



Service Users Survey of 2013 Findings

Spring 2014

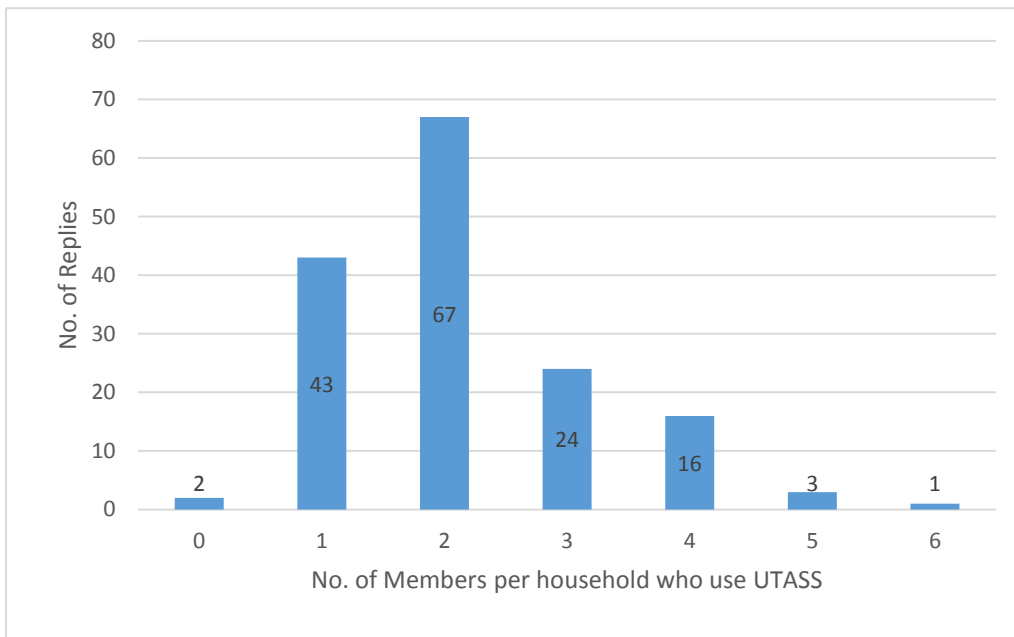


Upper Teesdale Agricultural Support Services Ltd (UTASS)

There were 156 responses to this years survey.

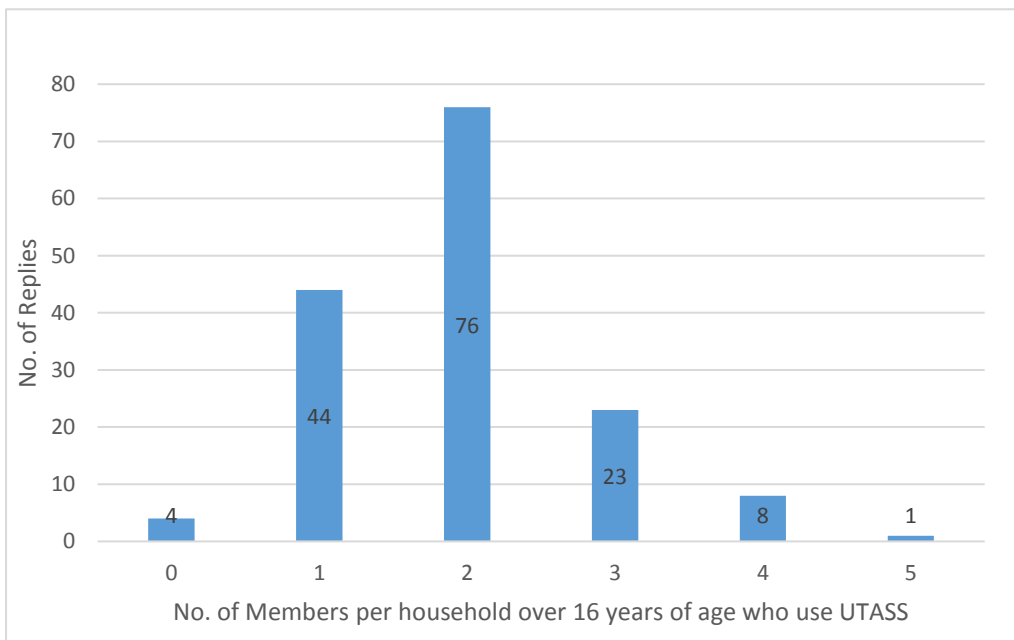
Question 1.

How many people in your household use UTASS?



Question 2.

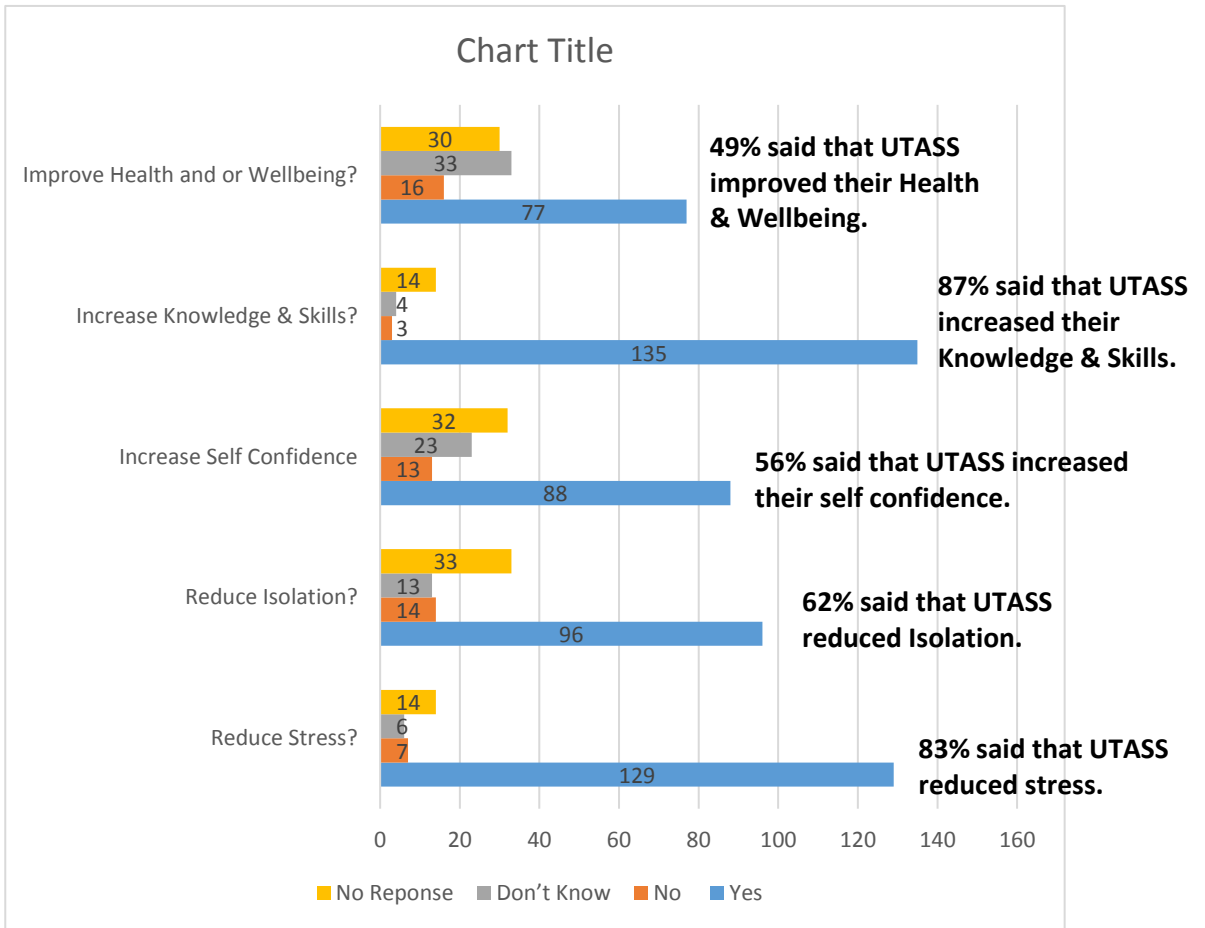
How many people in your household use UTASS?



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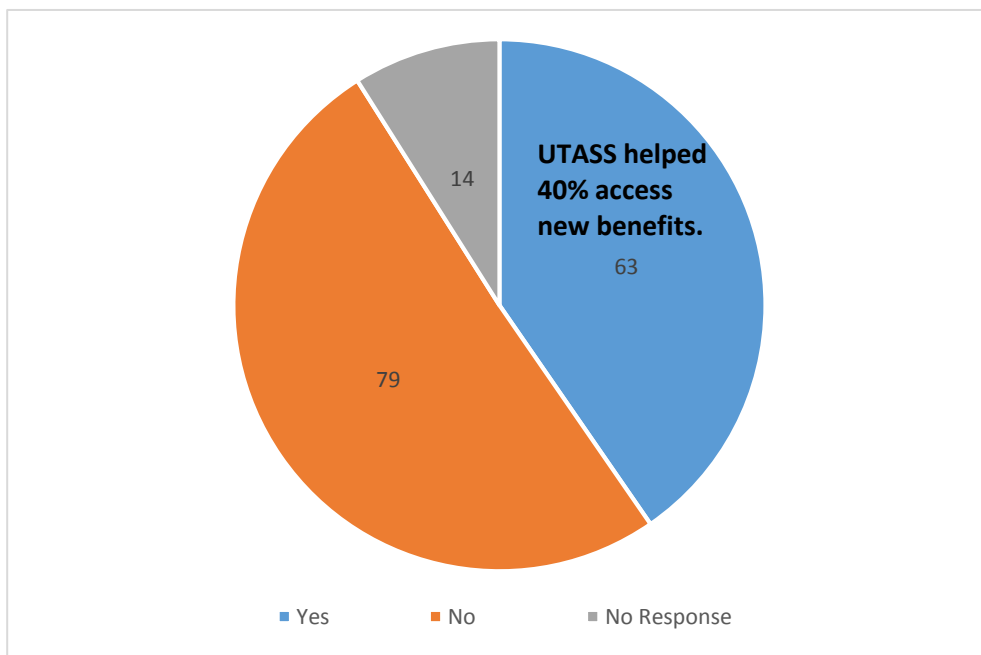
Question 3.

How many people in your household use UTASS?



Question 4.

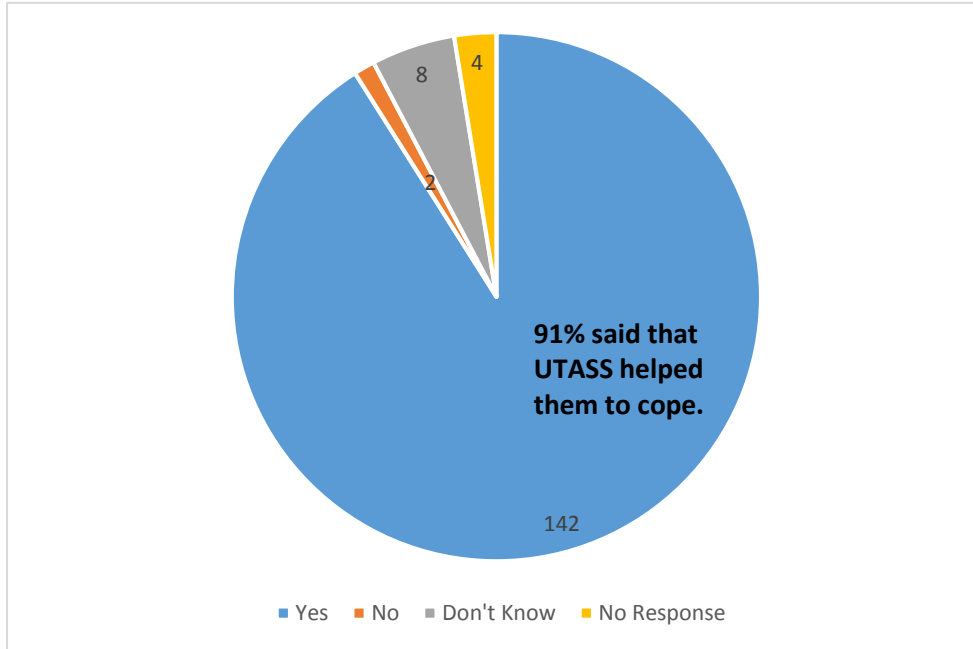
Have you accessed any new benefits or entitlements as a result of advice from UTASS?



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Question 5.

Does UTASS help you to cope?



Question 6.

How does UTASS help you cope? (Reponses from the 150 replies who answered 'Yes' or 'Don't Know' to Question 5)

| | |
|---|--|
| 71% SPS Matters | 49% RPA Matters |
| 51% Soil Protection Review | 7% Farm Business Plan |
| 21% ESA Forms | 13% Agricultural Census Forms |
| 42% ELS/UELS Matters | 7% Help with Marketing |
| 7% Fire Arms/Shot Gun Requirements | 27% Mapping Issues |
| 32% HLS (Environmental Stewardship | 13% Graziers Groups |
| 36% Cattle & Sheep Records | 29% De-Jargonised Briefings |
| 49% Waste Exemptions | 19% Farmers Lunches/Socials |
| 21% Annual Sheep Inventory | 27% Training - Land Based |
| 13% Upland Transitional Payment | 19% Training - IT/Computing |
| 16% Farm Assurance Matters | 3% Help with CV / Job Search |
| 34% Noticeboard/Website/Adverts | 37% Community Newsletters |
| 36% Internet/Fax/Photocopying | 5% Loan of ICT Equipment |
| 5% New Holding Number | 8% Advocacy/Liason Work |
| 3% New Flock/Herd Number | 24% Social & Community Events |
| 24% BCMS Requirements | 12% Activities for Young People |
| 37% Awareness Raising | 45% Drop In/Telephone Advice |
| 27% Animal Movement Forms | 11% Outreach Facilities (CAB , etc) |
| 17% VAT Online Assistance | 41% Someone to Talk to/Listen |

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Question 7.

Is there anything else UTASS has helped you with, which you would like to mention?



Question 8.

What, if any, additional services do you think UTASS could offer that would help you or others to cope better?

- "As age progresses and some day as a tenant farmer I shall have to cease farming, to know UTASS is there and advise available, that is some comfort."
- "Short Courses on computers for those who are not young at heart."
- "Vocational land based training for both adults and young people in Cumbria. Eg: quad, tractor, chainsaw, telehandler, B + E (trailer & car), hedgecutters."
- "Give classes both recreational & business"
- "Tech IT Support"
- "Grant availability & assistance completing applications & PAYE Real Time."
- "Inform public (walkers etc) on dangers posed by uncontrolled dogs on farm land, sheep chasing etc."
- "Counselling" (stated on 2 replies)
- "Charity Shop"
- "Maybe cater somewhere for younger children"

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- "Point out & challenge poor quality & misguided clauses in grant-aided schemes which are offered to local farmers by government departments & associated quangos."
- "Few more computer courses for beginners."
- "Have an advisory person/individual to visit farms."
- "More Socials"
- "UTASS already works in partnership with other organisations - perhaps joining up awareness of issues, projects and activities (through a clear process) would assist UTASS further in signposting users. Many of the organisations using UTASS premises for outreach have also been affected by the recession and economic downturn impacting upon the services they can offer."
- "Small group for farmers wives/partners - similar to retired farmers lunches."
- "UTASS offers a great range of services, hard to find improvements."

Question 9.

Do you have any suggestions as to how any of the services/support offered by UTASS could be improved?

- "They are always there, ready to help."
- "Ones we've used are pretty good"
- "Very good already - certainly helps us with our farm and business"
- "Offer to the wider community in Upper Teesdale, not those who are always getting help."
- "Support people it was originally set up for as apposed to other options."
- "Opening hours extention."
- "No, as I feel the service is very good."
- "UTASS has provided all we have needed."
- "Recycling Centre."
- "UTASS id pretty good as it is."
- "Can't really improve on a service that is excellent."
- "Confirmation on funding for exisitn groups, particularly farmers lunches and youth clubs."
- "If fundering were available, UTASS office could open on Wednesdays."
- "No, you do a brilliant job."
- "A branch in Stanhope, Weardale may be useful, if possile."
- "Drop in centres maybe at village halls on a regular basis possibly 2 hours per week."
- "Sometimes classes etc are in lambing time March/April, not best of time."
- "Funding extended to cover cumbria includinf lowland areas. Lowland farms need help too!"

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Question 10.

Please tell us ...

... One thing you like about UTASS?

"Very helpful and approachable. They deal with grass roots issues that are very relevant to farmers."

"Always willing to help."

"Helpful staff."

"Their willingness to help anyone with anything."

"No 'wrong door', UTASS always help and (where needed) signposts you on to an organisation that can help. They never abandon you or forget you're there."

"The staff officers & committee."

"Friendly, welcoming atmosphere where even the tiniest concerns are taken"

"The fact that help is always on hand. No matter what the circumstance."

"Friendly welcome every visit or call. No matter who you see or speak to."

"Friendly & willingness to help."

"Local & available when you need help."

"Friendly & helpful staff."

"Local."

"Availability to check requirements needed to comply with legislation."

"Approachability."

... One thing you would change about UTASS?

"Everyone being based at Middleton-in-Teesdale all the time."

"Open on a Wednesday."

"Venue."

"Nothing, keep up the good work."

"More opportunities for young people."

"Opening hours."

"Make it more inclusive."

"Nothing."

"More able to help farmers in Cumbria."

"Open on Wednesdays."

"Not a Thing."

"Nothing."

"Sometimes they seem to want to be involved in everything in community.~"

"I wouldn't, just keep up the good work."

"Nothing."

"Pretty good as it is."

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"Friendly & professional."

"It could be so good."

"At the end of a phone, and ready to help."

"Friendly & informative."

"Very friendly people who work at UTASS."

"Everyone always prepared to help."

"High quality staff."

"Everything."

"Keeping up to date with ongoing

"It's local and easy to access."

"Willingness to listen & understand & address our problems, & contact organisations on our behalf."

"Staff are lovely."

- "Support for farmers."
- "Community centre."

"Always welcoming & helpful."

"Utass is always on hand for help."

"The Friendliness."

"Community focus."

"Always someone available to help and listen."

"Local, friendly, helpful, reliable."

"Parking."

" 'Handouts' to so called 'hard up' farmers."

"To stop creating jobs for the well off."

"Nothing."

"Make sure they have regular funding so that they can plan ahead to continue the services so necessary for the local community."

"Nothing."

"More social do's."

"Nothing."

"Can't think of anything."

"Nothing."

"Nothing."

"I think they have everything covered."

"Can't think of anything."

"Nothing."

"Nothing."

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"Fantastic - doing a great job - Thank you."

"Very helpful & friendly."

"Freindly, caring approachable staff."

"Very helpful & friendly."

"Can sort out problems & queries."

"Caring."

"People."

"Friendly Atmosphere."

"Knowledgeable, friendly staff."

"Everything."

"Nice & friendly helpful service, always

"Quality of the staff."

"The staff (apart from me)."

"Extremely helpful."

"Always a helpful friendly greeting."

"Everything."

"Friendly Staff either in person or on phone."

"Helpful & friendly."

"Activities for young people helps with
isolation and confidence issues. Just

"Nothing is too much trouble."

The welcoming pleasant attitude of the

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"You are there."

"As mentioned above, just being there."

"Information."

"All the staff are so helpful & friendly."

"Accessible, friendly & provide a lot of usefull advice & services. Contacting Government agencies direct can often be a most frustrating experience."

"Quality and advice /understanding by staff re. various form filling (eg HLS

"Friendly approachable staff."

"Friendly, welcoming staff. Well

"Friendly staff and practical help and advice."

"Can get to speak to someone virtually immediatly."

"Always helpful."

UTASS is always helpful whether onthe phone, via the internet or in person."

"Pleasant, understanding & knowledgeable people."

"Friendly staff, so nice & helpful."

"Helpful & friendly staff. Always willing to help with any problems."

"UTASS help with farming matters in a friendly, helpful confidential way."

"Any problems just a phone call needed."

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"Very helpful."

"Friendly staff."

"Very helpful."

"Helpful, friendly."

"Helpfulness"

"There is always someone to talk to who understands your problems."

"Always freindly & willing to help."

"Local accessibility."

"The attitude of the staff - they are always

"Always there to help."

"Friendly & helpful."

"Very helpful."

"Friendly staff."

"Helpful, friendly staff! Always offered a cuppa and I'm sure that if I needed anything

"Practical support to farmers & convenient

"They are available when anyone has problems or needs."

"Very helpful staff."

"Very good & helpful."

"The Briefings / training."

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"Up to date advice given."

"Always willing to listen and help."

"Monthly breifing letter."

"Advice."

"Veryhelpful always happy at other end of phone."

"Just a phone call away for advice at any time."

"Friendly & helpful. always at the other end of the phone."

"Friendliness helpfulness of staff."

"Drop in facility - i.e accessibility and

"Helpful & friendly."

"Freindly efficient service."

"Local."

"Friendly helpful attitude."

"Helpful."

"The information they give and

"Helpful staff, always helpful on all matters."

"People."

"UTASS is very handy to drop in as most farmers pass 2 - 3 times each week."

"Extremeley helpful staff who, If they are unable to answer a query immediately, are willing to go out of their way to obstain the correct and accurate information."

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Question 11.

Are there any other training courses that you, any member of your household or organisation would like to see available through UTASS?

- Stone walling, moles & administering injections.
- Spraying Licence (three responses requested this.)
- Possibly a session giving people confidence to fill in SFP form online, although a one to one session with specialist member of staff, as happens now is probably sufficient.
- Using social media to market your business.
- Sheep dog training. (two responses requested this.)
- Farmers of the future. (three responses requested this.)
- Ebay - from the start. (I.e No knowledge.)
- Quad bike training.
- Tractor Training
- Headcutter training.
- MEWPS - mobile elevated work platform training.
- Welding course.

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Question 12.

Do you have access to Broadband?

Question 13.

Do you feel confident using a computer?

Question 14.

Please feel free to use the space below to inform us of any other issues or comments you may have.

- "Keep up the tremendous work you do. It's easy to grumble and not praise."
- "To know there is support & assistance available when we encounter difficult bureaucracy."
- "We are new members to UTASS & Farming! But up to now they have been very helpful with all the paperwork we have had to deal with, and good advice when ringing."