



Ministry of  
Attorney General  
and Minister Responsible for  
Multiculturalism

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2008/09 – 2010/11  
Service Plan

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## Message from the Minister and Accountability Statement

The justice system is a vital component of a democratic society and a foundation of a just and prosperous province. The Ministry of Attorney General plays a key role in strengthening this foundation.

I am pleased to present the Ministry of Attorney General Service Plan for 2008/09–2010/11. This plan is based on the Ministry's commitment to having the best justice system in Canada. We are collaborating on a number of exciting and innovative initiatives that will transform the justice system, providing earlier solutions and faster justice. Over the next three years, we will provide more justice access centres. For example, the recently opened Nanaimo Family Justice Access Centre provides a hub for individuals to access a variety of resources, such as legal information, referrals and mediation services to help them solve family issues. It will be expanded to include civil justice services and a second centre will be opened in Vancouver. We will also be working to transform Supreme Court rules and piloting ways to streamline small claims, including the provision of night court.

In the criminal justice system, our focus will be on implementing a Community Court and other initiatives that will include federal, provincial and local government agencies responsible for criminal justice, health and social services in British Columbia. The goals are to work together on solutions to prevent and reduce crime.

As the Minister responsible for Multiculturalism and Immigration, our key priority over the next three years is WelcomeBC. Our province is a favoured destination for newcomers and our work through WelcomeBC will promote early settlement and welcoming communities with a strong focus on English as a Second Language training. For example, we have placed settlement workers in ten school districts in the Lower Mainland, Abbotsford and Greater Victoria. All English language services for adults are being expanded. Toolkits are being developed to guide ministries in translating public information.

The Ministry is fortunate to have talented and dedicated people working to carry out this ambitious service plan. We appreciate and rely on their energy and commitment, and that of our partners and colleagues to accomplish our goals.

The *Ministry of Attorney General 2008/09–2010/11 Service Plan* was prepared under my direction, in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared. All material fiscal assumptions and policy decisions as of February 15, 2008, have been considered in preparing the plan and I am accountable for achieving the specific objectives in the plan.



Honourable Wally Oppal  
Attorney General and Minister Responsible for Multiculturalism

February 15, 2008

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## Purpose of the Ministry

The Attorney General is the law officer of the Crown and has a legal duty to see that the administration of public affairs is in accordance with the law. As the Minister Responsible for Multiculturalism, the Attorney General leads cross government programs and services to attract, settle and integrate newcomers.

### *Rule of Law*

The rule of law is a fundamental principle in a free and democratic society. It means that only laws properly made or created can affect or limit our freedom. No person is above the law and we are all protected by the law and its process.

The Ministry provides prosecution services and also legal services to government in civil matters. Prosecutions are conducted by Crown counsel who, following a police investigation, independently consider whether there is substantial likelihood of conviction based on the available evidence, and, if so, whether the public interest requires a prosecution. Legal services are given to Cabinet, ministries and certain public agencies. The Attorney General does not provide legal advice to the general public.

We provide and fund justice services that enable disputes to be settled out of court. In consultation with the Legal Services Society, we manage the provincial funding of legal aid. We are also responsible for the Family Maintenance Enforcement Program, which assists in the collection of spousal or child maintenance from spouses who have not honoured their court orders to pay such support payments.

The Ministry leads criminal, civil, family and administrative justice transformation to promote early solutions to problems and faster justice. Our responsibilities also include the province's human rights system and policy support for government's democratic reform priorities.

### *Our Key Priorities*

Justice Transformation — Early Solutions and Faster Justice

WelcomeBC — Early Newcomer Settlement and Welcoming Communities

The Ministry also provides court services, such as facilities, registry services, and security, to British Columbia courts: the British Columbia Court of Appeal (in four locations), the British Columbia Supreme Court (in 26 locations) and the Provincial Court of British Columbia (in 87 locations). Ninety-eight per cent of British Columbians live within one hour of travel time to a court.

Through WelcomeBC the Ministry designs and delivers programs and services, including English language training and settlement services, through third party agencies. The Ministry also funds communities and organizations to promote multiculturalism and prevent racism.

*What we do:*

- Give legal advice to government.
- Represent government before courts and tribunals.
- Prosecute criminal matters.
- Fund Legal Aid and Family Maintenance Enforcement.
- Provide family justice counseling.
- Provide services for the operation of the courts.
- Draft legislation.
- Fund the Human Rights system.
- Administer WelcomeBC.

*What we don't do:*

- Give legal advice to or represent individuals or groups outside government.
- Pay directly for individuals or groups to have legal representation.
- Interfere with decisions of judges, Crown counsel, or administrative tribunals.



## Strategic Context

The Ministry's operations and its ability to achieve its goals are influenced by significant external factors. One important factor is that the Ministry is just one of many participants in the justice system.

### Justice System

Since 2001 the Ministry has led significant justice reform such as small claims reform, the implementation of e-court services, the revitalization of the administrative justice system, and the establishment of the Organized Crime Unit, as well as the Hate Crime Team.

Currently in British Columbia, 86 per cent of criminal cases conclude within 12 months or less. In 81 per cent of family cases the first order is granted in six months or less. Ninety-four per cent of small claims cases reach settlement conference within 12 months or less. However, there are continuing and significant challenges that impact the effectiveness of, and confidence in, the justice system.

- Longer delays, increasing costs and complexities have made civil and family courts less accessible. For example, between 1996 and 2002 civil trial length at the Supreme Court in the Vancouver Law Courts has increased by approximately 100 per cent. Over the same period the number of trials decreased by 50 per cent.
- Many people have difficulty affording litigation, and those who can afford it frequently find that the cost of litigation is disproportionate to the value of the issues involved.
- Procedural complexities in civil and criminal matters have made some cases expensive to defend. This has caused the courts to require that government pay costs in some cases.

Public safety continues to be a high priority for British Columbians. Concerns for safety have resulted in a rise in funding for police and corrections. The increase in police officers coupled with population growth has increased the number of criminal charges recommended by the police by seven per cent. This has increased volume in other areas of the system.

The nature of crime is becoming more complex. Gang violence, organized crime, and technology-based crimes such as child pornography, debit and credit card fraud, and identity theft, which are serious concerns, are more difficult to prosecute. The hardening of the criminal population (longer records, more serious crime and increased incidence of mentally disordered criminals) also adds to prosecution complexity.

The federal government has sole jurisdiction over the *Criminal Code of Canada*, which means that the province can influence, but not determine criminal law reform and must implement or adapt to any new legislation. For example, the proposed federal Tackling Violent Crime Bill would introduce increased mandatory minimum sentences, larger fines and in some cases would change the onus to the accused to avoid dangerous offender designation.

### **Legal Services**

Government's demand for legal services is increasing. Complexity and volume of civil litigation affects government just as it does other parties to litigation. Policy priorities affect requirements for legal advice. For example, the first modern day treaties with First Nations are nearing completion and considerable legal advice is required with respect to negotiation and implementation. The Ministry supports government's key goals and objectives in relation to such matters as health care delivery, climate action, treaty negotiations and the New Relationship with First Nations. All of these matters require legal services to ensure that the government continues to act in accordance with the rule of law.

### **New Relationship**

The government of British Columbia is leading the nation in developing a New Relationship with First Nations and Aboriginal People. Guided by principles of trust, and by recognition and respect of First Nations' rights and title, we are building a stronger and healthier relationship between government and Aboriginal people. The Ministry continues to work with the Ministry of Aboriginal Relations and Reconciliation to review and provide advice on changes to legislation and operational procedures that meet honour of the Crown requirements and respect First Nations rights and title. The honour of the Crown is a principle that presumes the Crown will act honourably in any of its dealings.

### **Newcomers**

As a favoured destination for new immigrants, British Columbia welcomes over 40,000 newcomers each year. Newcomers, including business people, skilled workers, international students, refugees and family members, arrive here from 180 countries. The top source countries for British Columbia are China, India, and the Philippines. While many newcomers arrive ready, willing and able to put their skills to use, others need extra assistance to adapt and thrive in their new surroundings.

*Climate Change*



Government's strong leadership in addressing climate change has a large impact on how the Ministry does its work. As a large ministry that operates courthouses and transports prisoners, the Ministry places a strong priority on reducing its carbon footprint. Government's climate action leadership also introduces new requirements for specialized legal advice.

*Our People*

Our people are our most valuable asset. The Ministry of Attorney General can only accomplish our goals and objectives if we attract, retain and inspire outstanding people. We are committed to a healthy supportive workplace that promotes organizational excellence.



*Fort St. John Courthouse Staff*

# Goals, Objectives, Strategies and Performance Measures

## Goal 1: The best justice system in Canada

*What this means:* The best justice system ensures the operation of the rule of law. It is visible and responsive to British Columbians. Matters can be resolved swiftly and fairly, providing early solutions and faster justice. Court and other decision making processes are fair and effective. The system protects the innocent, pursues the guilty and is sensitive to the needs of victims. The law is relevant to the conditions of our communities. There is respect for the law, people have confidence in the justice system and they feel safe in their communities.



*Vancouver Law Courts*

### *The Justice System in British Columbia*

*The Criminal Justice System* works to stop crime from happening and addresses it quickly when it does occur; it brings offenders to justice with resolutions focused on reducing and tackling the causes of crime. The major components of the criminal justice system are: police, prosecution, legal aid, courts, judiciary, and corrections.

*Both the Civil and Family Justice Systems* touch everyone in the province and help private parties solve legal problems and disputes. This may involve going to court or making use of other dispute resolution processes such as mediation.

*The Civil Justice System* handles issues such as negligence or personal injury, small claims, commercial and corporate disputes, and enforcement of rights.

*The Family Justice System* handles issues such as divorce and matters affecting children.

*Through the Administrative Justice System* British Columbia's Administrative Tribunals help resolve disputes between private parties and also between individuals and government. They may decide matters ranging from individual liberty to property values. They regulate complex economic activities and resolve disputes about public affairs such as the environment and public safety.

### **Objective 1.1: Fair, just, and impartial justice services**

*What this means:* the justice system safeguards the rights of all parties. Criminal prosecutions are fair, just, and impartial. Participants in the civil and family justice systems have equal and adequate opportunities to assert or defend their rights.

#### *Independence of the Justice System*

A free and democratic society based on the rule of law must have a justice system where judges and other participants in the justice system, such as police and Crown counsel, make decisions free of interference or control by others, including government. This independence is central to having a fair system that operates in the public interest.

### **Objective 1.2: Accessible and efficient justice services**

*What this means:* parties can choose from a menu of problem solving alternatives, including trials, that are affordable, understandable and can be tailored to fit the problem and their needs.

### **Objective 1.3: Safe, timely, and reliable justice services**

*What this means:* justice system events take place as scheduled, in a safe environment and matters are resolved quickly.

### **Objective 1.4: Continually improved law and justice processes**

*What this means:* the law is just, principled, understandable and serves the public interest. Law and justice processes keep pace with society.

### **Objective 1.5: Public has knowledge of and understands the justice system**

*What this means:* the public understands the justice system, knows how it works and how to use it.



### **Strategies**

The Ministry's strategic priorities over the next three years to advance these objectives are:

*Justice Transformation* – Transformative change for British Columbia's criminal, civil and family justice systems.

## Civil and Family Justice Systems

- *Justice Access Centres* – Front end, accessible justice information and service ‘hubs’ will provide people with assessment, information, advice, referral and other services they require to help solve their civil and family legal problems. The new Nanaimo Family Justice Services Centre will be expanded to include civil justice services in Spring 2008. A second Justice Access Centre is scheduled to open in Vancouver later in 2008.



*Nanaimo Family Justice Services Centre Opening*

- *Streamlining Small Claims Court Proceedings* – A simplified trial process before a Justice of the Peace for claims under \$5,000 is being tested in Robson Square and Richmond. At Robson Square, a summary trial process before a Provincial Court judge for simple debt claims of any value, mandatory mediation for claims between \$5,000 and \$25,000, and a night court for simplified trials are also being tested.
- *Civil and Family Law Reform* – Simplify, modernize, and update the law, including a multi-year review of the *Family Relations Act* and an ongoing review of civil law, including Succession Law.
- *Court Rule Reform*
  - *Supreme Court Family Rules* – Reform Family Court process by creating a new set of simplified and streamlined Supreme Court Rules that are harmonized, to the greatest extent possible, with Provincial Court Rules.
  - *Supreme Court Civil Rules* – Implement new principles for managing cases, new processes such as the Case Planning Conference, and new approaches to streamlining litigation practice.

## Criminal Justice System

- *Community Court* – Integrated justice, health, and social services to address crime in Vancouver’s downtown core. The community court will bring into one place prosecution, defence, corrections, victims services, health, housing and social services agencies to hold offenders accountable in a more timely way, and also to help them break their cycle of crime. The court will try to keep offenders safely in the community and provide the services they need to treat the issues (such as homelessness, addictions and mental illness) that drive their criminal activities.

- *Prolific Offender Management* – Agencies<sup>1</sup> will co-ordinate at the local level to hold prolific offenders accountable through swift and certain consequences while providing them with social, mental health and addiction services to address issues that contribute to their criminal behaviour. The project will be launched in five pilot communities in the Spring of 2008.
- *Bail Reform* – Increase efficiency and effectiveness of bail processes. Successful reform will mean fewer delays in matters proceeding to trial, earlier releases where appropriate, reduced transport of accused, reduced incidents in which the accused are released away from their home community and fewer interruptions to scheduled court events.
- *Provincial Community Safety Steering Committee* – Establish provincial crime prevention and reduction strategies. The strategies will be based on the principles of collaboration and integration, and common priorities across the justice, health, and social sectors. The Committee represents agencies responsible for criminal justice, health and social service operations in British Columbia.
- *Federal Criminal Justice Reform Advocacy* – Focused and effective advocacy to achieve criminal justice reforms and an improved criminal justice system to meet the needs of British Columbians.
  - *National Chronic Offender Initiative* – Leading the development of the national initiative that will link projects across Canada, to promote community projects that integrate key principles for chronic offenders and evaluate the effectiveness of these principles in reducing offending and increasing public confidence in the justice system.
  - *Missing Women* – Leading the analysis of a national review of factors contributing to victimization of women who are vulnerable to serial predators, and develop recommendations to control the predators, reduce the risk to women, and increase the functional capacity of communities to partner in these strategies.
  - *Drug Facilitated Sexual Assaults* – Leading a national review of strategies to address the use of synthetic drugs such as GHB to facilitate sexual assaults.
  - *Cyber-crime* – Leading a national review to update the *Criminal Code of Canada* so that it addresses new technologies and new offences (such as Internet luring) that emerge from the criminal use of these technologies.
  - *Restorative Justice* – Determining opportunities to integrate restorative justice principles into existing criminal justice responses, with a view toward ensuring offender accountability, victim satisfaction and community participation in addressing local crime problems.

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<sup>1</sup> Ministries of Attorney General, Public Safety and Solicitor General, Employment and Income Assistance, Children and Family Development, Health and BC Housing, RCMP, municipal police, health authorities, federal corrections and other related agencies.

## Performance Measure 1: Public confidence in the justice system

Performance Measure	2006/07 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Percentage of British Columbians who have a great deal or quite a lot of confidence in the justice system.	46.5%	47%	49%	51%	53%

**Data Source:** BC Omnibus Survey conducted by BC Statistics from September 2006 through February 2007.

**Note:** Previously, the data source for this baseline was the Statistics Canada 2003 General Social Survey on Social Engagement (Cycle 17).

### Discussion

Public confidence in the justice system is a key indicator of an effective justice system. This performance measure is also being used by the Ministry of Public Safety and Solicitor General.

The forecast and targets are based on the averaged (rounded) public confidence results from the 2006/07 monthly BC Omnibus Survey conducted by BC Statistics. The margin of error is +/-1.82 per cent. The BC Omnibus Survey uses a subset of the survey questions from the Statistics Canada 2003 General Social Survey on Social Engagement (Cycle 17). This survey measures confidence in public institutions and is conducted roughly every five years.

## Performance Measure 2: Public perceptions of the criminal justice system

Performance Measures	2006/07 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Percentage of British Columbians 15 years and older who perceive that the criminal courts do a good job of:					
Providing justice quickly	13%	15%	17%	19%	21%
Helping the victim	13%	15%	17%	19%	21%
Determining whether or not the accused is guilty	28%	30%	32%	34%	36%
Ensuring a fair trial for the accused	52%	54%	56%	58%	60%

**Data Source:** BC Omnibus Survey conducted by BC Statistics from September 2006 through February 2007.

**Note:** Previously, the data source for the baseline was the Statistics Canada 2004 General Social Survey on Victimization (Cycle 18).



## Discussion

Public perceptions of specific functions of the criminal courts are indicators of an effective criminal justice system and may contribute to understanding the sources of public confidence in the criminal justice system.

The forecast and targets are based on the averaged (rounded) public confidence results from the 2006/07 monthly BC Omnibus Survey conducted by BC Statistics. The margin of error is +/-1.48 per cent. The BC Omnibus Survey uses a subset of the survey questions from the Statistics Canada 2004 General Social Survey on Victimization (Cycle 18). This survey is used by Statistics Canada to examine public perceptions of the criminal courts across all provinces and is conducted roughly every five years.

This measure reports the percentage of respondents who believe that the criminal courts are doing a good job in these specific functions. However, close to 60 per cent of respondents perceive the criminal courts are doing an average or good job providing justice quickly and helping the victim. Approximately 80 per cent of respondents perceive that the criminal courts are doing an average or good job determining whether the accused is guilty and 92 per cent perceive the criminal courts are doing an average or good job of ensuring a fair trial for the accused.

## Performance Measure 3: Perceptions of the civil and family justice systems

Performance Measures	2007/08 Baseline	2008/09 Target	2009/10 Target	2010/11 Target
Percentage of British Columbians 15 years and older who perceive that the civil and family justice system does a good job of:				
Providing justice quickly	10%	12%	14%	16%
Helping parties solve their problems	16%	18%	20%	22%
Determining the appropriate outcomes of disputes	16%	18%	20%	22%
Ensuring a fair process for all parties	23%	25%	27%	29%
Ensuring access to justice for all parties	24%	26%	28%	30%

**Data Source:** BC Omnibus Survey conducted by BC Statistics. This survey was conducted for the months of October 2007 and December 2007.

## Discussion

Public perceptions of specific functions of the civil and family justice system are indicators of an effective justice system and may contribute to understanding the sources of public confidence in the civil and family justice system.

This measure reports the percentage of respondents who believe that the civil and family justice systems are doing a good job in these specific functions. However, approximately two thirds of British Columbians perceive that the civil and family justice systems are doing an average or good job of performing these functions.

The average margin of error is +/-2.79 per cent, and there are three times as many ‘don’t know’ responses as in the criminal justice survey (measure 2). The higher margin of error is due to the number of ‘don’t know’ responses and a smaller sample. The high number of ‘don’t know’ responses provides valuable information that may help guide Ministry priorities and will continue to be monitored.

This broader measure replaces client satisfaction with mediation as a performance measure for the civil and family justice system.

#### Performance Measure 4: Timeliness of criminal case conclusion

Performance Measure	2006/07 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Median time to conclude provincial criminal cases.	82 days	81 days	80 days	79 days	78 days

**Data Source:** Court Services Branch criminal MIS system (CORIN). This data is from April 1, 2006 to March 31, 2007.

#### Discussion

Timeliness in reaching case conclusion is an indicator of an effective criminal justice system and may contribute to public confidence in the justice system. This measure includes all criminal adult and youth provincial court cases completed in fiscal 2006/07 and reports on the median time it takes from the date information is sworn to the conclusion date.

Previously this measure reported the mean time to conclusion; however, this can be skewed by a small percentage of anomalous cases. The median is less sensitive to extreme values and therefore more accurately reflects overall timeliness. In 2006/07, 70 per cent of all cases were concluded within six months and 86 per cent were concluded within 12 months.

## Performance Measure 5: Civil and family timeliness

Performance Measures	2006/07 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Median time to settlement conference for Small Claims Cases in Provincial Court.	153 days	151 days	149 days	148 days	147 days
Median time to trial for Civil Small Claims in Provincial Court.	296 days	293 days	290 days	287 days	284 days
Median time for Family Cases to reach first order.	90 days	89 days	88 days	87 days	86 days

**Data Source:** CEIS (Courts Electronic Information System). This data from April 1, 2006 to March 31, 2007.

### Discussion

Timeliness in small claims and family cases is an indicator of an effective civil and family justice system and may contribute to public confidence in the justice system. Small claims are cases valued at \$25,000 or less.

#### Median Time to Settlement Conference:

This measure reports the median time between opening a case and the first settlement conference for small claims in Provincial Court.

Previously this measure reported the mean number of days to settlement conference; however, this can be skewed by a small percentage of anomalous cases. The median is less sensitive to extreme values, and therefore more accurately reflects overall timeliness. In 2006/07, two-thirds of small claims cases reached settlement conference within six months.

#### Median Time to Trial:

This measure reports the median time it takes small claims cases to reach the trial stage in Provincial Court.

Previously this measure reported the mean number of days to trial and now uses the median as the mean can be skewed by a small percentage of anomalous cases. The median is less sensitive to extreme values, and therefore more accurately reflects overall timeliness. In 2006/07, 14 per cent of small claims trials were held within six months and 67 per cent were held within 12 months.

#### Family Cases to First Order:

This measure reports the median time between the filing of an Application to Obtain an Order (or Application to Change/Cancel an Order) and the date the first corresponding order is granted.

This replaces a measure for family hearings that reported the average time between the date the initiating document was filed and the appearance date when the first order was made. By focusing on substantive applications and not limiting the data to case initiating documents, the new measure more accurately reflects court timeliness. In 2006/07, 81 per cent of family matters were granted an order within six months and 95 per cent were granted an order within 12 months.

## **Goal 2: Excellent legal services to government**

*What this means:* Government receives high quality legal advice and representation that advance government's goals and priorities. British Columbia legislation is clear and drafted in understandable language. Government understands, anticipates and manages legal matters in the public interest. Public affairs are administered lawfully.

### **Objective 2.1: Timely, relevant and innovative legal advice**

*What this means:* Government understands its rights and responsibilities as they relate to specific issues or law. Government receives legal representation before courts and tribunals that ensure the administration of public affairs is in accordance with the law. The public interest is upheld and government objectives are accomplished within the law.



*Legal Services Branch lawyers*

## Strategies

A key strategic priority in providing legal services to the government is:

*Climate Action Legal Team* – establish a center of excellence in climate change law, a newly emerging area of specialized inter-disciplinary law. The Team will increase environmental law expertise across existing practice groups and provide strategic legal expertise to support government’s climate change initiative.

## Goal 3: The best place for newcomers



*What this means:* Newcomers have the services and supports they need to gain social and labour market skills to contribute, reach their full potential and understand and practice Canadian values related to multiculturalism and human rights. WelcomeBC means communities in British Columbia are welcoming and support the arrival, adaptation, and integration of newcomers, are accepting of cultural diversity, and help newcomers to fully participate and integrate into daily life.

### Objective 3.1: Newcomers are settled in their communities

*What this means:* Newcomers have the information they need about English language courses, employment, schools, health care, housing, recreation, and other services to allow them to participate in their communities.

### Objective 3.2: Newcomers are able to use English in their daily lives

*What this means:* English classes provide newcomers with the language skills they need to move forward in their careers and become a part of their new communities.

### Objective 3.3: Communities welcome and support newcomers, accept cultural diversity, and address racism

*What this means:* Communities support the arrival, adaptation and integration of newcomers and have the tools they need to prevent and respond to racism.

## Strategies

The Ministry's strategic priority over the next three years to advance these objectives is:

*WelcomeBC* – a comprehensive approach to enhance settlement and integration services to help newcomers better adapt to life in their new communities and assist communities to be more welcoming to newcomers.

- Ensure government economic and social development initiatives incorporate the opportunities and challenges of immigration and multiculturalism.
- Reinforce and revitalize government's anti-racism programs.
- Deliver English Language Services for Adults more broadly by working cross ministry, using alternative service delivery models, and exploring options for distance education.
- Develop English Language Services for Adults that will respond specifically to the labour market needs of immigrants.
- Develop, in partnership with the Ministry of Labour and Citizen's Services, through the Citizen-Centered Service Delivery for British Columbians strategy, a corporate approach to enhancing multilingual access to British Columbia Government information and services.
- Through the ActNow initiative, provide leadership in coordinating community partnerships and developing promotional materials that will help create lifelong habits for better health outcomes with British Columbia's multicultural and immigrant communities.



*ESL Class*

## Performance Measure 6: Reported ability to use English

Performance Measure	2005/06 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Percentage of recent immigrants in language training who report greater ability to use English.	76%	78%	80%	82%	84%

**Data Source:** Data source is the 2005 BCSAP Outcomes and Client Satisfaction Survey – Stream 3, Synovate Ltd., December 2005. The survey has a 95 per cent confidence level that results are accurate within +/-3.0 per cent.

### Discussion

The ability to speak, read and write the language(s) of the adopted country assists settlement and allows new immigrants to access the amenities and services that are available in the communities where they reside. Facility in the English language can also help immigrants make the best use of education and employment opportunities. This baseline is based on a survey conducted by a private survey company over two consecutive years.

## Performance Measure 7: Relevance of settlement information

Performance Measure	2005/06 Baseline	2007/08 Forecast	2008/09 Target	2009/10 Target	2010/11 Target
Percentage of surveyed clients who reported receiving information relevant to their settlement needs.	80%	82%	84%	86%	88%

**Data Source:** Data sources are biennial BCSAP Outcomes and Client Surveys, designed and administered by Synovate Ltd. The sample selection process is not randomized. There is a possibility of participant selection bias. The surveys have a 95% confidence level that results are accurate within +/-2.0 per cent.

### Discussion

Enabling settlement supports immigrants and refugees in realizing their full potential and has direct benefits to local communities. Information and support services assist immigrants and refugees to establish themselves in their new communities, to gain social connections, to gain a better understanding of Canadian systems and culture, to provide support through the adjustment process and to find employment. The baseline is based on a survey conducted by a private survey company over two consecutive years. This measure replaces the number of communities that have participated in the Critical Incident Response Model used as a performance measure in previous service plans.

# Resource Summary

## Resource Summary Table

Core Business Area	2007/08 Restated Estimates <sup>1</sup>	2008/09 Estimates	2009/10 Plan	2010/11 Plan
<b>Operating Expense (\$000's)</b>				
Justice Transformation .....	5,148	8,274	9,439	4,430
Justice Services .....	99,917	101,335	102,235	102,298
Prosecution Services .....	99,737	107,977	111,865	115,521
Court Services .....	137,164	144,900	145,600	145,701
Legal Services .....	17,410	19,233	20,001	20,759
Multiculturalism and Immigration .....	9,359	9,746	8,262	8,262
Executive and Support Services .....	57,580	60,440	61,748	61,754
Judiciary .....	62,777	68,135	69,786	71,092
<i>Crown Proceeding Act</i> .....	27,500	24,500	24,500	24,500
BC Utilities Commission .....	1	1	1	1
Special Account (Public Guardian and Trustee) .....	10,453	10,453	10,453	10,453
<b>TOTAL .....</b>	<b>527,046</b>	<b>554,994</b>	<b>563,890</b>	<b>564,771</b>
<b>Full Time Equivalent (Direct FTEs)</b>				
Justice Transformation .....	36	56	53	19
Justice Services .....	177	177	177	177
Prosecution Services .....	767	767	767	767
Court Services .....	1,297	1,300	1,301	1,300
Legal Services .....	380	424	424	424
Multiculturalism and Immigration .....	42	52	52	52
Executive and Support Services .....	242	247	246	255
Judiciary .....	389	389	389	389
<i>Crown Proceeding Act</i> .....	—	—	—	—
BC Utilities Commission .....	28	28	28	28
Special Account (Public Guardian and Trustee) .....	224	234	234	234
<b>TOTAL .....</b>	<b>3,582</b>	<b>3,674</b>	<b>3,671</b>	<b>3,645</b>



Ministry of Attorney General

Core Business Area	2007/08 Restated Estimates <sup>1</sup>	2008/09 Estimates	2009/10 Plan	2010/11 Plan
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000's)</b>				
Justice Transformation .....	—	—	—	—
Justice Services .....	680	300	300	300
Prosecution Services .....	730	300	300	300
Court Services .....	4,588	5,129	5,129	5,129
Legal Services .....	298	150	150	150
Multiculturalism and Immigration .....	1,015	500	500	500
Executive and Support Services .....	815	900	900	900
Judiciary .....	831	750	750	750
<i>Crown Proceeding Act</i> .....	—	—	—	—
BC Utilities Commission .....	12	12	12	12
Special Account (Public Guardian and Trustee) .....	1,024	500	500	500
<b>TOTAL .....</b>	<b>9,993</b>	<b>8,541</b>	<b>8,541</b>	<b>8,541</b>
<b>Other Financial Transactions (\$000's)</b>				
Executive and Support Services - Interest on Trusts and Deposits .....				
Receipts .....	(1,390)	(1,806)	(1,906)	(2,013)
Disbursements .....	1,390	1,806	1,906	2,013
<b>Net Cash Source (Requirements) .....</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<sup>1</sup> Amounts have been restated, for comparative purposes only, to be consistent with Schedule A of the 2008/09 Estimates.

# Ministry Contact Information

For more information on the British Columbia Ministry of Attorney General and Minister Responsible for Multiculturalism visit our website at: [www.gov.bc.ca/ag](http://www.gov.bc.ca/ag)

Call or write the: Ministry of Attorney General Communications Branch

PO Box 9206 Stn Prov Govt  
Victoria BC V8W 9J1  
250 387-4090

**Call the following headquarters numbers:**

Court Services Branch .....	250 356-1550
Deputy Attorney General .....	250 356-0149
Family Justice Information Line .....	1 888 216-2211
Multicultural and Immigration Branch .....	250 356-8481

For other contact information, please call Enquiry BC at:  
387-6121 in Victoria or  
Toll-Free at 1 800 663-7867

# Hyperlinks to Additional Information

Ministry of the Attorney General Legislation:

[www.ag.gov.bc.ca/legislation/AG-legislation.htm](http://www.ag.gov.bc.ca/legislation/AG-legislation.htm)

Crowns, Agencies, Boards and Commissions:

[www.ag.gov.bc.ca/abc](http://www.ag.gov.bc.ca/abc)

