

## WHO WE ARE

Healthwatch Hackney (HWH) is the independent champion for people who use health and social care in the London Borough of Hackney. HWH is a Community Interest Company (CIC), set up as part of the Health and Social Care Act 2012, which placed a requirement on the Local Authority to have an independent Healthwatch. HWH is a member of the Health and Well-Being Board.

HWH has an unpaid Chair and non-executive Directors (Board Members), employs an Executive Director and full time and part time staff and is supported by active volunteers.

## STATUTORY DUTIES: AIMS AND OBJECTIVES

HWH must undertake the following core activities:

- Promote and support involvement of local people in the commissioning, provision and scrutiny of all local health and care services.
- Enable local people to monitor the quality of all local health and care services and recommend whether and how they could be improved;
- Obtain local people's views on their experience of using local health and care services, advise on gaps in provision highlighted by patients, enter local health and social care premises and, importantly, make people's views known;
- Produce reports and recommendations about how all local care services could be improved and direct these reports to commissioners and providers of health and care services, agencies responsible for scrutinising local services and Healthwatch England;
- Provide advice and information on how access to all local health care services so people can make informed choices about managing their health and care needs
- Formulate views on the standard of provision and on whether and how provision can and ought to be improved; and sharing these views with Healthwatch England;
- Making recommendations to Healthwatch England and advise the Care Quality Commission on conducting special reviews or investigations (or, where the circumstances justify doing so, making such recommendations directly to the CQC); and to make recommendations to Healthwatch England to publish reports on particular issues;
- Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.