

The external review of the performance of PEO as a professional regulator

PEO has commissioned an experienced team of organisational reviewers to assess the performance of PEO against its statutory mandate and legislative requirements, its internal policies and the Standards of Good Regulation.

The review

The review will last four months at the end of which a report will be submitted to PEO's Board. The purpose of the report is to assist PEO in evaluating its own performance against its mandate and its internal policies and procedures. The report will not criticise any staff member or volunteer or make judgements on individual conduct or competence.

The assessment of the performance of PEO will be based on an understanding of the statutory framework in which PEO operates, PEO's internal policies and procedures, the operation of its standard setting for engineers, its licensing and registration processes, its handling of and response to complaints by the Complaints and Discipline Committees, plus the work of the enforcement function. The Standards of Good Regulation were developed in 2007 by the Professional Standards Authority in the UK. They focus on core regulatory functions and on outcomes. They have been revised and improved over the last decade and adapted with the assistance of regulators in seven different jurisdictions around the world. They cover, where appropriate, professional standard setting and ethics, academic and experience requirements, registration and licensing, complaints, discipline, compliance and enforcement. The Standards of Good Regulation used in this review have been agreed with PEO.

The review team will read PEO papers, minutes and publications. They will observe meetings of PEO committees, interview board and committee members, meet with and interview members of staff, receive and consider third party information. An audit of a small sample of complaints will also be undertaken.

The review will take about four months, having begun in December 2018. Most of the reading and analysis can be done on-line but Deanna Williams and Harry Cayton will be visiting PEO from 31 January to 8th February. Deanna will be the continuing point of contact in Ontario.

The reviewers

Harry Cayton, CBE BA BPhil DipAnth FFPH

Harry Cayton was chief executive of the Professional Standards Authority in the UK from 2007 to 2018. From October 2018 he will become International Advisor to the Authority. He has written extensively about professional regulation and created the approach to regulatory decision-making, Right-touch regulation, which has been adopted by regulators around the world. Harry is experienced in reviews and inquiries and has worked with regulators in the UK, Ireland, Canada, Australia and New Zealand. He has advised governments on regulatory issues in Hong Kong, Australia, Ontario and British Columbia as well as the UK.

Last year Harry oversaw a review of the Engineers and Geoscientists of BC, and a special inquiry into the Nursing and Midwifery Council in the UK. He has recently completed a Statutory Inquiry into the College of Dental Surgeons of BC at the request of the BC Health Minister.

Deanna L Williams, BScPhm RPh CAE CDir

Deanna's breadth of experience includes senior policy work within the Ontario government's Ministry of Health and leadership roles with several regulatory authorities in Ontario. She was the Registrar/CEO of the Ontario College of Pharmacists from 2000-2011. In 2012, she was appointed by Ontario's Minister of Health and Long Term Care, as Supervisor to the College of Denturists of Ontario, a post she held until late 2013 when the College's self-regulatory authority was restored. Deanna served as Risk Officer for the Retirement Homes Regulatory Authority in Toronto, from 2014-18 and most recently, was appointed Expert Technical Advisor to Ontario's Minister of Health and Long Term Care in 2017, providing advice regarding identified best regulatory practices across professions and international jurisdictions.

Since 2011, Deanna Williams has provided consulting services in many areas related to professional and occupational regulation in Canada, the USA and abroad. Deanna has provided training and advice in regulatory governance, accountability and evaluation to regulators, and has led several external and independent reviews related to regulatory performance and effectiveness; legislation and compliance; governance and risk.

Kate Webb, BA MA

Kate Webb is a regulatory policy specialist who has worked across the UK health, legal services and energy sectors. With a background in consumer and patient advocacy, she has over 10 years' experience of oversight regulation. At the Professional Standards Authority she helped develop Right-touch regulation with Harry Cayton, and delivered thematic policy reviews across a wide range of topics, including of governance, cost effectiveness, and fitness to practise. While at the Authority, Kate also advised UK government health departments and the UK parliamentary health committee on the performance of the professional regulators, and on proposals for policy and legislative reform. As a member of the senior leadership team at the Legal Services Board she led the 2017 investigation into the independence of the Solicitors Regulation Authority, and worked with UK government officials on developments to Better Regulation policy. Kate has also worked on consumer energy policy at Ofgem (the regulator of gas and electricity markets).