which is a barrier in the sense that some groups may see these services as a step backwards rather than an opportunity for social inclusion.

Actions to support ICT & Ageing

Social alarms

Social alarms or telealarms and telecare or tele-assistance are common forms of ICT-based technology for independent living and are available throughout Spain. Their use is estimated at between 3 % and 3.5 % of the population aged 65 years and above. The main providers are municipalities under the Autonomous Regions of Spain, which subsidise that service. The Law on the Promotion of Personal Autonomy and Care of Those in Dependent Situations (39/2006) defines and sets the remit for tele-alarm and tele-assistance services. They aim to ensure that vulnerable groups, such as the elderly, can continue living in their normal environment without needing to change setting, thus 'dodging' any personal, social and economic costs that their potential change of environment could cause. That also favours their social and family networks rendering easier any immediate intervention, necessary in case of a crisis. As for charging/reimbursement, each Autonomous Region determines the price of the service provided and the requirements for users to qualify for the discounts available.

Telecare

Tele-assistance (telecare) services are nation-wide services in principle; they are, however, installed in case of great need. It is estimated that less than 0.5 % of tele-alarm users actually use those services. Tele-assistance is an extension of the tele-alarm service; tele-assistance services are allocated according to the degree of dependence of the users, rather than their age. Where the service provider is a public entity, the service costs the same as the basic tele-alarm.

Smart homes/AT

Even though many of the home automation (domotics) technologies available have been developed and tested, their implementation at homes and for the independent living of the elderly is limited. The promotion of useful applications of domotics is being addressed in the efforts of various associations, such as [CEDOM](#) and [ASIMELEC](#) through the Smart Home Multi-Sector Commission, whose aim is to facilitate the installation of domotics so as to be both useful and in demand by users.

Source: ICT & Ageing – European Study on Users, Markets and Technologies

Programme 'Seniors'

The programme '[Seniors](#)' (*Mayores*), developed by the Institute for the Elderly and Social Services (*Instituto de Mayores y Servicios Sociales*, IMSERSO), aims to incorporate this group in the information society to achieve the social integration of the elderly, avoiding social exclusion and improving the quality of their lives.

The budget line for the disabled includes:

- ▶ € 3.5 million for dissemination activities
- ▶ € 2.9 million for training
- ▶ € 15.9 million for the creation of social networks
- ▶ € 4.2 million for the provision of computer equipment.

Portal for Seniors

The [Portal for Seniors](#) (*Portal Mayores*) is a free access scientific portal specialising in Gerontology and Geriatrics, developed by the High Council for Scientific Investigations (*Consejo Superior de Investigaciones Científicas*, CSIS), and the Institute for the Elderly and Social Services (*Instituto de Mayores y Servicios Sociales*, IMSERSO).

Its main objectives are to:

- ▶ create a virtual information service for elderly people;
- ▶ establish an electronic platform to support the scientific and professional community;
- ▶ develop content and value-added services for the promotion of R&D and innovation in the field of Gerontology and Geriatrics;
- ▶ implement web information services in line with international standards and quality assurance management;
- ▶ encourage collaboration with other organisations to provide integrated services.

'AVANZA CIUDADANÍA DIGITAL' Programme

This is one of the 'Plan Avanza' programmes. During 2006-2010, 105 projects of non-governmental organisations were supported by the Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio*, MITYC - DGTyTI). They focused on eInclusion and the elderly, the disabled and on equality of gender. The aggregate value has been € 28.25M where MITYC has contributed with € 21.7M.

The actions supported were related to:

- ▶ Promotion of the use of digital services related to employment, self-employment, firm creation, productivity and innovation.
- ▶ Studies related to those groups' ICT needs and solutions.
- ▶ ICT experiences in tele-assistance, active and independent aging, and work inclusion.
- ▶ Enhancing the use of available digital services on daily life.

Geographic Digital Divide

Status of Common Access to Electronic Content and Services

Spain, through digital technologies such as broadband Internet access, endeavours to provide the necessary support to its remote and disadvantaged regions so as to have their share in the benefits of the Spanish economic growth. Digital technologies such as broadband internet access play an important part in narrowing disparities between regions and in promoting social and economic cohesion. A considerable progress has been achieved in digital technologies, namely, broadband coverage. This is shown in the data described below:

- ▶ In 2003, broadband covered 80 % of the population whereas in 2009, 99 % of the Spanish population was able to connect to broadband Internet.
- ▶ In 2003, 2 % of the homes had broadband connection; in 2009, 51.3 % (over 7.9 million homes) were broadband connected.
- ▶ In 2003, there was no rural broadband. Through the extension plan, in 2009, 8.3 million people in rural areas had access to broadband.
- ▶ In 2003, ICT equipment was not easy to acquire. In 2009, approx. 240 000 families had a broadband connected computer thanks to 0 % loans offered with no guarantee or commission.
- ▶ 12 million people have access to the Internet thanks to 3 000 telecentres and 2 500 connected libraries.
- ▶ As stated in IDATE - Broadband in Europe report - December 2008, Spain was the leader across Europe in fixed broadband speed: 83 % of total broadband lines have had a speed higher than 2 Mbps.

- ▶ According to the 'Broadband access in the EU' - European Commission - November 2008, Spain was also the leader in the EU in terms of high speed Internet mobile penetration. 19.5 % of the Spanish population were mobile broadband users, in contrast to 6.9 % which was the EU average.
- ▶ Mobile phone lines increased from 15 million in 1999 to 53.6 million lines in September 2010 (CMT).

Actions to support Common Access to Electronic Content and Services

National Programme for Broadband Deployment in rural and remote areas

The '[National Programme for Broadband Deployment in rural and remote areas](#)' (*Programa de Extensión de la Banda Ancha*, PEBA) was a national funding programme promoted by the Spanish Ministry of Industry, Tourism and Commerce (*Ministerio de Industria, Turismo y Comercio*, MITYC) between 2005 and 2008 aiming, at national level, to extend the coverage of broadband access to rural and remote areas providing similar broadband conditions to those available in urban areas.

At regional level, several initiatives were launched in collaboration with the Autonomous Regions and the Federation of Municipalities and Provinces in order to finance actions for the provision of high speed telecommunications infrastructures and to bring the benefits of broadband to the people who reside in rural and remote areas. Those actions at national and regional levels intended to encourage investment in those areas.

PEBA aimed to extend broadband to cover 100 % of the residents of population centres, already covering 99 % of them in December 2008. Its target was to benefit 8 356 552 citizens in 5 706 municipalities and 58 444 population centres. The two phases of the programme involved 14 autonomous regions and 2 autonomous cities.

In addition, the communication campaign 'Broadband for all' was launched to raise awareness on the advantages of broadband, as broadband Internet connections enable faster technological adoption. The ultimate goal was to have achieved 100 % broadband Internet coverage in 2010.

'Avanza Infrastructures' programme

The '[Avanza Infrastructures](#)' programme (*Subprograma Avanza Infraestructuras*) (2008-2011) is the continuation of the PEBA programme and aims at providing full broadband coverage, improved bandwidth and network capacity to small population centres in rural and remote areas in order to welcome investment, and foster economic development and the integration of citizens in the Information Society.

Lines of action:

The following lines of action compose the broadband strategy under the first call of this funding programme:

- ▶ F1: Development of broadband and other telecommunication services in rural and remote areas: projects intended to develop access infrastructures in order to satisfy the demand for broadband connection from the population of remote and rural areas.
- ▶ F2: High-capacity rural networks: projects intended to develop rural backbone networks.
- ▶ F3: Actions for awareness-raising: projects intended to disseminate broadband advantages and opportunities so that digital divide can be narrowed.

'Telecentres' programme of Red.es

The '[Telecentres](#)' programme of Red.es (*Programa Telecentros de Red.es*) (2003-2008) was the result of the signing of an agreement between the Ministry of Agriculture, Fisheries and Food (*Ministerio de Agricultura, Pesca y Alimentación*), the Spanish Federation of Municipalities (*Federación Española de Municipios*) and Red.es.

Those actions took place in the period 2005-2008 and aimed at facilitating the access to new technologies in rural and remote areas in order to foster the active and effective participation of that population in the Information Society.

To achieve this, all existing networks in Spain were given the necessary material, the technical and human resources to provide training courses on the use of new technologies, as well as consulting services for the provision of public services through electronic means.

The 'Telecentres' programme in collaboration with 14 Spanish autonomous regions (38 provinces) has deployed 2 964 telecentres throughout Spain. It was estimated that approx. 6.3 million people benefited from that programme.

eGovernment portal '060.es'

This initiative aimed at offering Spanish eGovernment services to people living in rural areas, thus enabling them to benefit from the approximately 900 central, regional and local public services available on the eGovernment portal '060.es'.

'Telecentres 060' Programme

The known as 'Telecentres training and revitalisation plan' had over 500 Telecentres' trainers from 1 500 Telecentres, who taught individuals how to perform operations via the eGovernment portal and how to obtain information by electronic means. In light of this, printed and audiovisual informative material has been designed, using clear language and practical examples of citizens' daily life aspects, so as to demonstrate the advantages of the portal.

Integrated Registry System

This system guarantees the interconnection of all the registry offices that are included in the '060 Network' and contributes to efficiently manage the exchange of registry entries in order to allow management units to have, in advance, access to entries and documents by electronic means.

Electronic Registry of Empowerments of Red.es

This type of registry promotes the full incorporation of information and communication technologies in public service delivery, to boost and develop the eAdministration, to simplify public management processes and procedures as tools for modernisation and to foster citizen information and attention programmes.

The 'Digital Cities' programme (DG. Telecomunicaciones y Tecnologías de la Información)

The 'Digital Cities' programme (*Ciudades Digitales*) is part of 'Avanza Plan' and aims at the promotion and implementation of the Information Society in local environments, being based upon telecommunications networks at high speed.

'Campus Network' programme

This programme will provide participating Universities with 85 % wireless coverage in order to be able to develop value-added and innovative services, namely, eLearning, locating or transmitting voice over IP networks, among other services.

Aiming at creating a unique mobility space, 'Campus Network' will provide Internet access to students and professors when communicating with other Spanish or foreign universities connected to the MovIRIS/Eduroam service.

More than 1 283 000 students, approx. 90 000 professors and 40 000 administrative staff will benefit from those services. Presently, 44 universities participate in this programme. Out of those 44 universities, 42 have wireless coverage in 80 % of their campuses and 37 of them offer mobility services among users of different universities.

'Avanza Local' platform (DG. Telecomunicaciones y Tecnologías de la Información)

The 'Avanza Local' programme has mainly been focused on providing tailored IT applications for the back-office. There is however great potential to reach citizens and end-users through laying greater emphasis upon demand-side policies at local level; that could be further exploited.

It provides a suite of free technological solutions (free software), for the town hall web LOCALWEB, for public service management SIGEM and for their citizens, such as LOCALGIS (geographical information system), CATASTRO (a digital number reference for properties), specifically developed for municipalities.

During 2006-2009, 'Avanza Local' developed 924 projects providing 509 small towns and local entities with new ICT equipment and services. € 413.2 million were invested of which the government provided € 161.3M for the development of small local entities. (MITYC-DGTYTI)

Until 31 August 2010, 3 587 requests were submitted to download applications from the 'Avanza Local' platform, from small towns and other entities namely firms, universities and other institutions from other countries besides Spain. The number of small towns that have profited from SIGEM is 2 871; an estimated population of 18 379 104 citizens. 1 399 small towns profited from LocalWeb (9 236 317 citizens and 2 879 local entities from LocalGis (16 508 061 citizens).

The platform counts 306 visits per day.

Spain now holds a leading position regarding the availability of 20 basic services of eEurope 2005 (80 %). With regard to using those services, 28.6 % of the citizens obtain information from the web, 15.7 % downloads the applications and 8.5 % send them back.

'Health Online' programme

The 'Health Online' programme (*Programa Sanidad en línea*) is part of the 'Avanza Plan' of the Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio*, MITYC) and has been jointly developed with the Ministry of Health and Social Policy (*Ministerio de Sanidad y Política Social*) and Red.es. The programme's objective is to contribute to the modernisation of the National Health system (*Sistema Nacional de Salud*) and facilitate the development and provision of services through the Internet and the new technologies, improving quality in health care services and ensuring geographical mobility of patients across the country.

More actions

During 2006 to 2008, there have been annual calls for non-profit entities to 'Enhance the use of the Internet and participation in the information society' with actions in rural areas (DG.TyTI).

eAccessibility

Status of eAccessibility

Spain has been progressing in the field of eAccessibility through legal action, numerous projects and actions for the effective incorporation of people with disabilities into the information society, facilitating their social integration and overcoming any accessibility limitations that they may encounter.

INTECO has created the Web Standards and Accessibility Reference Centre with the aim to promote accessibility, ease of use and adoption of building standards in Public Administration web sites, as a means to improve user's experience and guarantee equal opportunities in the access to information. To this end, it will revise the degree on accessibility and fulfilment of standards of Public Administration's web pages. It will furthermore offer support and training, carry out observatory studies and develop an R&D&I area that will guarantee the adaptation of the mentioned elements to the Spanish Law of Information Society Services, and the Law on equal opportunities, non-discrimination and universal access of people with disabilities.

Actions towards eAccessibility

Programme for the inclusion of the 'Disabled' (2008-2010)

The programme for the inclusion of the 'Disabled' (*Discapacitados*), developed by the Ministry of Health and Social Policy (*Ministerio de Sanidad y Política Social*), intends to incorporate this group in the information society to achieve their social integration avoiding social exclusion and improving the quality of their lives.

The budget line for the disabled includes:

- ▶ € 8.6 million for dissemination activities

- ▶ € 5.3 million for training
- ▶ € 26 million for the creation of social networks
- ▶ € 6.3 million for the provision of computer equipment.

'AVANZA CIUDADANÍA DIGITAL' Programme

In the new strategy 2011-2015, this programme is kept to enhance the use of digital services by the citizens. It focuses its actions on citizens over 55, citizens with disabilities and dependants.

During 2006-2010, 105 projects of non-governmental organisations were supported by the Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio*, MITYC - DGTyTI). They focused on eInclusion and the elderly, the disabled and on equality of gender. The aggregate value has been € 28.25M where MITYC has contributed with € 21.7M.

The actions supported were related to:

- ▶ Development of digital management services for daily life.
- ▶ Promotion of the use of digital services related to employment, self-employment, firm creation, productivity and innovation.
- ▶ Studies related to those groups' ICT needs and solutions.
- ▶ ICT experiences in tele-assistance, active and independent aging, and work inclusion.
- ▶ Enhancing the use of available digital services on daily life.

'TIC TAC' Programme

This is a training programme for all citizens on the use of advanced ICTs, and especially for people with disabilities. Through this programme, citizens with Internet access difficulties are able to gain access through appropriately equipped public centres, or specifically adapted equipment.

The project focuses on offering general ICT equipment, as well as an adapted ICT equipment catalogue to public centres that provide services to all citizens, including citizens with disabilities. In addition, the 'TIC-TAC' programme comprises training activities on the use of ICTs.

Types of actions:

- ▶ Equipment for all: Distribution of adapted software and hardware to persons with special needs.
- ▶ Provision of key equipment to public centres for the development of the Information Society: videoconference systems, eID card readers, multipurpose equipment, etc.

Investment made and planned for 2009-2010: The allocated budget of the programme is € 6.8M.

DTT for special groups at risk of exclusion

As a complement to the Switchover to DTT (Digital Terrestrial Television) in Spain, on June 2010, special programmes have been developed targeted at groups at risk of exclusion that could experience problems as users of the new television service. DTT eInclusion programmes contribute to the fight against the exclusion of certain groups in the context of universal service, which might be caused by problematic access to decoders, or lack of special services adapted to people with disabilities.

These eInclusion programmes, complementary to the Switchover to DTT, are specifically targeted at groups at risk of exclusion, such as people with visual or hearing disabilities, individuals with high dependency levels, namely, seniors over 80 years who live alone or with another senior aged over 80.

DTT eInclusion programmes:

- ▶ DTT equipment programme aimed at special groups:

The actions of this programme were focused on decoder equipment distribution and installation in households with members at risk of exclusion. The budget allocated was € 6.7 million; the beneficiaries of this programme amounted to 165 427 households for the period 2009-2010.

▶ Accessible DTT – INTECO

This project is aimed at developing an accessible DTT tuner prototype for groups with hearing or physical disabilities. The demo project managed by INTECO (National Institute for Communications Technologies) also includes user tests, dissemination of results, transfer to the industry and starting up of a certification service for DTT accessibility.

'Gong' programme

It is a national programme to be developed in coordination with Red.es, AECID and Cenatic (Open Source Centre sponsored by Red.es), and the Ministry of Foreign Affairs (*Ministerio de Asuntos Exteriores y de Cooperación*).

A selection of NGOs for International Cooperation will take part in a project to implement and test a specific Open Source ERP solution (GONG) for one year. The results will be used to improve the tool and disseminate the lessons learned among the entire sector.

The NGOs selected will receive for one year all the necessary support, training and equipment in order to implement this tool. In house and ASP models will be tested in different types of NGOs. The objective is to understand which model fits best each type of organisation and the type of resources needed to operate such a tool. Improvements in management ratios will be measured to find out whether productivity has increased thanks to the use of this tool. This programme has been allocated a budget of € 5.4M.

More actions

Additional actions comprise:

- ▶ special loans/subsidies for people with disabilities to purchase ICT equipment;
- ▶ training of public employees in designing accessible web pages.

Digital Literacy and Competences

Status on Digital Literacy and Competences

The data mentioned below demonstrates the progress made in Spain in this sector:

- ▶ Spain is the second EU country with the most developed support system for the use of ICTs in education.
- ▶ 99 % of the schools in Spain have received ICT equipment and have Internet connection.
- ▶ 90 % of teachers have received ICT training.
- ▶ 6 out of 10 teachers use digital teaching material and multimedia in their teaching.
- ▶ 49.2 % of the citizens, 60.2 % of the employed and 43.4 % of the unemployed use the Internet regularly (at least once a week).

Actions towards stimulating Digital Literacy and Competences

'Education in the Digital Era' programme

The 'Education in the Digital Era' programme has adopted the following actions regarding the development of the information society in education:

- ▶ infrastructure designed to allow access to broadband Internet;
- ▶ creation of local area networks;
- ▶ provision of computer equipment;
- ▶ development of educational digital content;

- ▶ provision of services for the entire education community (training to teachers, promoting communication between families and education centres).

'Telecentres 060' Programme

The known as 'Telecentres training and revitalisation plan' had over 500 Telecentres' trainers from 1 500 Telecentres, who taught individuals how to perform operations via the eGovernment portal and how to obtain information by electronic means.

'Internet in the classroom' programme

The programme 'Internet in the classroom' (*Programa Internet en el Aula*) (2005-2009) aimed to advance the use of ICT as an educational tool strengthening the role that new technologies play. This programme was implemented in a total of 9 796 schools across Spain having installed 89 979 computers, 36 483 video projectors, interactive (white)boards and 7 767 wireless access points in classrooms. The total number of classrooms involved in this programme was 91 692 and the number of students having benefited from those actions reached 2 700 000.

Complementary Actions

- ▶ 'AGREGA' Platform: A tool, within the programme 'Internet in the Classroom', aiming to integrate Information and Communication Technologies in the classroom. Within this framework, any educational content will be accessible from any place by using different searching criteria - 3 021 didactic sequences, 146 027 digital content pieces (including didactic sequences, learning objects and audiovisual media).
- ▶ 'Internet in the Classroom' Congress: The Spanish education community had the opportunity to participate in the congress 'Internet in the Classroom' from 1 April 2008 to 30 October 2008.
- ▶ ICT Advanced Centres network: a network comprised of 64 centres aimed at promoting, through pilot initiatives, the creation of new generation schools with advanced ICT equipment and levels of use.
- ▶ Study of ICT-based solutions for students with special education needs: To learn the current state of the art in Spain in terms of applying Information and Communication Technologies for students with special education needs. The objective is to have an updatable catalogue of support technologies to facilitate access of Education Administrations to existing IT and technology resources. 'Ticne' is the second stage of this project: a portal aimed at providing updated information to the members of the education community who work with students with special education needs. This tool has become a reference platform for information and experience exchange in the field of students with special education needs.
- ▶ 2-Enseña (2008): Support services in place to develop or improve teachers' skills, training for trainers and families, and efficient use of ICT resources available in education centres.

'Escuela 2.0' (School 2.0) project

The aim of this project is to introduce innovative factors within the process of ICT integration and take-up in the context of education by facilitating access to the Internet and to other technology resources in education centres. This will take place firstly by stationing one or various computer labs in the centres, and secondly by providing them with connectivity and Internet access. The project is led by the Ministry of Education (*Ministerio de Educación*) and executed by Red.es in the autonomous cities of Ceuta and Melilla.

'Campus Network' programme

The '[Campus Network](#)' programme (*Programa Campus en Red*) is an initiative seeking to promote the use of wireless networks for Internet access on University campuses and among students, professors and administrative staff.

This programme will provide participating Universities with 85 % wireless coverage in order to be able to develop value-added and innovative services, namely, eLearning, locating or transmitting voice over IP networks, among other services.

'Movimiento Avanza/Espacio Avanza' campaign

For over a year, October 2008-December 2009, a dissemination campaign took place, aimed at raising awareness among citizens on the benefits of the Information Society, in general, and the Internet, in particular.

Types of actions: 'Road show' to promote a greater use of information and communication technologies, with information of the milestones achieved in the context of the Information Society in Spain.

Actions:

- ▶ dynamic activities for all special groups;
- ▶ technology symbols to stimulate visual perception;
- ▶ participative activities to generate massive traffic;
- ▶ special exhibition area in a 'singular building'.

'CHAVAL' programme

The programme 'Chaval.es' is an initiative addressed to fathers, mothers and tutors with the aim of making informative and support material available, while advising minors on how to use ICT in a responsible manner. Its final objective is to promote secure practices for ICT use for children. It also aims at teaching adults on the possibilities of ICT, good practices and ways to improve their relation with their children. The programme 'CHAVAL' also advises that minors should turn to parents or teachers when problems or unusual situations occur when using ICTs and it thus promotes communication between them in this sense.

Types of actions:

- ▶ positioning the portal 'www.chaval.es' as a reference of good practices and positive proposals of ICT use by minors;
- ▶ collaboration with the public and private sectors in the dissemination of projects, contents and applications, related to a responsible use of ICTs;
- ▶ 'Chaval.es' Awards (www.premioschavales.es) to acknowledge efforts and initiatives on the ICT sector and award best practices. The awards were given on 6 May 2010 and the agreements with the collaborator entities were presented to the media. The award categories were: Best children site, best educative site, best private ICT initiative and best public ICT initiative.

'INJUVE' project

This project, carried out during 2010 by the Spanish National Institute of Youth (INJUVE), aimed at promoting the information society among the youth, laying special emphasis on ICT skills. The project mainly focused on ICT equipment provision at the Euro-Latin American Youth Centre (CEULAJ) (Malaga).

'Citizens and Society Networking' project

The project '[Citizens and Society Networking](#)' (*Ciudadanos y Sociedad en Red*) aims at placing at the disposal of all citizens new information so as to ensure that the use of new technologies becomes a tool of progress for personal and social transformation.

Its objectives are:

- ▶ Prevent the emergence of social groups at risk of digital exclusion generating the conditions for equal access and raising awareness on the opportunities on personal and social development.
- ▶ Establish a digital literacy programme based on certain knowledge of technology and altering the traditional way of learning in order to become more flexible, open and adaptable to groups at risk of digital and social exclusion.
- ▶ Maintain an information system that would allow us to know the differences in access, attitude, knowledge and opinions of the various groups at risk of digital exclusion and of the citizens in general.

This project is aimed at citizens, especially at groups that for geographical (rural areas) or social (the elderly, the disabled, women, immigrants and young people) reasons, they face great difficulties to access ICT and receive training in a digital environment.

The following are indicative actions of the project:

- ▶ digital literacy workshops in telecentres for groups at risk of socio-digital exclusion laying emphasis not only on the instrumental aspect of learning new technologies, but also on their communicative and social potential;
- ▶ specific courses of new ICT tools for frequent users;
- ▶ weekly seminars to inform about new technologies, their use and potential;
- ▶ ICT information days for groups at risk of social exclusion;
- ▶ training plan and awareness campaigns to promote the social-digital aspect of the animator's role who is responsible for the digital literacy activities in the Telecentre Network.

More actions

- ▶ Agreements have been concluded with the Spanish autonomous regions to finance measures related to Information Society and the digital citizen.
- ▶ (Interest free) loans for citizens, students and young people to enable them to purchase ICT equipment with broadband access.

Inclusive eGovernment

Status on Inclusive eGovernment

Acknowledgement of citizens' right to deal with Public Administrations by electronic means: As of 31/12/2009 citizens will have the right to choose between a face-to-face channel and an electronic channel to access the public services. The recognition of such a right entails the obligation for Public Administrations to implement eGovernment adopting an inclusive perspective.

According to Article 8 of Citizens' Electronic Access to Public Services Act (Law 11/2007), the National Public Administration is legally bound to guarantee the access to electronic services provided to all citizens through a set of channels which shall include, as a minimum, a face-to-face, web and telephone communication. This article has been the major driver of the development of the '060 network'. This network integrates the delivery of public services and fulfils the citizens' right to choose the channel of access to the public services.

The development of eGovernment with an inclusive perspective has been one of the more persistent objectives of the Spanish Government. Before the existence of the legal provisions for human intermediation included in Law 11/2007 and Royal Decree 1671/2009, these mechanisms for inclusion have been implemented in key services. The most popular case in Spain is the National Tax Agency. The electronic channel of the tax agency can be used by intermediaries on behalf of those digitally excluded (see www.agenciatributaria.es). The system put in place by the tax agency is based on the use of 'social intermediaries' (*Colaboradores Sociales*) that sign an agreement of collaboration with the national tax agency. These agreements can be signed by financial institutions (e.g. banks), other government authorities (e.g. regional governments and local councils), or independent professionals. More than 80 % of the tax income cases handled electronically use these 'social intermediaries'. 'Social intermediaries' are clearly behind the success of the tax income electronic channel, now handling around 40 % of citizens' tax income declarations and more than 90 % of businesses tax declarations.

Following the success of the tax agency, other government units are setting up their own network of 'social intermediaries' according to the target population and nature of the service. Perhaps the more relevant example is the case of Traffic General Directorate in charge of the 'drivers licence service'. Taking advantage of the legal obligation of a medical review to obtain or renew the driver licence, the medical cabinets could apply and handle electronically the renewal on behalf of the driver; s/he then

receives the licence by post at home. This technical scheme has already been operational in the deployment phase. It is expected that by the end of 2010 all the Spanish population would be able to obtain or renew the driver licence, as described. This will suppose a major success in extending the benefits of eGovernment to all the Spanish citizens.

Since 31 December 2008, the websites of public administrations have to comply with, at least, the average accessibility criteria level, generally recognised. The minimum standards that public websites have to fulfil are priorities 1 and 2 of the national standard UNE 139803:2004. These levels of the national standard are respectively equivalent to the WAI A and AA levels of accessibility. Even though some public websites are still in the phase of certification of the fulfilment of the standard, the majority of the websites of public administration show in its homepage the logo that certifies the fulfilment of this obligation. Indicatively:

- ▶ 21 % of the Spanish population regularly interact with the public administration via the Internet.
- ▶ Spain is quite above the EU-27 average on electronic contracting with 78 % (2009).
- ▶ In 2010, over 90 % of the procedures with the public administration are accessible on the Internet. *Source: State Secretariat of Public Function*
- ▶ Over 18 million Spaniards possess an electronic ID card which can be used in over 3 000 administrative procedures by all citizens.
- ▶ 100 % of the provinces and all police stations have the necessary equipment and resources to issue eID cards.
- ▶ European Commission data: In 2009, public services available online increased from 50 % to 80 %, well above the EU figure (71 %).
- ▶ The degree of sophistication of online public services in Spain has reached 89 %, 6 percentage points higher than the EU average (EU-27: 83 %).

Actions towards Inclusive eGovernment

Digital Library

The Ministry of Culture (*Ministerio de Cultura*), without prejudice to the powers of the autonomous regions, in accordance with the guidelines and recommendations of the European Union and international organisations in the field, promotes the creation of [digital libraries](#) under the following criteria:

- ▶ the online accessibility as a precondition for maximising the benefits from the extraction of pertinent information for citizens, researchers and companies;
- ▶ digitisation of analogue collections for their wider use in the information society;
- ▶ the preservation and storage to ensure that future generations can have access to digital material and in order to prevent precious content being lost.

In order to develop and modernise the [library services](#) so that a greater number of citizens is able to take advantage of them, the Ministry of Culture (*Ministerio de Cultura*), has directed its actions to making available to public libraries a set of applications used to provide information on network on its collections, activities and services.

'060 network' (Spanish citizen care network)

The main multi-channel initiative is the Red 060 (060 network), a multi-channel one-stop-shop for all the Spanish public services. 'Red 060' is a multi-channel initiative consisting in a website (www.060.es), a network of offices (more than 1 600 in March 2009), and a telephone number. The web site registered more than 3 000 000 visitors in 2008, while the phone line received more than 2 000 000 calls (50 % attended through a voice portal). In order to provide the one-stop-shop service in a more inclusive way, different access profiles have been defined, some of them for people with specific needs (e.g. elderly

people, immigrants and people with disabilities) and other for life-events requiring specific attention by the government (e.g. unemployment).

The Future of eInclusion

Research in Practice & Future Challenges

Research in Practice

The **Seventh Framework Programme** (FP7) comprises, under its umbrella, EU research initiatives that play a vital part in attaining the objectives of growth, competitiveness and employment. The broad objectives of FP7 have been grouped into four categories: **Cooperation**, **Ideas**, **People** and **Capacities**. eInclusion aspects hold a prominent place in this programme, which has been operational since 2007 and will expire in 2013.

Approximately € 400 million have been allocated to FP7's **Challenge 7: 'ICT for Independent Living, Inclusion and Governance'**, one of the seven 'Challenges' of the **ICT Work Programme** 2009 – 2010 under FP7. The aim of 'Challenge 7' is to create ICT products, through research and development, which will foster independent and active living among Europe's ageing population, improving living standards and mitigating ICT complexity in order to encourage groups with special needs to uptake and use ICT tools and technologies to their benefit.

'Challenge 7' set three objectives:

Objective ICT-2009.7.1: **ICT & Ageing**

- ▶ Service robotics for ageing well
- ▶ Open Systems Reference Architectures, Standards and ICT Platforms for Ageing Well
- ▶ RTD roadmaps and stakeholder coordination.

Objective ICT-2009.7.2: **Accessible and Assistive ICT**

- ▶ Embedded Accessibility of Future ICT
- ▶ ICT restoring and augmenting human capabilities compensating for people with reduced motor functions or disabilities
- ▶ RTD research agendas & coordination of constituencies.

Objective ICT-2009.7.3: **ICT for Governance and Policy Modelling**

- ▶ Governance and Participation Toolbox
- ▶ Policy Modelling, Simulation and Visualisation
- ▶ Roadmapping and Networking for 'participation, governance and policy modelling'.

Spain is involved in the following FP7 projects:

1. **Online mobile communities to facilitate the social inclusion of young marginalized people** (COMELN)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: [2008-09-01]

Project web site: <http://www.comein-project.eu>

2. **Gaming technology platform for social reintegration of marginalised youth** (REPLAY)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: [2008-07-01]

3. **BCIs with rapid automated interfaces for nonexperts** (BRAIN)

Title: BCIs with rapid automated interfaces for nonexperts

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: [2008-09-01]

4. [An ambulatory BCI-driven tremor suppression system based on functional electrical stimulation \(TREMOR\)](#)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: [2008-09-01]

5. [Integrated cognitive assistive and domotic companion robotic systems for ability and security \(COMPANIONABLE\)](#)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: [2008-01-01]

6. [Open architecture for accessible services integration and standardisation \(OASIS\)](#)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: [2008-01-01]

7. [Open accessibility everywhere: groundwork, infrastructure, standards \(AEGIS\)](#)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: [2008-09-01]

8. [Haptic, audio and visual interfaces for maps and location-based services \(HAPTIMAP\)](#)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: [2008-09-01]

9. [Accessibility and usability validation framework for AAL interaction design process \(VAALID\)](#)

Research area: ICT-2007.7.2 Accessible and inclusive ICT

Project start date: [2008-05-01]

10. [European ambient assisted living innovation alliance \(AALIANCE\)](#)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: [2008-01-01]

11. [HERMES - Cognitive care and guidance for active aging \(HERMES\)](#)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: [2008-01-01]

12. [Ubiquitous care system to support independent living \(CONFIDENCE\)](#)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: [2008-02-01]

13. [Extending professional active life \(EPAL\)](#)

Research area: ICT-2007.7.1 ICT and ageing

Project start date: [2008-02-01]

National Projects

Universal service on broadband access to high speed of 1 Mbps

'Universal service' has only guaranteed access to the Internet via telephone line, fixed telephone, directory service and telephone booths. Adding the Internet to the universal service would mean to

consider digital services as staple commodities, which every consumer and company must have access to. Broadband is a part of the universal service.

The characteristics of an appropriate internet connection may change as the information society develops. The minimum speed of an appropriate internet connection pertaining to universal service is downwards 1 Mbit/s and that is what it is intended to have been achieved by 2011.

In August 2010, the Ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio*, MITYC) has promoted a programme for fund deployment of high speed (>50 MBbps) broadband access and to 1Mbps broadband access providing universal access at reasonable prices.

eInclusion for citizens with special needs: the elderly and people with disabilities

ICTs improve the quality of life, increasing social welfare and inclusion. In this new stage, promoting daily use of ICTs and the Internet will increase the possibilities of employment (the self-employed included) and competitiveness. The objective is to involve citizens used to deal with formalities to use available (public) digital services on the Internet as usual procedures also making use of electronic signature.

Local Entities to adapt to the Electronic Access Law

This law allows citizens to contact and interact with the administration through the Internet. A great step forward to the development of the electronic administration occurred when the law 11/2007 related to electronic access was adopted.

IT aims to help eAdministrations to adapt and guarantee not to exclude citizens, and as constantly improve the public digital services offering them to Local Entities (Town Halls), as those services are the ones closer to citizens.

ICTs for the equality of gender

The ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio*, MITYC) will allocate budget to keep the annual call for actions related to equality of gender in the information society.

Future Challenges

eInclusion for citizens with special needs: the elderly and people with disabilities

- ▶ The ministry of Industry, Tourism and Trade (*Ministerio de Industria, Turismo y Comercio*, MITYC) will allocate budget to keep the annual call for actions related to eInclusion of senior citizens and citizens with disabilities or dependant.
- ▶ Diminish the digital gap into half by 2015.
- ▶ Raise the use of the Internet, by 2015, to 18.5 % among people aged 65 to 74, and 15.6 % by the following year. Current related data is 13.4 %.

Broadband universal access

Adding the Internet to the universal service would not increase the future cost of the universal service, as there are loans available for companies.

To obtain 1 Mbps speed BB connection on rural and remote places, at a reasonable cost, in 2011. This will benefit 3 % of the population that has currently no profit from it.

The ministry of Industry, Tourism and Trade (Ministerio de Industria, Turismo y Comercio, MITYC) has promoted a programme for fund deployment of high speed (>50 MBbps) broadband access and to 1Mbps broadband access providing universal access at reasonable prices.

Foster the use of ICTs in education

Through actions, it is aimed to have achieved, by 2015, broadband access and digital services to 100 % of public schools. eInclusion related actions aim at:

- ▶ Raising awareness among the educational community about technology and internet use.
- ▶ Pooling efforts to develop shared projects with all the Autonomous Regions and, specifically, to create new digital educational content accessible by all citizens.
- ▶ Bridging digital divide in education for students living in less favoured geographical areas or for students with special education needs.
- ▶ Developing and improving the platform AGREGA to guarantee the interoperability of educational content and ICT services.

Inclusive eGovernment

The Malmö Declaration and the forthcoming eGovernment Action Plan will be a step forward for the achievement of fully accessible eGovernment services. According to these provisions, it is foreseen to begin the implementation of WCAG 2.0 in Public Administration websites as soon as the European Standard Organisations develop a common framework following the guides of the communication of the European Commission 'Towards an Accessible Information Society'.

Nevertheless, there will always be a percentage of the population unable or reluctant to use electronic means with Public Administrations. Extending the benefits of eGovernment to these citizens is, without any doubt, the major challenge for inclusive eGovernment policies. The development of multi-channel strategies based in human intermediaries is now possible in Spain thanks to the legal provisions of the Royal Decree 1671/2009. Thanks to this new legal framework, an increase of the penetration of eGovernment services is expected. According to internal data, as much as 25 % of non-internet users have received eGovernment services through friends, family and other human intermediaries. In the case of Internet users that do not directly use eGovernment services, 16 % of them have received eGovernment services through human intermediaries.

European Commission - eInclusion Practice

eInclusion practice (epractice.eu) is an information and exchange service for European professionals.

The eInclusion factsheets are one of the epractice.eu services. The factsheets present an overview of the eInclusion status and progress in the European countries.

The eInclusion factsheets are produced and updated once a year.

The eInclusion practice is an initiative of the Directorate General for the Information Society and Media, European Commission.

Production/Publishing: eInclusion Practice Editorial Team, EUROPEAN DYNAMICS S.A.

