



# Service Users Survey of 2015 Findings

Spring 2016

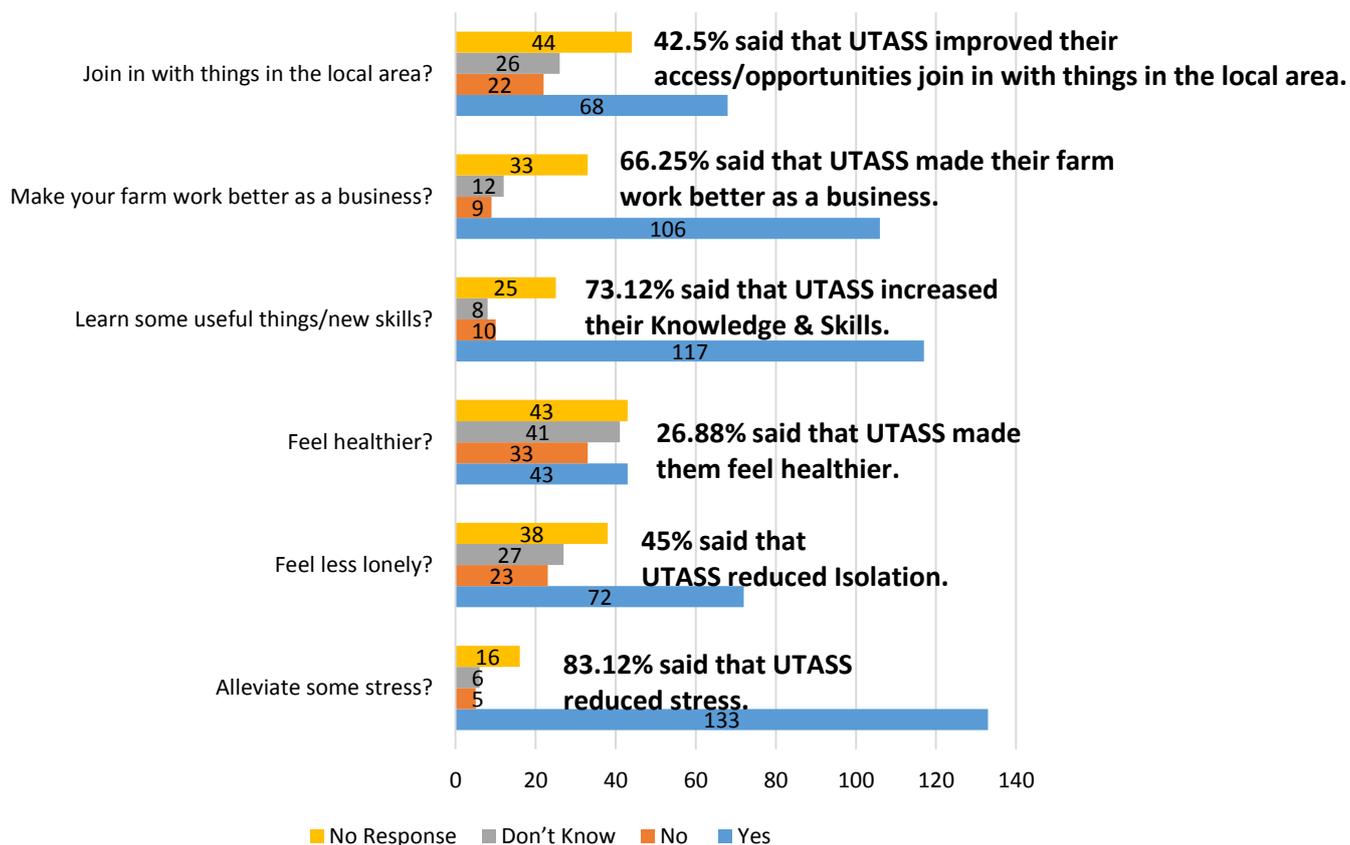


# Upper Teesdale Agricultural Support Services Ltd (UTASS)

There were 160 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.

What kind of support have you or your housesold (if any) received from UTASS in 2015?

(Reponses from the 147 replies to this question.)

<b>67.4%</b>	99	Help with Basic Payment Scheme
<b>62.6%</b>	92	Advice Over the Telephone
<b>62.6%</b>	92	Advice at the UTASS Office
<b>52.4%</b>	77	Other Farm Paperwork
<b>42.2%</b>	62	Training Courses
<b>12.2%</b>	18	Computerising Farm Records
<b>12.2%</b>	18	Community Events
<b>12.2%</b>	18	Signposting to Other Organistions
<b>7.5%</b>	11	Young Peoples Drop-In
<b>6.8%</b>	10	Older Peoples Lunches
<b>6.1%</b>	9	Advertising Your Buisness
<b>2.0%</b>	3	Loan of ICT Equipment
<b>1.4%</b>	2	Other: Use of Meeting Rooms
<b>1.4%</b>	2	Other: Opportunity to Volunteer
<b>1.4%</b>	2	Other: Pilates Classes
<b>0.7%</b>	1	Other: Photocopying
<b>0.7%</b>	1	Other: Briefings

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 3.

If UTASS weren't there, where else would you have got this support from?

<b>69.4%</b>	111	Said they wouldn't know where they would get the same support from
<b>4.4%</b>	7	Gave no response
<b>26.3%</b>	42	Gave the following suggestions:
		→ Solicitor
		→ Accountant
		→ Family
		→ George F White
		→ FDEFRA by Phone
		→ NFU
		→ Commercial Printers
		→ Independent Agricultural Agents
		→ Addisons
		→ Training from Colleges
		→ Trading Standards
		→ Council
		→ RABI
		→ RPA
		→ Natural England

## Question 4.

Please tell us ...

... One thing you like about UTASS?

(139 Responses)

"Drop in centre, very quick to respond. Friendly helpful staff."

"Training courses provided."

"The staff are extremely helpful. if they do not have information readily to hand, they are able to access it in a short period of time. Having UTASS available to assist, if and when necessary, is a great comfort and considerably reduces my levels of worry and stress."

"The help and support that it affords the people of the dale."

"always someone with advice on the end of the phone."

"The staff make UTASS the success it is!"

"Understand the farming business."

"Staff are knowledgeable, friendly and 'go the extra mile' to help. Staff understand the rural community they serve."

... One thing you would change about UTASS?

(32 Responses)

"Mental health support."

"Lobby for greater broadband and telephone signal coverage."

"Signposting to grants and funding."

"Service is very good as it is, so just to keep it going."

"Maybe an annual family membership to raise funds for itself."

"Youth bus could run down dale as well as up."

"Try to generate income, i.e.: sell goods."

"I don't think it could be improved."

"Needs to widen focus from farming."

"I think it is alright as it is."

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Excellent levels of support across a range of areas for those in need."

"The friendly companionship."

"You just ring, and there is someone here every time."

"Quick response unbiased advice."

"Staff."

"Very friendly staff."

"Very helpful advice & support."

"Availability, friendly staff, able to get an answer you can understand."

"The friendly knowledge and advice. They all know what they are doing and know who to get the help from."

"You just ring, and there is someone here every time."

"Good advice & explanations and REMINDERS."

"It is a fabulous resource. The advice factor & wisdom of the staff."

"Easy to get in touch with someone."

"Always there to help in ANY way possible, with great kindness."

"Good helpful staff. Useful courses."

"Helpful advice. Help with paperwork. Able to talk with someone about farm matters."

"Always someone to talk to and to give help."

"Open more hours."

"Spend funding better."

"I am more than happy with the service provided, and have no suggestions for improvement."

"Don't know."

"Additional support for marginal farms alongside true hill farms. Offer assistance with work pensions."

"Myself, I think it still needs more funding to improve."

"Ensure it continues."

"Very good as it is."

"Don't know!"

"Very good as it is."

"N/A."

"stay open."

"Not sure."

"Good as it is."

"With more funding."

"Just keep it up."

" ? "

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Friendly"

"Always cheerful and helpful."

"Free/friendly advice."

"It is local."

"Local. On the end of a telephone.  
Newsletter. Courses."

"Really useful network & valuable free info."

"Instant help at the end of the phone."

"Help with payment schemes on computer.  
Buy farm secondhand equipment. Hygeine  
Courses."

"Advise on basic payment scheme, face to  
face meeting."

"Confidential advice up to date  
information easily accessible."

"Helps sort out new rules etc."

"Very helpful nothing was a trouble to  
the staff."

"The help we get in all aspects of farming."

"The fact that it is there."

"Just knowing that there is help at hand if  
needed."

"Everything."

"Very useful source of reliable up to date  
information."

"Very helpful."

"It's there if you need help."

"Don't know."

"Couldn't be better for me."

"Can't think of anything at present."

" ? "

"N/A."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"The staff are very pleasant and helpful, if a question is not answered there and then, there are very quick ringing back with the answer."

"The staff are friendly and approachable."

"Friendly, knowledgable."

"Local, friendly, approachable, knowledgable."

"24/7 contact/help. The UTASS umbrella covers the needs and requires of young to old."

"Someone here to help."

"Access funding & organises training."

"Can easily get to speak to someone."

"How much they help the community. Provide courses locally. Very approachable."

"Local, Helpful, Friendly."

"Admin support for farmers. Training courses. General advice support to the community."

"Friendly approachable staff. Always willing to help."

"Always there to help when needed."

"Staff."

"A very valuable community resource."

"Friendly, helpful, invaluable help with paperwork etc, explaining changes."

"Everything."

"Excellent advice."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"The services etc it provides to the people of Upper Teesdale."

"Everything. Support."

"Knowledgeable, advice & paperwork assistance."

"Proactive & constructively supportive of local farmers."

"Nearby. Friendly & helpful."

"Extremely helpful with legislation detail."

"Being able to put a face to the voice at the end of the phone."

"Good to know UTASS is there with helping with paperwork."

"Friendliness. General helpfulness."

"Expert advice. Free service. Helpful Staff."

"Friendly group of staff."

"They are always 'there' for anyone needing help in numerous different ways & are a huge asset to the local community."

"Help we needed."

"Taking the stress out of all the paperwork."

"Readily available, helpful and in cases where they are unable, point us into an area that that can cover the queries."

"Useful, background support mechanism."

"The staff are friendly & helpful; people you feel you can actually talk to."

"Very helpful and helps with problems and to understand things."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"There when advise is needed."

"Friendly, good advice. always willing to help and much more."

"Brilliant for helping with BPS & other paperwork."

"Efficient friendly staff who understand farming & it's problems."

"EVERYTHING. Staff so helpful & understanding."

"Open & approachable."

"Always helpful."

"Very helpful and you can just drop in."

"Always available. Always helpful!"

"Always there to help."

"Good help for farmers."

"Friendly knowledgable staff. Welcoming. Good information."

"UTASS have been very good to me since my father died and kept me right with related paperwork."

"It is very reassuring to know that there is someone to call on for help when needed."

"Always helpfull. Friendly."

"Always available to provide help and information."

"Always there with help and information when needed. A blessing to the dale."

"Convenient."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Is always an answer at the end of a phone call or an appointment to see someone."

"Beneficial all round unit supporting all aspects of rural welfare.. ongoing help with BPS submission during difficult circumstances. Outstanding!"

"Everyone is friendly, helpful and supportive. You are just at the end of the phone & easily contactable & not too far away to come if necessary for help in person. "

"Offer friendly advice, nothing too much trouble. If I have a problem and ask advice they do their utmost to help solve my problem."

"Unconditional support, help from people with more knowledge, meeting others in similar business."

"Everyone so friendly and keen to help with any problem and information provided is relevant to the dales farmer."

"Staff is always helpful and friendly and as most are from farming backgrounds understand problems better."

"Constructive advice & support available in a friendly, local, environment throughout the year."

"Friendly and helpful advice."

"Friendly and helpful advice."

"Useful training groups. Always someone to talk to."

"It's friendly and welcoming, always helpful."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Very helpful. Time to listen."

"All Good."

"Local, there when you need it."

"Approachable. Helpful. Local. Up to date with regulations."

"It's always three to help."

"Always having someone there to listen to any queries and help with any paperwork etc."

"Helpful staff."

"A local, handy centre with staff who are very knowledgeable and helpful."

"A good friendly service to help with farm paperwork, cattle movements etc."

"We are kept updated with current issues through UTASS briefings & know there is always help available if & when needed."

"It is a focus for the local community. A source of advice and support which is always available."

"Training courses and help received with form filling."

"UTASS is a very good organisation which helps famers like ourselves fill in paperwork in that is too complicated for us."

"Dedicated & friendly staff."

"Friendly helpful advice from local people who understand your area. Local knowledge a great advantage."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Information about EU legislation & grants."

"Friendly training courses. Useful, sorts the queries."

"Local organisation, easy to contact."

"Availability, knowing that you can get help and advice locally, friendly efficient staff."

"Food and company for lunches is good."

"There to help."

"Training & organisation" Information on compliance as DEFRA ever changes."

"That it's there to give help, especially with government complicated information and forms."

"The training courses are very good. The answer to Q7 would have been yes if I had not attended a computer course."

"Down to earth help and information."

"Good quality direct personal assistance. Quickly available."

"Pleasant staff."

"Staff always make time to help."

"They are kind & knowledgeable about farming & related subjects."

"Always very willing to help and prompt in anything they have helped me with."

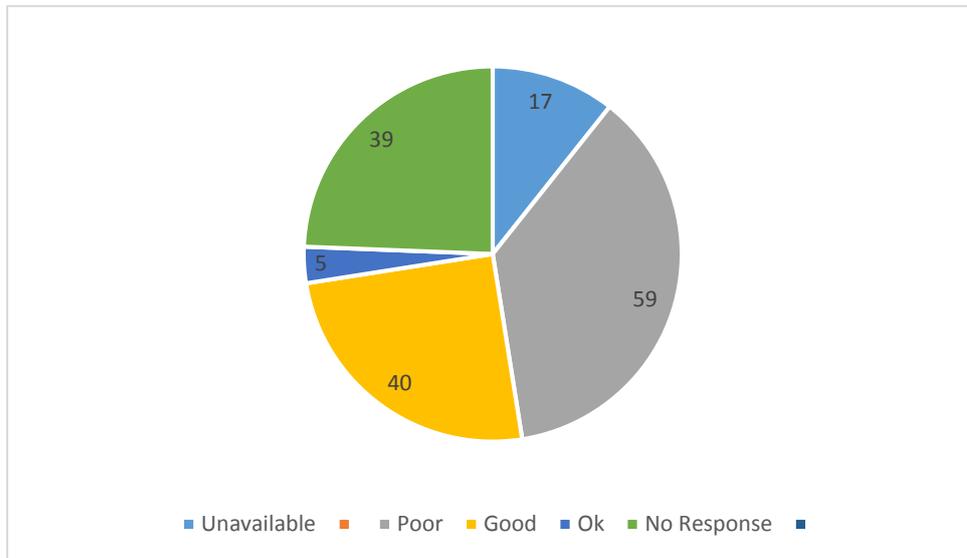
"Always there to help and advise - doesn't make you look foolish."

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 5.

Thinking about your access to broadband...  
...Is it...

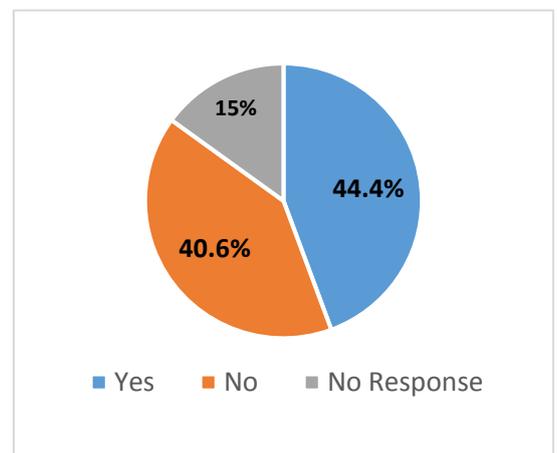
Unavailable	Poor	Good	Ok	No Response
17	59	40	5	39



## Question 7.

Do you struggle with IT skills or access to a computer?

Yes	No	No Response
71	65	24



## Question 8.

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

- "I have already discussed and put my name forward for relevant training courses - just waiting for dates to be confirmed. Your organisation has been a "godsend" for me and I'm sure if you hadn't been here to ask it would have definitely had an affect on my health and we would not be in the business / financial position we are in now. Thank you so much."
- "Rat control training."
- "There are always new things to learn. Life moves on so we need to keep up."
- "I would like to thank everybody at UTASS for their support and help. Without them I would have struggled with farm related paper work since my fathers death."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

- "Relaxation course for farmer's wife please."
- "You always inform me of all the training and courses you have available which is very good."
- "Would like to thank all the staff and volunteers of UTASS for the support of rural life within Teesdale."
- "Communications (broadband & mobile phones) are not noticeably worse than 12 months ago which is disadvantaging us and our business. The government need to address the problems for rural areas or else rural development and employment will cease."
- "Would like to learn how to use internet/computer. How to use google / how to buy goods online etc."
- "Chain saw, tree felling and spraying courses."
- "Had to buy a satellite dish to receive broadband. Expensive & slow. No mobile signal at home."
- "I am fortunate not to need many of the facilities provided at/by UTASS but I appreciate having it here and I know how important the service is to others."
- "MIG welding training."
- "Not happy with plans to appoint a regional mayor, think rural funding will suffer. The re-organisation of Single Farm Payments a proper shambles and being more difficult to work every year being disadvantaged. Need a strong protest body of local knowledge of local problems."
- "This may not be the correct place to voice an opinion but....  
Broadband! This 'service' does not appear to have improved at all for us in the past 12 months. Our contract expires in 12 months time and from the service we have had in the past 12 months and the cost, I would be reluctant to continue with the present provider. The alternative BT still has no coverage to our premises. We went onto broadband approximately 16 years ago and the coverage in that time has deteriorated rather than improved. People coming to our holiday cottage find it difficult to appreciate the service we receive for the cost involved. When more and more form filling and returns require input by broadband can an adequate service be provided? In the foreseeable future?"
- "Sorry for my feedback isn't very helpful, but I have only pet sheep & domestic animals and therefore don't feel able to answer some of the questions. Glad to be able to be a member though!"
- "I do not have a computer or know how to use one. I appreciate all help given to access other agencies through UTASS."
- "During 2015 we did not use any UTASS services although we have always received prompt and polite help in years gone by. Keep up the good work."
- "Thank You!"
- "Is there a need for support for the older generation? Computing for older people, understanding money matters, wise shopping, car costs vs taking the bus (if there is one). "
- "Sometimes feel tht rural community between Eggleston and Barnard Castle gets missed out, especially of late, not only by UTASS. New Stewardship doesn't offer these farms any assistance and has had an effect on farms income."