



Service Users Survey of 2017 Findings

Spring 2018

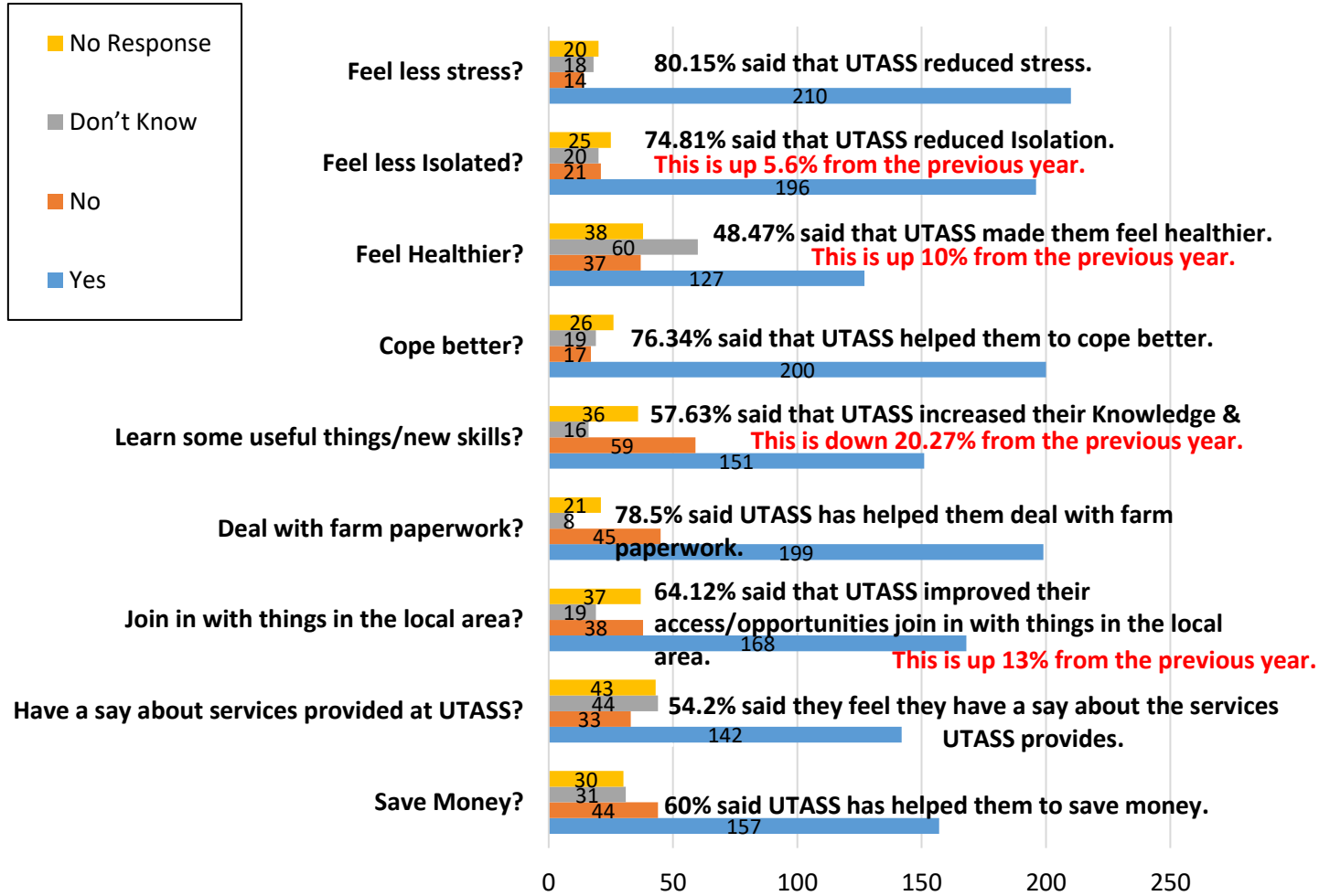


Upper Teesdale Agricultural Support Services Ltd (UTASS)

There were 262 responses to this years survey. **This is up by 52.33% from the previous year.**

Question 1.

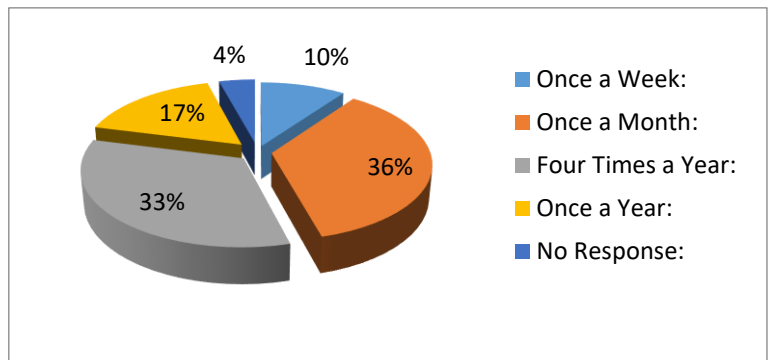
**Thinking about yourself or anyone else in your household;
Over the last year would you say that the services, assistance or opportunities offered through UTASS
has helped people to:**



Question 2.

How often do you use UTASS?

Once a Week:	26
Once a Month:	94
Four Times a Year:	87
Once a Year:	44
No Response:	11



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Question 3.

If UTASS wasn't here, where else would you get this support from?

71.8% Said they wouldn't know where they would get the same support from

7.6% Gave no response

20.6% Gave the following suggestions:

27 → Land Agent	1 → DEFRA
14 → NFU	1 → Health Authority
4 → CAB (Citizens Advice)	1 → South Durham Enterprise Agency
3 → Accountant	1 → If you care share foundation
3 → RPA Helpline	1 → Samaritans
3 → Library	1 → CLA
3 → Barnard Castle	1 → Solicitor
3 → Online	1 → Publications
2 → Auction Marts	1 → There is nowhere!
1 → Trading Standards	

Question 4.

Please tell us ...

... What you feel is good about UTASS?

(216 Responses)

"Very Helpful. Taken all the stress out of form filling and many other things."

"Friendly approachable & knowledgeable and always willing to help."

"It provides a valuable service to help dales farmers cope with accessing farm returns digitally and also provides a meeting point for isolated people, particularly youngsters,"

"All staff are always very polite & helpful and

"Always there to help & guide. Don't know

"Always very friendly and willing to help with any problems including paperwork, form filling and advice on many matters."

"That the support is there. Teesdale is lucky

"Local Staff - Friendly & expert knowledge available."

... How you think UTASS might be improved?

(53 Responses)

"Just keep on doing what you already do so brilliantly."

"If long term funding could be found then less resources would need to be used in fund raising, thus releasing staff to provide the services so desperately needed."

"It is already a first class service and very little room for improvement."

"Keep going as you are, a good team with appropriate knowledge."

"Friendship group maybe need to meet as a group at UTASS."

"Might work more closely with The RSPB to deliver plan conservation schemes."

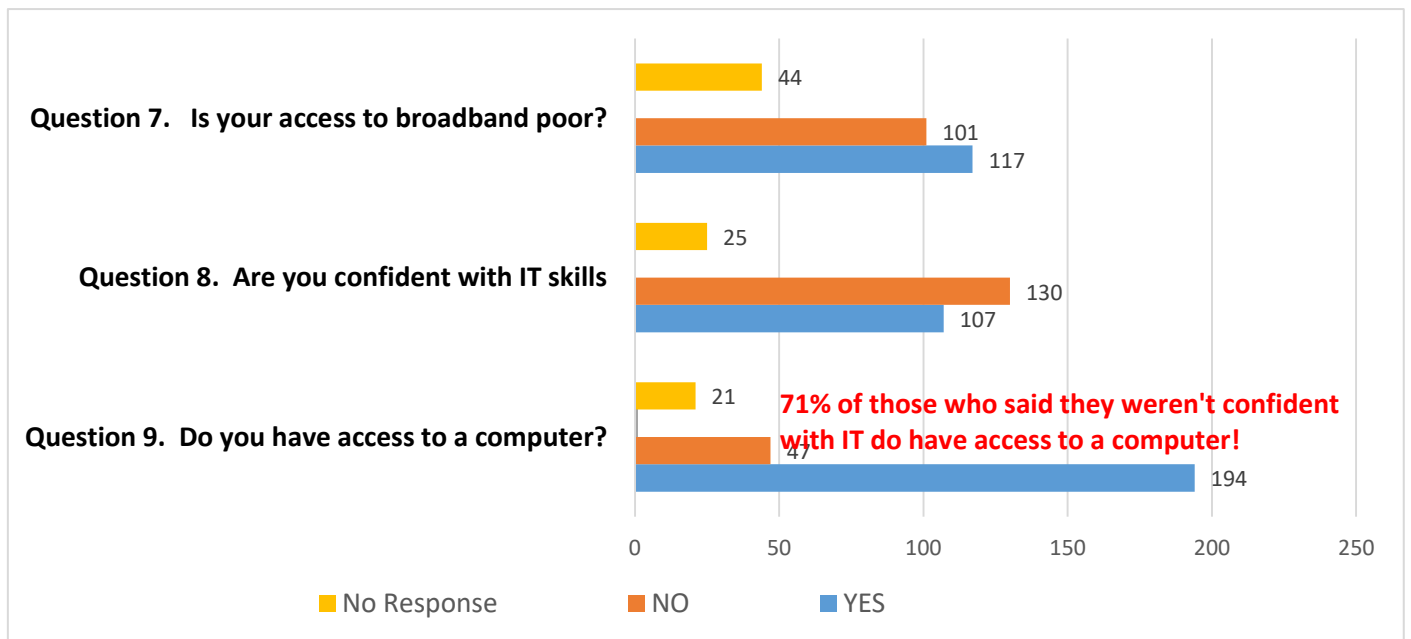
"Extend their area to cover more marginal farms and fight their cause nationally. Offer support throughout BREXIT and ensuing years to all grassland farms in the area including

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Question 5.

Are there any additional services you feel that UTASS could offer?

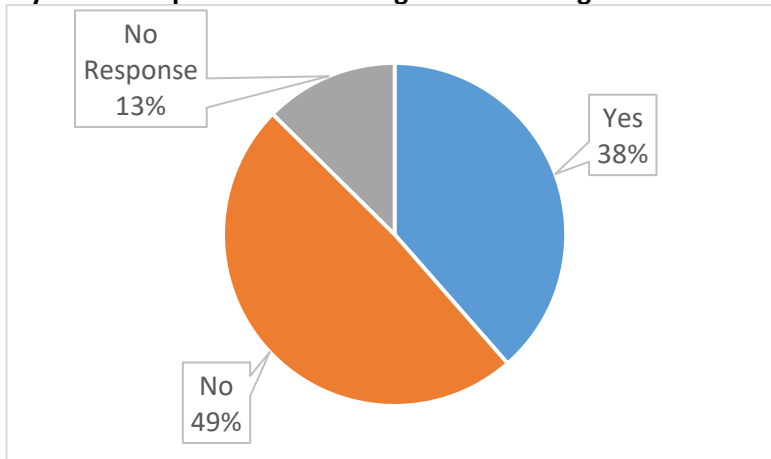
- Community cars for people to share the use of instead of owning a 'little used' car themselves.
- Group purchasing power.
- More help with red tape.
- Hospital visiting transport.
- A 'shed' facility for people to repair furniture/bikes etc for themselves or to re-sell to the community.
- A homeless facility.
- Any additional services that may be beneficial with regards to BREXIT.
- Credit Union access point.
- Providing a venue for counselling eg: Bereavement counselling via an organisation such as CRUSE.
- Youth provision.
- An idiots guide to cross-compliance and on-farm paperwork.
- Dental practice.
- Grow support if offers to local groups/businesses in the community by increasing/building up some small charges for services.
- More training & leisure courses.
- Business support.
- Post Office Service.
- Room hire.
- More training courses.
- Discussion groups.
- BREXIT information at a local level.
- Opticians
- More socials.
- Community laundrette.
- More mental health support.
- A helping hands scheme.



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Question 10.

Have you had help from UTASS or agencies working out of UTASS to access new benefits or grants?



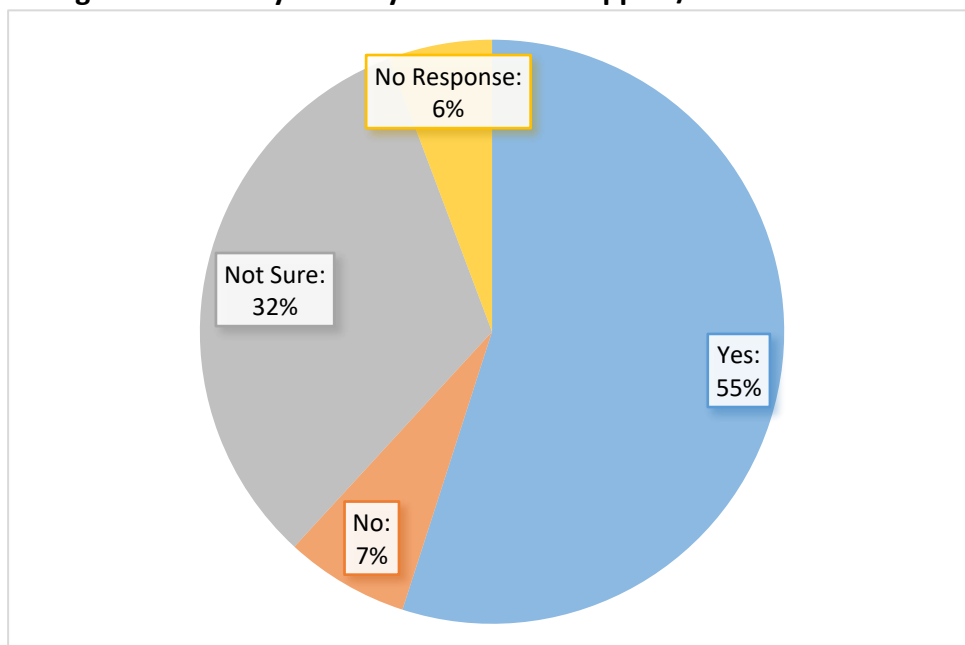
Question 12.

Which of the services below do you feel are important?

- 234 ☺ Advice & guidance for farmers with legislation & paperwork.
- 207 ☺ Support for older people.
- 206 ☺ Training.
- 195 ☺ Activities for young people.
- 178 ☺ Community events.
- 168 ☺ Providing outreach services, such as CAB, Chiropodist, Carers.
- 152 ☺ Community transport.
- 78 ☺ Credit Union.

Question 13.

Going forward - do you feel you will need support/assistance from UTASS more than before?



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