



MINISTERIO
DE JUSTICIA

SECRETARÍA DE ESTADO
DE JUSTICIA

SECRETARÍA GENERAL DE LA
ADMINISTRACIÓN DE JUSTICIA



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***Promoting cyberjustice in Spain through
change management and improvement of data collection***

Project selected and financed by the **Structural Reform Support Program of the European Commission** (EU) and supported by the **European Commission for the Efficiency of Justice, CEPEJ** (Council of Europe).

Simultaneous Spanish - English interpretation provided by the CEPEJ.

International experts and CEPEJ:

1. Ms Aleksandra Ivanković, Deputy Director of Victim Support Europe.
2. Ms Dagmar Freudenberg, retired public prosecutor (acting primarily in cases of sexual and domestic violence) and honorary member of the German Women Lawyer Association, former employee of the Ministry of Justice of Lower Saxony (involved in implementing the Directive 2012/29/EU in the daily work of justice and NGOs). (Germany).
3. Ms Krisztina Bardóczy, victim support adviser, Deputy State Secretariat for Justice Methodological Operation of the Ministry of Justice. (Hungary).
4. Ms Sofia Barlind, Brottsofferjouren, Victim Support Sweden.
5. Ms Mónica Gomes, adviser on the legislative policy, Directorate-General for Justice Policy of the Ministry of Justice (Portugal).
6. Ms Hansje Brinkman, Director of victim services, Slachtofferhulp Nederland (Victim Support of the Netherlands), former police commissioner.
7. Mr Leonid Antohi, Project Coordinator, CEPEJ, Justice and Legal Co-operation Department, Directorate General of Human Rights and Rule of Law, Council of Europe.

Interpreters

1. Juan Maria Burdiel Perez (jmburdielperez@gmail.com)
2. Stephen Carlin (carlintrad@gmail.com)



Spanish team for the project

1. Mr Mario García, Head of Service, Victim's Support Unit.
2. Ms Cristina Sosa, Adviser, Secretary of State.
3. Mr Juan Fernando Armengot, Judicial Counselor, Adviser, Secretariat General for the Administration of Justice.

Representatives of Spanish authorities and national experts

4. Ms Victoria Prieto Nebot – Procedural Manager of the Crime Victims' Support Office of Mallorca.
5. Ms María del Pilar Arévalo Lorido – Psychologist of the Crime Victims' Support Office of Ciudad Real.
6. Ms Lourdes Lorente Diharce – Coordinator of the SAV (Victim Attention Service) – País Vasco.
7. Subdirector General for New Technologies in Justice – Ministry of Justice of Spain (TBC).

8. Ms Maria Pilar Arevalo Lorido, Psychologist of the Victims' Support Office Ciudad Real
9. Ms Consuelo Albertina de la Peña Asencio, Victims' Support Office of Murcia
10. Ms Maria Victoria Hernandez Leal, Victims' Support Office of Cáceres
11. Ms María Del Mar Herrero Jiménez, Central Contact Point in Spain - EU Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims, Head of Service, Crime Victims' Support Unit
12. Ms Maria Begona, Procedural Manager, Badajoz Valladolid
13. Ms Encarnacion Vicente Suárez, Head of Department of Justice, Department of Justice of the Principality of Asturias
14. Ms Angeles Júlvez Leon, Director General, Justice of Zaragoza
15. Ms Maria Lourdes Lorente Diharce, Coordinator of Victims' Support, Basque Government, Bilbao
16. Ms Victoria Prieto Nebot, Procedural Manager, Victims' Support Office of Palma de Mallorca
17. Ms Lidia Serratusell Salvadó, General Sub-directorate for Criminal Redress and Execution of Sanctions of Community Pilar Barranco, Barcelona
18. Ms Elisa Villalobos Bautista, Victims' Support Office of Badajoz

The entire list of participants will be further confirmed (up to 45 persons)

Contact person:

Mr Mario García Martínez,

Central Contact Point in Spain - Council Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims

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Thursday, 17 October 2019

WORKSHOP

IMPROVING THE ORGANISATION, EFFICIENCY AND QUALITY OF THE SPANISH SYSTEM FOR THE SUPPORT OF VICTIMS OF CRIME

Ministry of Justice, C/ San Bernardo 62, Romano II Room

09.30 – 10.00 Welcome. The objectives of the Ministry of Justice of Spain.

- Ministry of Justice of the Kingdom of Spain (TBC)
- Mr Leonid Antohi, project coordinator, CEPEJ

10.00 – 11.30 The *status quo* in the Spanish system of support and protection of victims of crime.

A particular focus of the presentations will be on how to increase the availability, effectiveness, efficiency and quality of services provided to crime victims through the implementation of modern (IT) managerial tools and techniques. The work of the Crime Victim Assistance Offices of the Ministry of Justice will be presented, alongside a panorama on how the Ministry of Justice is going to address the need to adapt the existing tools for collecting and analysing statistical data on these Offices so that they are useful for the staff of these services, allowing, in turn, to offer true, quality statistical information that can be exploited and disseminated. A presentation on the SAV (Victim Attention Service) of País Vasco will show how the services for crime victims, not depending of the Ministry of Justice, provide crime victims with help and support.

- Mr. Mario García Martínez - Head of Service, Victim's Support Unit, Ministry of Justice of Spain.
- Ms. Victoria Prieto Nebot – Procedural Manager of the Crime Victims' Support Office of Mallorca.
- Ms. María del Pilar Arévalo Lorido – Psychologist of the Crime Victims' Support Office of Ciudad Real.
- Ms. Lourdes Lorente Diharce – Coordinator of the SAV (Victim Attention Service) – País Vasco.
- Subdirectorato General for New Technologies in Justice – Ministry of Justice of Spain (TBC).

Discussions.

11.30 – 12.00 Coffee Break

12.00 – 14.00 European and international experiences in setting up victim support services. Presentation and exchange of good practices of some EU Member States.

The experts will describe briefly the organisation of the national system of protection of victims of crime, the IT tools applied or under development by the involved institutions (interconnections, if any, with other systems of the judiciary, prosecution etc.) and the statistical reporting (means and methods of collection and reporting, the IT support, automation, if any, and details on the reported statistical indicators).



Other issues of interest as outlined by the Spanish authorities are:

- The difficulties for the staff of different Crime Victim Support Services to combine their administrative tasks, such as collecting statistical data on their activities, with the support provided to victims, and the solutions adopted to cope with these difficulties. Current situation in other EU Member States;
- The main shortages identified in the support to crime victims in other EU Member States?
- Are there difficulties in the provision of support to victims of some particular crimes in other EU Member States?
- How the possible lack of coordination between different Crime Victim Support Services may affect the referral of crime victims to the adequate service? Current situation in other EU Member States.
- What added value can statistical information collection systems provide to the work of assistance to crime victims carried out by support services? Current situation in other EU Member States.
- An overview by Victim Support Europe (20-25 min.)
- Germany (20-25 min.)
- The Netherlands (20-25 min.)

Questions and comments.

14.00 – 15.00 Lunch Break (buffet lunch)

15.00 – 16:30 Presentation and exchange of good practices of some EU Member States (2nd part).

- Hungary (20-25 min.)
- Sweden (20-25 min.)
- Portugal (20-25 min.)

Questions and comments.

16:30 – 17:00 Coffee Break

17.00 – 17.15 Collection and use of statistics in relation to victim support by the European Commission and by the CEPEJ.

- Mr Leonid Antohi, project coordinator, CEPEJ.

Discussions.

17.15 – 18.15 Possible solutions for the development and use of IT tools accompanying the provision of services to assist victims of crime. Ensuring a uniform and comprehensive statistical reporting on the activity of Victim Support Offices and other relevant stakeholders of Spain.

- From the Spanish stakeholders.
- From the international experts and participants



18.15 – 18.30 Main conclusions and closing of the workshop.

- Mr Mario García, Head of Service, Victim's Support Unit.
- Mr Leonid Antohi, project coordinator, CEPEJ