



**BRITISH
COLUMBIA**

The Best Place on Earth

SHAREHOLDER'S LETTER OF EXPECTATIONS

BETWEEN

**THE ATTORNEY GENERAL
(AS REPRESENTATIVE OF THE SHAREHOLDER,
THE GOVERNMENT OF BRITISH COLUMBIA)**

AND

**THE CHAIR OF THE BOARD OF DIRECTORS, LEGAL SERVICES
SOCIETY
(AS REPRESENTATIVE OF THE CORPORATION)**

FOR 2011/12

PURPOSE

This Letter of Expectations between the Shareholder and Corporation is an agreement on their respective roles, responsibilities and on corporate mandate including high level strategic priorities, public policy issues and performance expectations as documented in the Shareholder's Expectations Manual for British Columbia Crown Agencies¹. The Letter is the basis for the development of the Corporation's Service Plans and Annual Service Plan Reports, and is reviewed and updated annually. The Letter does not create

¹ The Province of British Columbia's Crown Agency Accountability System (<http://www.gov.bc.ca/caro/publications/index.html>) establishes guiding principles for the governance of Crown corporations. The Shareholder's Expectations Manual identifies roles and responsibilities for the Shareholder and Crown corporations, and provides for a Shareholder's Letter of Expectations (Letter) to be jointly developed.

any legal or binding obligations on the parties and is intended to promote a co-operative working relationship.

CORPORATION ACCOUNTABILITIES

Government has provided the following mandate direction to the Legal Services Society:

(a) The Society's objects are to :

- i. assist individuals to resolve their legal problems and facilitate their access to justice;
- ii. establish and administer an effective and efficient system for providing legal aid to individuals in British Columbia; and
- iii. provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.

(b) The Society's guiding principles are to:

- i. give priority to identifying and assessing the legal needs of low income individuals in British Columbia;
- ii. consider the perspectives of both justice system service providers and the general public;
- iii. coordinate legal aid with other aspects of the justice system and with community services; and
- iv. be flexible and innovative in the manner in which it carries out its objects.

To achieve this mandate direction, and in response to the Shareholder's general direction, frameworks and principles, the Corporation will:

- ensure that the Corporation's priorities reflect government's goals of building a strong economy; job creation; infrastructure and private sector investment; First Nations reconciliation; and climate action initiatives;
- conduct its affairs to achieve its mandate and the performance expectations of the Shareholder, with the principles of integrity, efficiency, effectiveness, and customer service;
- display annual *Financial Information Act* – Statement of Financial Information and Executive Compensation Disclosure Schedules, a Remuneration for Appointees to Crown Agency Boards Schedule and Corporate Governance Disclosure in an easily accessible website location; and
- inform the Shareholder immediately if the Corporation is unable to meet the performance and financial targets identified in its Service Plan.

The Shareholder also sets broad policy direction to ensure the Corporation's operation and performance is consistent with government's strategic priorities and Fiscal Plan; as such the Corporation will:

- comply with the Shareholder's requirements to be carbon neutral under the *Greenhouse Gas Reduction Targets Act*, including: accurately defining, measuring, reporting on and verifying the greenhouse gas emissions from the Corporation's operations; implementing aggressive measures to reduce those emissions and reporting on these reduction measures and reduction plans; and offsetting any remaining emissions through investments in the Pacific Carbon Trust, which will invest in greenhouse gas reduction projects outside of the Corporation's scope of operations;
- ensure the Shareholder is advised in advance of the release of any information requests by the Corporation under the *Freedom of Information and Protection of Privacy Act*;
- ensure any debit/credit card payment services provided to the public are in compliance with the international Payment Card Industry (PCI) Data Security Standards;
- for Corporations subject to the *Public Sector Employers Act*, ensure the Corporation's membership in the Crown Corporation Employers' Association is in good standing;
- annually assess the Board appointment process to ensure that succession results in a balance of renewal and continuity of Board membership, and provide the results of this assessment to the Shareholder for consideration;
- ensure that Board appointments to Crown corporation subsidiaries comply with Board Resourcing and Development Office's Best Practice Guidelines and are approved by Cabinet; and
- comply with government's requirement that lobbyists not be engaged to act on behalf of the Corporation in its dealings with government.

In addition, the Shareholder directs the Corporation to take the following specific actions:

1. Establish a working group to meet on a monthly basis, as required;

(a) comprised of:

- i. Executive Director, Criminal Justice and Legal Access Policy Division, Ministry of Attorney General or such other designate as may be assigned by the Assistant Deputy Minister, Justice Services Branch, and
- ii. Director, Strategic Planning, Policy and Human Resources, Legal Services Society, or such other designate as may be assigned by the Executive Director, Legal Services Society, and
- iii. other staff of the Shareholder and/or the Corporation, as occasion may require and the two Directors approve;

(b) to meet periodically, on a continuous basis, to consider,

- i. the budget development cycle;

- ii. the financial position of the Corporation;
 - iii. the establishment of strategic priorities for the Corporation in alignment with the Shareholder's strategic priorities, policy objectives and fiscal plan;
 - iv. issues relating to the Corporation's objects that might affect the Shareholder's responsibility for legal aid and access to justice; and
 - v. coordination of policy and program development, and such other issues as may arise.
2. Share information and consult with the Shareholder to support policy, planning and program coordination, by:
- i. ensuring that legal aid service delivery aligns to the Shareholder's strategic priorities, policy objectives and fiscal plan;
 - ii. collaborating with the Shareholder on matters and issues outside the scope of core services, such as large cases;
 - iii. collaborating with the Shareholder to develop a workable definition of "low income individuals", as used in the *Act*;
 - iv. promoting early, collaborative dispute resolution in child protection cases and family law cases;
 - v. liaising with the Shareholder in relation to each area of law;
 - vi. participating in the coordination of services among the Corporation, Shareholder, and other justice system service providers to achieve efficiencies in the delivery of legal aid services;
 - vii. communicating direction from the Shareholder to the Corporation's Board of Directors, including Cabinet mandate, commitments, performance expectations and ongoing policy direction; and
 - viii. fostering an effective working relationship with the Corporation's Board chairs and senior management, including regular communication and informing chairs of government direction, policy directions or information requirements that may materially impact operations;

SHAREHOLDER'S RESPONSIBILITIES

The Shareholder is responsible for the legislative, regulatory and public policy framework in which Crown corporations operate. In order to meet these responsibilities and support achievement of government's performance expectations, the Shareholder will:

- issue performance management guidelines, including guidelines for Service Plans and Annual Service Plan Reports (<http://www.gov.bc.ca/caro/publications/index.html>);
- review and provide feedback and final approval of the Corporation's Service Plans and Annual Service Plan Reports; and
- advise the Corporation of government's strategic priorities, decisions and public policy and any performance objectives and expectations that may impact the corporation.

The Shareholder has developed policies for Ministries and Crown corporations for Capital Asset Management (<http://www.fin.gov.bc.ca/tbs/camf.htm>) and Remuneration Guidelines for Appointees to Crown Agency Boards (<http://www.gov.bc.ca/caro/publications/index.html>). The Shareholder has also issued the Best Practice Guidelines – BC Governance and Disclosure Guidelines for Governing Boards of Public Sector Organizations (<http://www.lcs.gov.bc.ca/brdo/governance/index.asp>). During the term of this Letter, the Shareholder may provide additional policy direction to the Crown agency sector, and will communicate such direction to the Corporation as decisions are made.

The Shareholder will also, on a continuing basis, monitor the achievement of the goals, objectives, performance and financial targets and risk assessments identified in the Corporation's Service Plan.

Specific to the Corporation, the Shareholder:

- approves the Corporation's mandate to deliver legal aid under the *Legal Services Society Act*; and
- agrees to consult with the Corporation on matters relating to legal aid, including changes in applicable law and policy that affect the Corporation's mandate under the *LSSA*.
- agrees to acknowledge the Corporation as a key partner in the justice system and consider the advice of the corporation regarding legal aid matters.

AREAS OF SHARED ACCOUNTABILITY:

Reporting

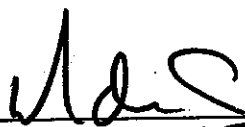
The Shareholder and the Corporation are committed to transparency and accountability to the public. The Shareholder has put in place a public reporting structure which is set out in the *Budget Transparency and Accountability Act*, the *Financial Administration Act*, and the *Financial Information Act* and has provided the Corporation with an Information Requirements and Events Calendar which sets out financial and performance reporting requirements (<http://www.gov.bc.ca/caro/publications/index.html>). The Corporation agrees that it will meet these financial and performance reporting requirements. If government determines that changes to the reporting requirements are necessary, the Shareholder will communicate these to the Corporation.

The parties agree that, as a matter of course, each will advise the other in a timely manner of any issues that may materially impact the business of the Corporation and/or the interests of the Shareholder, including information on any risks to achieving financial forecasts and performance targets.

It is agreed that the Corporation will post the most recent signed copy of the Shareholder's Letter of Expectations on its website. Crown Agencies Resource Office will also post a signed copy of the Letter on its website.

Review and Revision of this Letter


The Attorney General is accountable for undertaking reviews of this Letter and monitoring its implementation. The Crown Agencies Resource Office is responsible for co-ordinating the overall process for preparing Letters of Expectation, and may assist the Minister in undertaking reviews of this Letter and monitoring its implementation. If deemed necessary by either party, the Shareholder and the Corporation will discuss any issues and may agree to amend this Letter on a more frequent than annual basis.



Honourable Michael de Jong, Q.C.
Attorney General, Solicitor General and
Government House Leader

Date

June 2010



D. Mayland McKimm, Q.C.
Chair of the Board of Directors,
Legal Services Society

Date

March 2 2011

cc. Honourable Gordon Campbell
Premier

Allan Seckel
Deputy Minister to the Premier and Cabinet Secretary

Graham Whitmarsh
Deputy Minister and Secretary to Treasury Board
Ministry of Finance

David Loukidelis
Deputy Attorney General
Ministry of Attorney General

Mark Benton, Q.C.
Executive Director
Legal Services Society

Marie Ty
Executive Director
Crown Agencies Resource Office

