

## What do you get in return?

- Training to deliver the role
- Skills & experience that could provide a stepping stone to other things
- A reference
- Payment for your time
- Support to deliver the UFM member role

*"UFM isn't just any old survey team. As a member I work on the whole process of interviewing from beginning to end. I help to decide what area of services to examine, design the questionnaire, interview the people, make recommendations on the report and feed it back to commissioners and managers. For me, this is what makes it such a satisfying job to do."*

*(UFM member)*

If you are interested in getting involved, please contact Bonnie Studd on 0208 969 3000 (Mon-Thurs) or email Bonnie on: [bonnie@advocacyproject.org.uk](mailto:bonnie@advocacyproject.org.uk)



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## USER FOCUSED MONITORING

Helping to make  
mental health services  
better for people in  
Kensington & Chelsea  
and Westminster

**Would you like to  
join the UFM team?**



## What is UFM?

User Focused Monitoring (UFM) are a team of experts by experience that evaluate local mental health services and recommend positive changes to decision makers, based on the views and experiences of local service users.

### The role of UFM is to:

- Listen to what service users have to say about local mental health services.
- Make sure that service users evaluate local mental health services on an ongoing basis and are involved in the whole process.
- Recommend positive changes to improve local mental health services.
- Make sure services users have a say in what local mental health plans and services look like and make a difference.
- Work alongside commissioners and decision-makers and carry out the principles of genuine service user involvement.



## What do UFM members do?

- Select a topic for evaluation
- Devise the questionnaires
- Conduct the interviews
- Record data and analyse it
- Develop reports and recommendations
- Present the findings
- Meet service managers to follow up action plans for change and improvement
- Represent the voice of service users at meetings with commissioners, decision makers and service providers
- Demonstrate genuine service user involvement and support local commissioners and service providers to implement the principles of true coproduction

### Other roles/ tasks may be involved.



## Who are we looking for?

### People who:

- Have lived experience of mental health difficulties
- Can be non-judgemental and put their own views aside when interviewing, analysing data and representing the service user voice at meetings
- Have good interpersonal and communication skills
- Can work as part of a team in the evaluation of services
- Are passionate about shaping and influencing local mental health services
- Live, work or access services in Kensington & Chelsea and Westminster

### Find out more about UFM:

[www.advocacyproject.org.uk/service/ufm](http://www.advocacyproject.org.uk/service/ufm)

We are looking for people to be involved until the end of September 2019 (at least) when the projects funding will be reviewed.

