



# Service Users Survey of 2018 Findings

Spring 2019



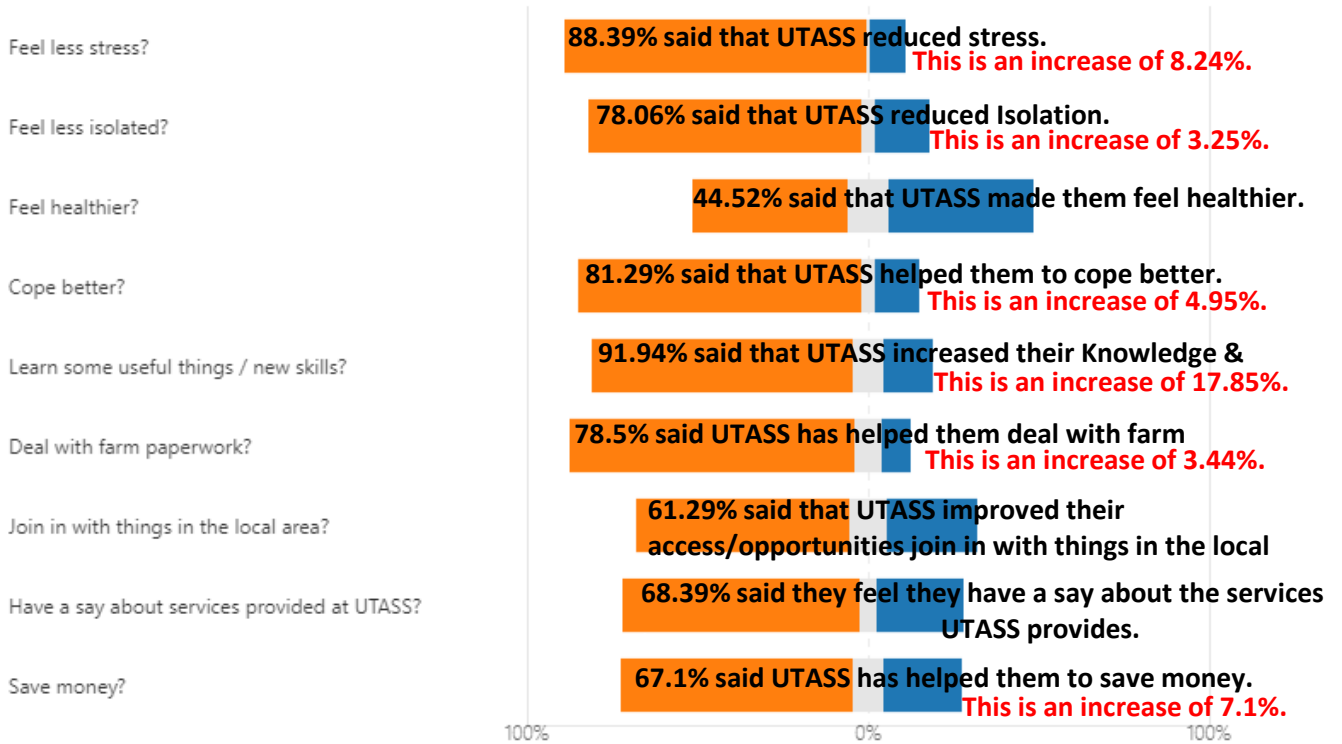
# Upper Teesdale Agricultural Support Services Ltd (UTASS)

There were 155 responses to this years survey.

## Question 1.

**Thinking about yourself or anyone else in your household;  
Over the last year (2018) would you say that the services, assistance or opportunities offered through  
UTASS has helped people to:**

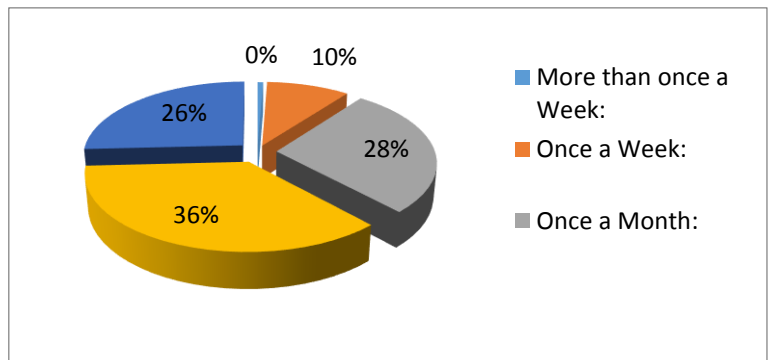
Yes No Don't Know



## Question 2.

### How often do you use UTASS?

More than once a Week:	1
Once a Week:	15
Once a Month:	43
Four Times a Year:	56
Once a Year:	40



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Question 3.

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

**82.6%** Said they wouldn't know where they would get the same support from, **increase of 11%.**

Others made the following suggestions:

- 11 → Land Agent
- 10 → NFU
- 3 → There is nowhere!
- 2 → CLA
- 2 → Family & Friends
- 1 → RPA Helpline
- 1 → DEFRA
- 1 → CAB (Citizens Advice)

Question 5.

Please tell us ...

... What you feel is good about UTASS?

(140 Responses)

"Always listen to ones worry and help to solve the problem ."

"Care for farmers who need it. Inclusion of the young and old. Knowledge of people running

"A brilliant place to go, you feel like you are at home when you are there. They help you with all sorts of problems and point you in the right direction if they can help."

"Encourages people to get together and do

"Friendly & welcoming, valuable advice and

"Always helpful and professional and if they don't know the answer to your question they always make every effort to find out for you."

"Excellent farm business & admin advice /

"Local People who know local issues helping local people."

Question 6.

... How you think UTASS might be improved?

(53 Responses)

"Provide more training courses."

"Originally, I thought UTASS was only for farmers but it does so much more. Perhaps increase the message that you do so much more for everyone not just agricultural support."

"By helping small business find funding and keeping up the good work."

"Have some social events."

"More advertisement to what is going on, or what they do. "

"More staff to ease stress and pressure on current staff. ."

"Good idea to have courses not farming based, I think thats really good as I don't have a farm, just sheep as pets and other pets."

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Question 7.

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

- A coffee morning - (11am to 12noon) once a month to get lonely people into company, minibus pick up if possible? Small charge? Bring a cake ?
- Advice on Stints and Rights & Responsibilities.
- As a smallholder, I would like to be altered to training course relevant to land and livestock management.
- Different training courses - bit more variety.
- Do you put it on newsletters when grants are available? ie: walling, concrete etc?
- I could only think perhaps working with the mart to use the area for other options when there are no animal sales, perhaps general household auctions and or car boot sales
- I invited friends and a young child to 'Jack and the Beans Talk' it was excellent.
- Keep pressing computer skills
- life skills and money management
- More help for older, retired farmers
- More info on grants and funding opportunities
- Overall sustainability of the whole community is likely to become more of a challenge and therefore support areas may need to widen and diversity in future as services disappear. Coordinate campaigns against service reductions.
- Perhaps a financial advisers, legal advisors.
- some classes to attend
- Various work shops on a mixture of skills i.e Art networking. Tourism etc.
- Work towards a secure future for all teesdale farmers (Hill, Upland and Marginal) throughout BREXIT and whatever the future may hold. This is a very uncertain time for farmers.
- Would love an archaeology , geology or history course, but would be interested in other things from from the social side as well as to learn.

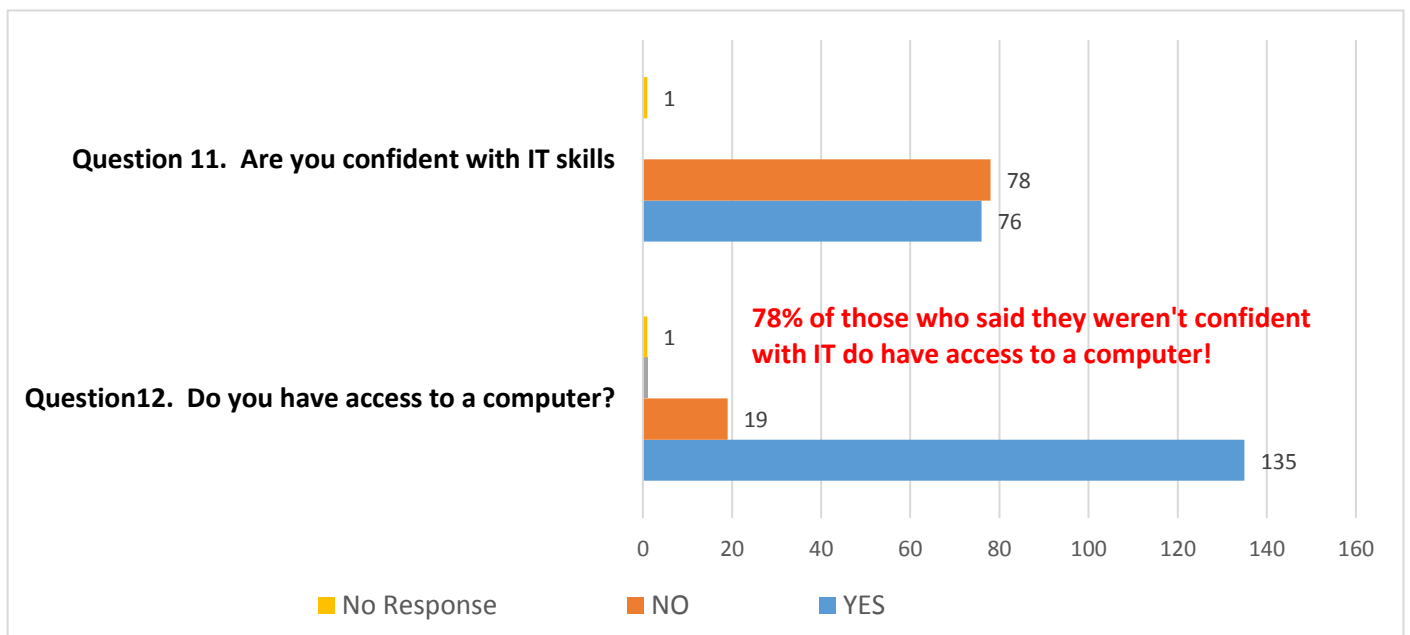
Question 9.

**How many stars would you give your access to broadband?**

(129 Responses)



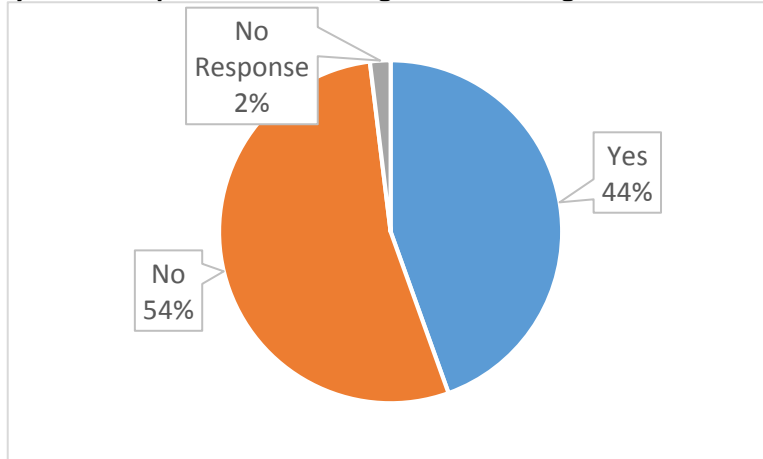
2.95 Average Rating



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## Question 13.

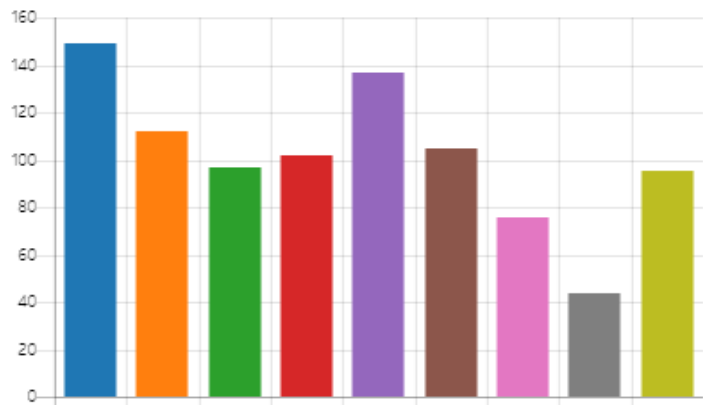
Have you had help from UTASS or agencies working out of UTASS to access new benefits or grants?



## Question 14.

Which of the services below do you feel are important?

Advice & guidance for farmer...	149
Activities for young people	112
Community events	97
Outreach services, such as Citi...	102
Training	137
Support for older people	105
Minibus	76
Credit Union	44
Post Office	95



## Question 15.

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

