

OUR STATUTORY RESPONSIBILITIES

- 1. Promote and support local people to be able to get involved in deciding what services should be paid for, where, when and we have to help local people examine the services for themselves**
- 2. Help local people check the standard of care on offer and whether the services can and should be improved**
- 3. Meet with local people and groups to gather information on their experiences of local care services and make your information known to the people who run, pay for and check these services**
- 4. Make reports about how local care services can and should be improved**
- 5. Provide advice and information about how to access local care services so people can make their own choices**
- 6. Express the views of local people to Healthwatch England**
- 7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews and investigations when there may be concerns about a service. We also request that Healthwatch England publish reports about particular issues, to raise awareness nationally**
- 8. Provide Healthwatch England with the information and understanding it needs to perform effectively**