



Service Users Survey of 2014 Findings

Spring 2015



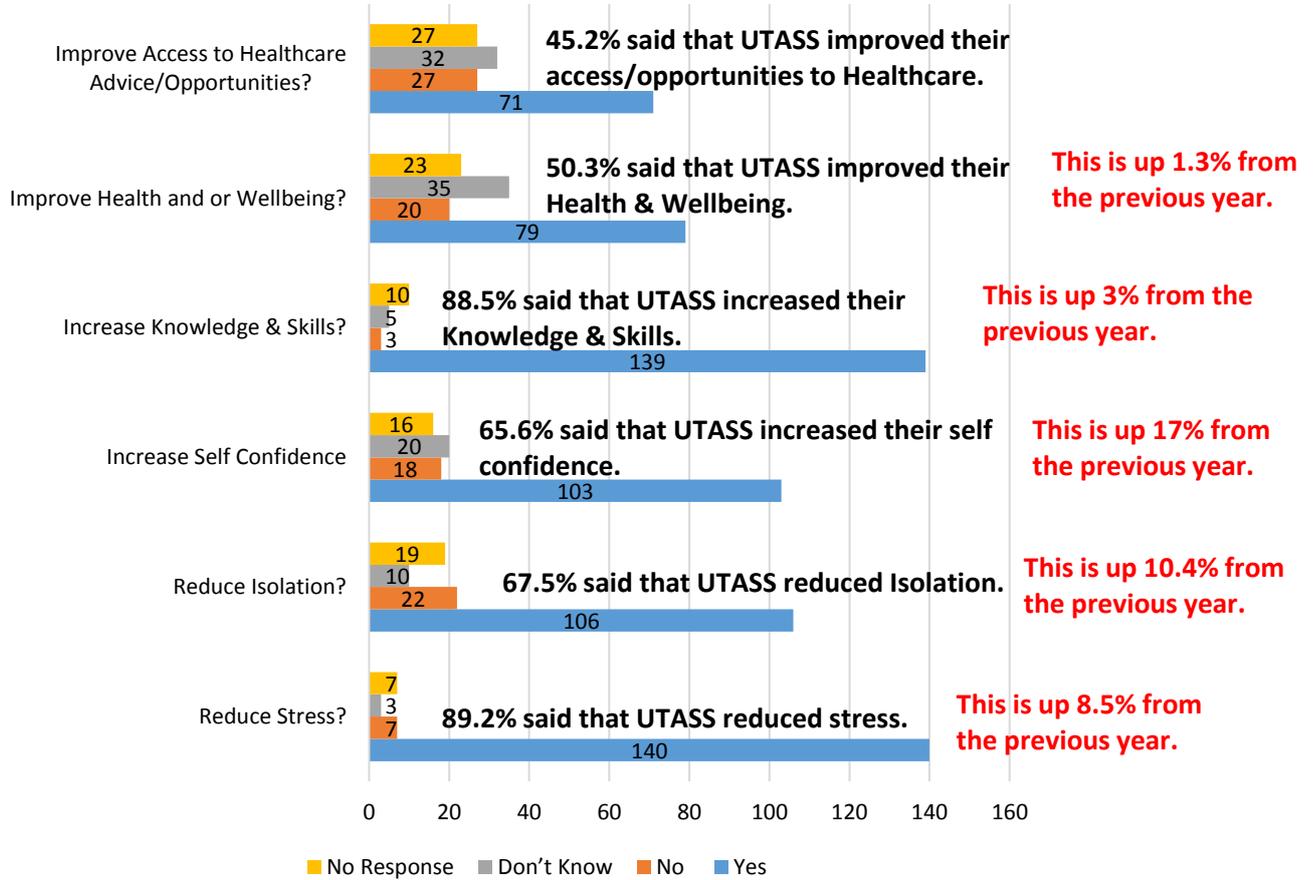
Upper Teesdale Agricultural Support Services Ltd (UTASS)

There were 157 responses to this years survey.

Question 1.

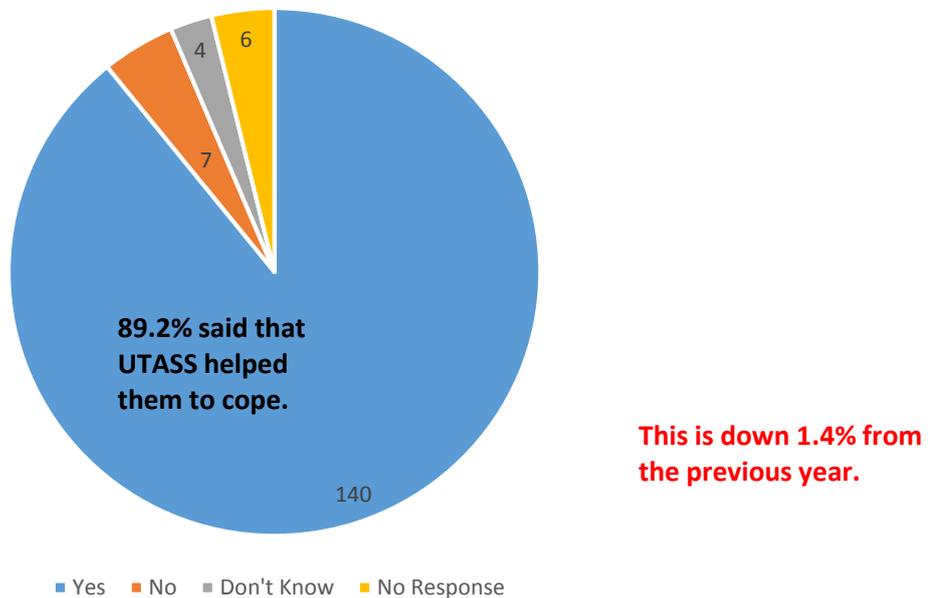
Thinking about yourself or anyone else in your household;

Would you say that the services, assistance or opportunities offered through UTASS has helped to:



Question 2.

Does UTASS help you to cope?



Upper Teesdale Agricultural Support Services Ltd (UTASS)

Question 3.

How has UTASS helped you or your household to cope?

(Reponses from the 136 replies to this question.)

37.5%	51	HLS/ELS/SPS applications / queries / problems
36%	49	Help with paperwork & filling in of forms
31.6%	43	Advice
26.5%	36	De-Jargonised Briefings
22.8%	31	Knowing UTASS are there when you need them/just being there.
24.3%	33	Drop In / Telephone Advice by Knowledgeable & Friendly Staff
11.8%	16	Training
11.8%	16	Internet/Computer facilities
6.6%	9	Someone to talk to /listen.
2.9%	4	Outreach Facilities (Durham County Carers & Pilates)
2.2%	3	BCMS Requirements
2.2%	3	VAT Online Assistance
2.2%	3	Youth Groups
1.5%	2	Photocopying/Printing
1.5%	2	Community Newsletters
1.5%	2	Social & Community Events
0.7%	1	Noticeboard (Sales/Wants/Services)
0.7%	1	Animal Movement Forms
0.7%	1	Opportunity to Volunteer

Question 4.

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

Advertise more, let everyone know what UTASS is about.

Socialising for retired

IT Courses.

Great that the bus goes up the dale to pick up the children. Maybe nice for the villages, in the surrounding area.

A purchasing group.

Staff Canteen? (RB)

More training

Advertise Outreach facilities and Internet facilities more widely.

Plenty of training courses for the younger members of the community.

Advertise that UTASS isn't just for people in agriculture. That members don't have to be farmers.

Post Office

Better advertising of facilities.

Continue to offer the excellent widespread support.

Increase awareness of the service in order to help even more people.

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Question 5.

Please tell us ...

... One thing you like about UTASS?

(137 Responses)

"The people and staff."

"Always someone at the other end of the phone."

"Reception staff - Spot On!"

"Ease of access to expert advice."

"Easy to speak to someone."

"Friendly and helpful staff, practical"

"There is always a friendly person"

"Being available most days of the year."

"Their supportiveness."

"Always available for advice and the friendly helpful & confident way they approach each query."

"Friendly and helpful staff."

"Local people at UTASS with local knowledge of situations and area."

"Convenient. Friendly. Obliging."

"Just knowing there are there to help if need be."

"The information we receive."

"The information we receive."

"Always there to help with good advice."

... One thing you would change about UTASS?

(44 Responses)

"Nothing"

"The opening times."

"It's so cold in there."

"If it isn't broke, why fix it."

"More exhibitions, the carnival decade was fab!"

"Nothing - You're doing a great job."

"I would not change anything."

"Nothing, other than a bigger budget."

"Opening hours."

"Nothing."

"Some of the ungrateful punters"

"Please don't send us a Christmas card. would prefer the cost to the charity to"

"Longer hours."

"Reminder by text when any email sent as we don't check on a daily basis."

"Open 5 days a week."

"The website - Information is not always"

Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Quick, efficient service."

"Nice people, very helpful."

"I like to speak face to face with people, rather than by email, and UTASS staff are always readily available and very helpful."

"The children/youth provision, and the faxing of sheep movements."

"Friendly Staff."

"Very Helpful."

"Everything."

"Very friendly atmosphere - true friend"

"Always friendly."

"Everyone seems to know what they are doing and are a mine of info."

"Helpful."

"Being kept up to date with any changes in important agricultural matters."

"That they are there to give help."

"Friendly & efficient staff."

"Friendly & Helpful."

"People can always ask for help."

"Honest, confidential, friendly team of workers/staff."

"Local, friendly, helpful, reliable."

"Secure long term funding to ensure UTASS' future."

"Front door!!"

"Nothing I can think of."

"Car Parking!"

"Is there a danger of becoming involved in too many non-agricultural projects?"

"Better website."

"Open 24/7!!"

"Can't think of anything."

"A better parking area."

"Nothing."

"Nothing."

"Nothing."

"Nothing."

"Can't find anything."

"Nothing."

"Parking."

"Nothing."

Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Always able to help."

"Personal contact and their knowledge."

"Very Helpful."

"Advice a phone call away on any farming issue."

"Being always friends and helpful."

"Very helpful."

"Friendly - informal - welcoming."

"Friendliness & helpfulness."

"Friendly and helpful advice to help guide through "mind boggling" paper work."

"All friendly when I come."

"Always there to help."

"Local."

"Helpful people."

"Quality advice from knowledgeable people."

"Advice."

"The fact it's there."

"The fact that it's a contact for information."

"Accessible."

"There's always someone there to help / advise / support."

"Reminding us of different farming forms to fill in and when."

"Nothing."

"Nothing"

"Nothing"

"Nothing"

"Nothing"

"Nothing."

"There is nothing to change."

"Nothing."

"No Idea."

"Nothing"

"Nothing"

Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Everyone is so helpful & approachable."

"The Staff."

"Friendly personal help."

"Based on real needs of the farming community."

"Well informed friendly staff."

"Everyone is very friendly, no problem too big for them."

"The friendly welcome and willingness to try and help with any problems."

"Friendly & welcoming."

"Friendly helpful & on our side!"

"They are always ready to help."

"I like everything about UTASS. Could not cope without them."

"Helpfulness."

"You are always there to help and to talk to."

"Friendly advice and very pleasant advisers."

"Keep Going!"

"Everyone is always friendly."

"Staff are always friendly and helpful."

"Knowledgeable."

"Friendly Staff."

"Accessible."

Upper Teesdale Agricultural Support Services Ltd (UTASS)

"A friendly service."

"Always helpful."

"Friendly & supportive."

"Caring and always helpful."

"Employees from farming family's so understand what it's all about."

"Well informed staff & volunteers."

"We are lucky to have UTASS."

"Friendly and helpful staff always willing to listen, always do their best to help with any problems."

"Approachable staff."

"Expertise with regard to the needs of the dales farmers."

"UTASS is always there to help & listen."

"They are always there to help."

"There's always a helping hand and a smile whatever the situation, Thanks."

"The staff are fantastic."

"Accessible and friendly."

"The help you receive when filling in SPS"

"Friendly staff."

"Helpful people."

"Newsletters."

"The friendly helpful staff."

Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Friendly advice & help."

"Pleasant helpful staff."

"It's so very helpful."

"Keeps us up to date with legislation."

"Very helpful & friendly staff away willing to help."

"The fact that it exists for anyone to access their facilities when required."

"Staff. Training."

"The support it gives to those who need it."

"Good organisation use of government funding."

"Staff - Friendly and approachable."

"Friendly caring staff."

"Local."

"Approachable."

"Friendly & helpful staff."

"Takes interest and acts on concerns of"

"They keep us up to date with all forms RPA."

"Always there to help."

"Forms are filled in accurately & pressure taken off me."

"UTASS is very helpful."

"Helpful."

"Member newsletters which help you keep up to date with relevant issue."

Upper Teesdale Agricultural Support Services Ltd (UTASS)

"The approachability & knowledge of all the

"Good people at UTASS telling others about what courses are there for everyone."

"Friendly."

"Friendly helpful advice."

"Very helpful in every aspect of farming."

"Mr Betton 'reminders' . "

"Friendly staff."

"Local' . "

"Always on the phone to give a quick answer to any concerns."

"Independent, community ethos."

"You are always there to give advice."

"Excellent resource."

"Helpful staff."

"Run by people that live in and care about the local area."."

"Friendly, helpful & comfortable environment."

"Staff so helpful."

"Very helpful, always."

"Information on legislation etc."

"Friendly."

"Newsletter."

"Local."

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Question 6.

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

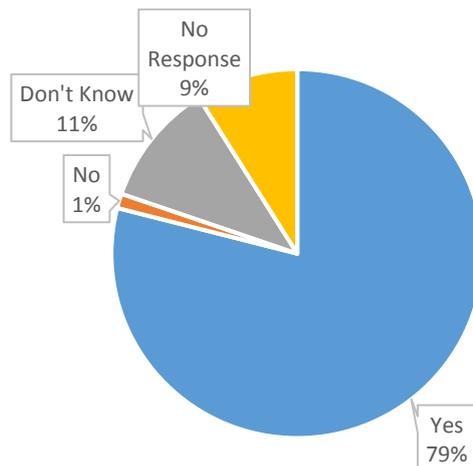
- Mole catching course. (2 responses requested this.)
- Spraying Licence (6 responses requested this.)
- Literacy & numeracy courses.
- Social courses, such as cake decorating & photography. (2 responses requested this.)
- Farm book keeping / accounting. (3 responses requested this.)
- Sheep dog training. (2 responses requested this.)
- Vets training (lambing / A.I / Feet trimming / P.D) (3 responses requested this.)
- Farm livestock & agriculture online.
- Quad bike training.
- Chain saw / tree felling course. (3 responses requested this.)
- Clipping course
- General driving training.
- CPC training.
- Trailer Training. (5 responses requested this.)
- Computer courses (basic computer skills & all skill levels) (3 responses requested this.)
- H & S / CSCS (2 responses requested this.)
- First aid course (3 responses requested this.)
- Welding course.
- Vat training. (2 responses requested this.)

Question 7.

The long term future of UTASS depends on generating income.

Would you, as a member, be happy for UTASS to look at renewables projects to contribute towards its long term survival?

Yes	124
No	2
Don't Know	17
No Response	14



Upper Teesdale Agricultural Support Services Ltd (UTASS)

Question 8.

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

- "Brilliant, just keep up the fantastic work."
- "Invaluable support for the dale."
- "UTASS does exceptionally good work and I am very keen that the organisation continues to thrive."
- "I, personally, do not access any of the services offered by UTASS these days, but I am well aware of the assistance and opportunities they offer & how well those opportunities are received by the local community, in particular the work with young people, many of whom would otherwise feel socially isolated. UTASS is held in very high regard by the upper dale community."
- "We as farmers would be lost without the service & support of UTASS."
- "With so much on-line activity demanded by Defra would it make sense for UTASS to make a charge for the work they undertake for us in this area. Agents fees are expensive for small farmers and I'm assuming UTASS costs would be fair & reasonable!!"
- "UTASS is the best thing to happen to Teesdale ever."
- "Keep up the great work & Thank You!"
- "Put a board up (inside) with photos of all staff, whether full time or part time, and what responsibilities / lead for / position they hold."
- "As you probably already know, our grand daughter & her partner are now farming most of our farm and benefit from all the information you give about various courses & training opportunities which you provide. We ourselves are most grateful to receive the briefings about CAP reform registration and hope this continues. Please find enclosed our donation of £50, Yours Sincerely,"
- "We as a family would really struggle without the support and services provided by UTASS."
- "Please accept our thanks for all the advice & help you have given us."
- "Like the email newsletters. Very informative, but in a way you can understand and what you really need to know."."
- "With regard to 7 above (renewables) - as long as it doesn't distract from the main core aims of UTASS."
- "Renewables: - solar panels look awful so people putting them on village homes should be discouraged UNLESS they can't be seen by people other than the householder. They could be put on farm buildings as they are not, in general, evidence of heritage. A careful line should be drawn re energy / heritage. BIOMASS could be encouraged if people have premises to cope."
- "Keep up the good work."

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