

## SUMMARY

Dec. 2010

### **REVIEW OF THE COURT SERVICES BRANCH INTERPRETATION SERVICES**

Internal Audit and Advisory Services conducted an assessment of the Court Services Branch, Ministry of Attorney General, responsibilities, processes, and performance in providing spoken and visual language interpretation services. The review excluded an assessment of the quality of interpretation services provided by contractors.

The Court Services Branch provides registry and trial support for the Provincial Court, Supreme Court, and Court of Appeal. As part of this support, they provide spoken and visual interpreters, which include sign language interpreters and real-time captioners, for every type of court proceeding in British Columbia under Section 14 of the Canadian Charter of Rights and Freedom. As of August 1, 2008, the branch had 219 contracts to provide either visual or spoken language interpretation in approximately 50 different languages.

Overall, the branch's established processes and outlined responsibilities facilitate proficient delivery of interpretation services; however, the review identified opportunities to further improve the delivery of these services by better defining staff duties, revising key manuals and documents, and ensuring consistent application of internal processes.

Services delivery has been recognized by the branch as important, and they are taking steps to streamline the process to enhance operational efficiency and effectiveness. As part of the review, the Court Services Branch requested that the review identify different service delivery models that would mitigate some of the concerns they faced. The review presented three options requiring different combinations of resources and that addressed some of the challenges relating to the labour intensive processes of contracting, scheduling, and paying interpreters. However, further stakeholder consultation and cost/benefit analysis needed to be conducted by the Court Services Branch before any informed decisions are made.

The ministry has implemented many of the recommendations included in the report related to improving their policy manual, contract management, application processing and staff duties. They are working on implementing the remaining recommendations contained in the report.

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