

Service Users Survey of 2019 Findings

Spring 2020



Upper Teesdale Agricultural Support Services Ltd (UTASS)

There were 162 responses to this years survey. **An increase of 4.5 %.**

67 were completed on paper, 95 (58.63%) were completed online. **An increase of 850 %.**

Question 1.

Does part of your household income come from farming?

● Yes	142
● No	20

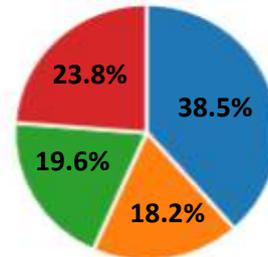
**87.65%
recieve a
portion of
income
from**



Question 2.

What percentage of your household income comes from farming?

● 25%	55
● 50%	26
● 75%	28
● 100%	34

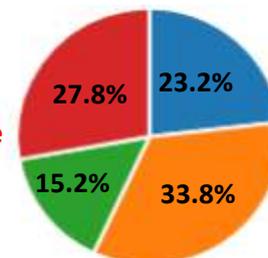


Question 3.

If not 100%, where does the other income come from?

● Person mainly responsible for ...	35
● Partner has an off-farm job.	51
● Diversification.	23
● Other	42

**73.8% in the
'Other' category
receive their
remaining income**



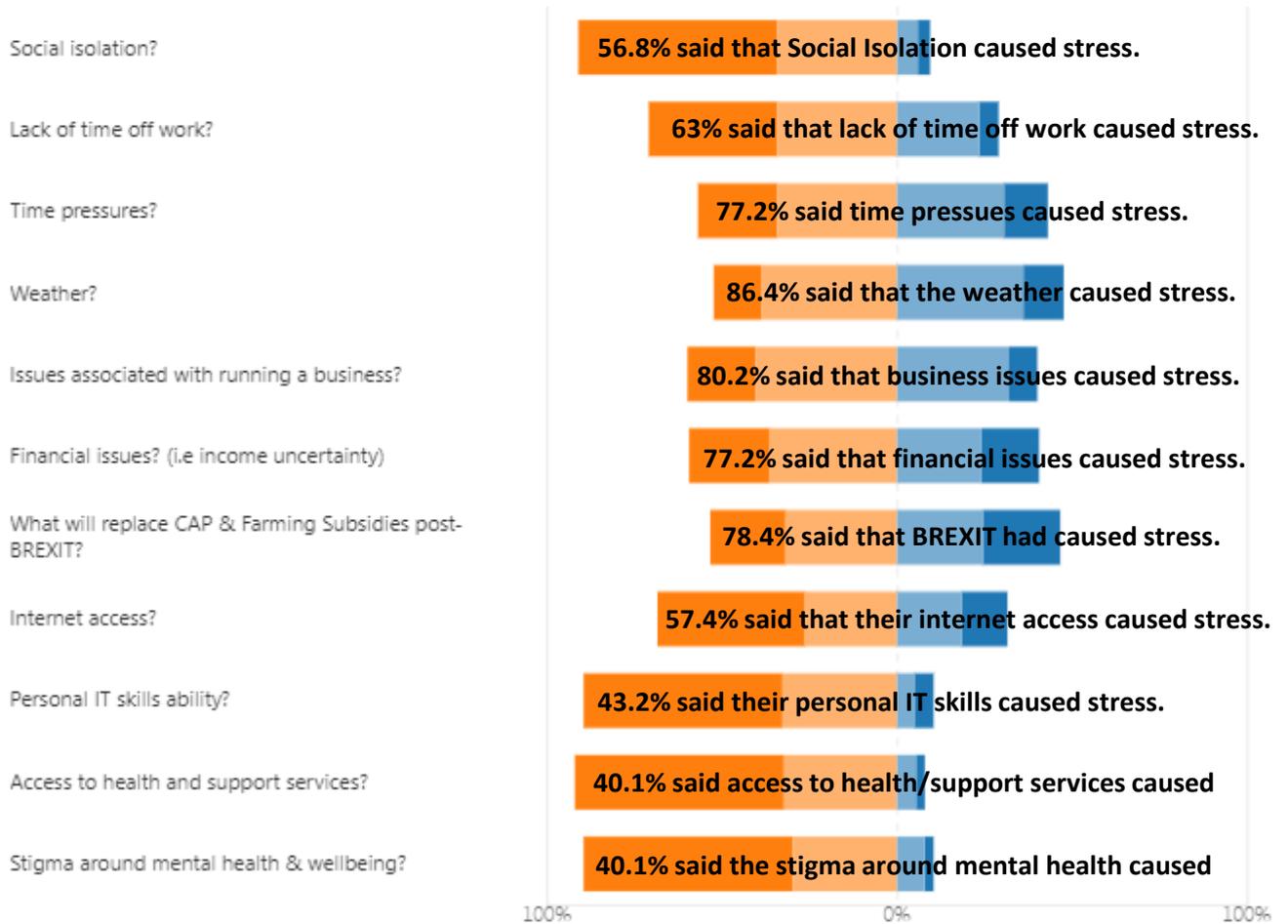
**23.2% are mainly
responsible for the
farm yet also
have another job**

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Question 4.

Thinking about yourself or anyone else in your household;
Over the last year (2019) what issues have caused you stress / worry / anxiety?

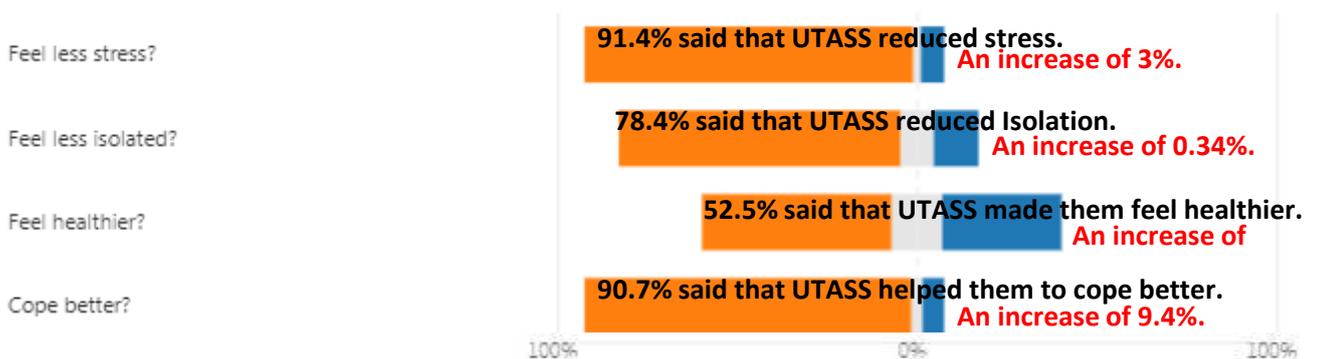
■ No Stress
 ■ Slight Stress
 ■ Stress
 ■ High Stress



Question 5.

Thinking about yourself or anyone else in your household;
Over the last year (2019) would you say that the services, assistance or opportunities offered through UTASS has helped to :

■ Yes
 ■ No
 ■ Don't Know



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Question 5. (Continued)

Thinking about yourself or anyone else in your household;

Over the last year (2019) would you say that the services, assistance or opportunities offered through UTASS has helped to :

Yes No Don't Know

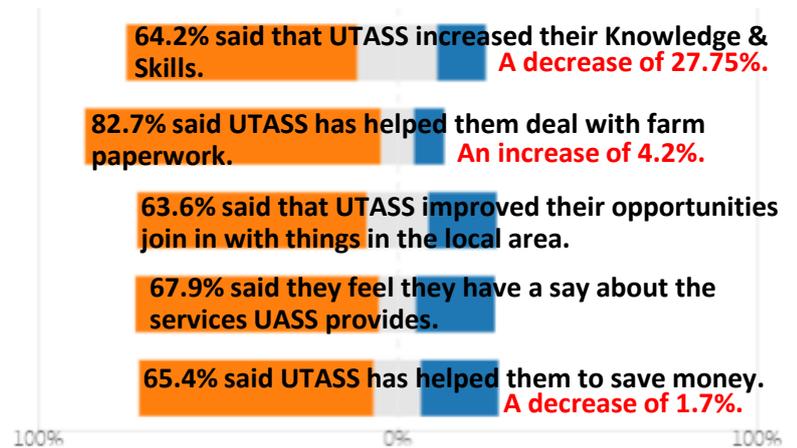
Learn some useful things / new skills?

Deal with farm paperwork?

Join in with things in the local area?

Have a say about services provided at UTASS?

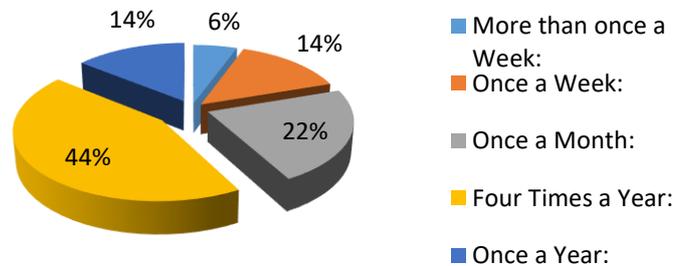
Save money?



Question 6.

How often do you, or anyone in your household, use UTASS?

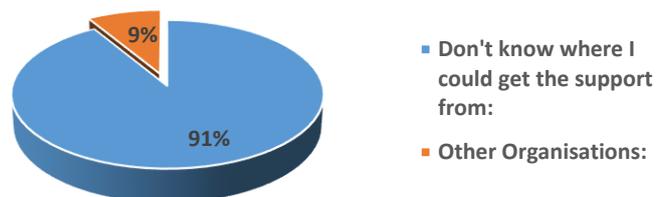
More than once a Week:	9
Once a Week:	23
Once a Month:	36
Four Times a Year:	71
Once a Year:	23



Question 7.

If UTASS was no longer here, where else would you get the same support from?

Don't know where I could get the support from:	148
Other Organisations:	14



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Question 8

In relation to question 7, please list 'Other Organisations' where you could get the support from.

14 people made the following suggestions:

- 10 → Land Agent
- 8 → NFU
- 4 → Family & Friends
- 3 → CAB (Citizens Advice)
- 1 → Internet
- 1 → Accountants
- 1 → Doctors
- 1 → Bank

Question 9.

Whats the best thing about UTASS?

(133 Reponses)

"Friendly, kind, confidentiality, always available, make me smile!"

"The helpful friendly manner of all staff. People with knowledge to help with so many different

"Someone at the end of the phone who normally can help with a problem in a calm and polite manner and give reassurance no matter what the issue is."

"Down to earth advice in a very practical

"Friendly staff, happy to you, informative, nice sociable place to visit, great training

"Local and run by people who know and understand what is needed, why it's needed and when it is needed."

"Knowledgeable staff who are up to date

"Someone on the end of the phone to help/listen."

"UTASS is simply the BEST thing. It's allround approach of supporting the community is

"Friendly & Knowledge of staff, 'On our doorstep' - Nothing is any bother!"

"Always available with information, help and support. Everyone is friendly and never makes you feel uncomfortable about asking a

"Help to farmers in completing forms and completing paperwork which keeps changing all the time. Organises events such as youth club, retired farmers lunch clubs, ladies shopping trips etc. Events that help everyone in the dales community."

"Helping both young and old with relevant courses for the farming community."

"I know if I have any problems, however large or small, UTASS will help me sort them."

"The staff always very helpful. Nothing is any trouble for the staff to help and sort things out and reasure me."

"It's incredibly comforting just to know that UTASS is there! In recent years it's become a one-stop-shop for so many people, not just farmers. UTASS is a wonderful resource for the community. We as a family thank UTASS whole heartily for everything it's done for us in the past, and we just hope it will be there for us and the rest of the community in the future."

"Personal service and understanding."

"Its local and friendly."

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Question 9. (Continued)

Whats the best thing about UTASS?

"Everyone is welcome, the staff are knowledgeable and the organisation supports all elements of the community. It's vital in the Isolated upper dale."

"Broad knowledge about many issues facing farming. Friendly staff and esy access to help."

"It's on our doorstep. The staff are knowledgeable and friendly. Help with our paperwork is second to none."

"They are there at my point of need and

"The fact that they are "there" for the community and that the staff are all so

"UTASS is such an amazing organisation. It branches to meet the needs of the whole community."

"Always kept well informed. Opportunity to involve myself with other people & wider

"UTASS Staff have a fantastic attitude to their work. There is never a problem too big, or too small. The knowledge shared between them is immense. They are never 'off duty', and that gives huge relief to us members to know that there is always someone there to help."

"Good/immediate service. Very thorough. Fantastic support received from Richard."

"Always there 24/7. I get help with my letters and bills as I don't read or write."

"Good/immediate service. Very thorough. Fantastic support received from Richard."

"It is staffed by local people who are always there is you need them.. "

Question 10.

What does UTASS need to do better?

(58 Reponses) 33 said there was nothing!

"Assure us you will always be there."

"More Cover."

"Family friendly social events."

"Personally as far as I can see UTASS has done everything they can in forever changing times and try continually to make surrounding dales a better place.."

"There is not much as I think it offers most

"Promote youth services."

"Could have mental awareness meeting for ladies ,how are married or live with farmers or who partners work in country side."

"Inform locals (Non Farming) what it does."

"Assure us they will keep going."

"I believe they do things as well as they can."

"Help and train people to be more self reliant because if utass suddenly disappears then that could cause some people a huge amount

"Expand some training courses."

"Stop sending emails which are several Mb in size - this is an issue for those with poor broadband cover - just send a small email with a link to the information."

"I think they are doing a good job they are always upto date with new legalisations."

"You really need to promote yourself better."

"Just hope they can secure funding to continue! Keep doing what you are doing! "

"They do an excellent job more funding would enable them to extend their services."

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Question 11.

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

(19 Responses)

- More training ie trailer training etc
- Quickbooks support
- Agri consulting locally
- A first stop for the call on assistance to take care of stock in times of illness.
- (Better) advice and assistance regarding access to various grants?
- Linking community groups to potential external/grant funding
- Advice / training on RPA funded environmental schemes. I think these will become more important after BREXIT.
- Work more with other Middleton-in-Teesdale groups
- In the future support will be required in terms of changes to CAP/BPS/RPA etc due to Brexit. Farmers will inevitably need to change practises or be prepared to 'think alternatively' due to the changes and support and advice will be imperative
- Services more in Weardale - Same problems here.
- Back rural development & new affordable housing & retired farmers. Support local services eg Doctors, District Nurses, Hospital Visiting, post offices, buses, garages, travelling shops, libraries. Encourage farm diversification.
- Macmillan Drop in service? Takes away the stigma of going into the surgery
- More Courses
- Counselling service
- Is there more services you could provide within the building during current open times?
- More stuff for young people
- Will writing
- Counselling.
- I need to be able to spare the time to attend more events that UTASS hold, evenings are a better time as I am at work during the day and can't attend many of the events held such as training courses and mental health / healthy living events which perhaps could be held on an evening.

Question 12.

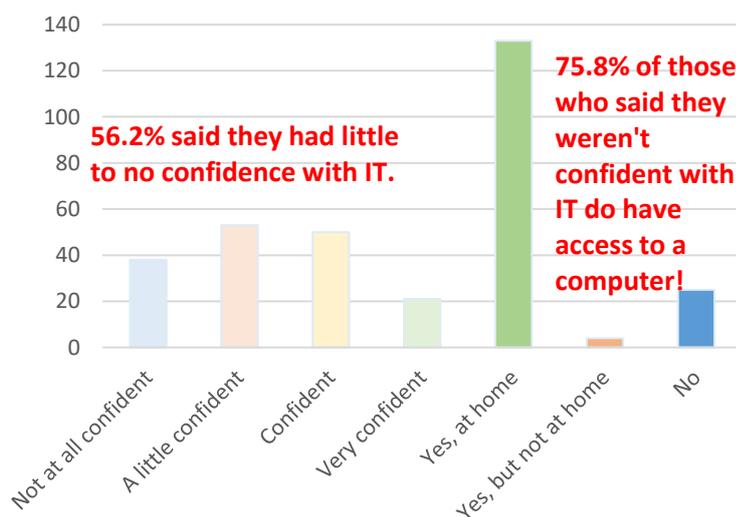
How confident are you with IT?

Not at all confident	38
A little confident	53
Confident	50
Very confident	21

Question 13.

Do you have access to a computer?

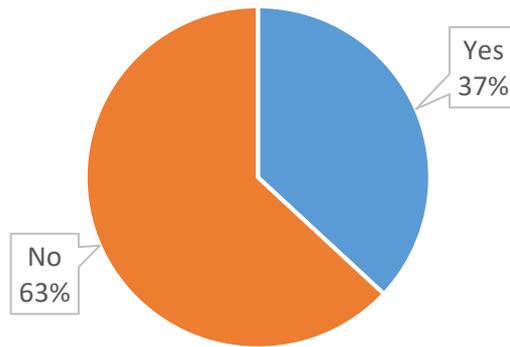
Yes, at home	133
Yes, but not at home	4
No	25



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Question 14.

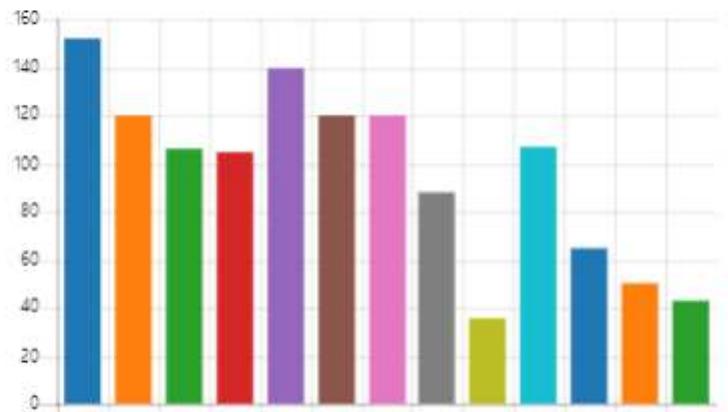
Have you had help from UTASS or agencies working out of UTASS to access new benefits or grants?



Question 15.

Which of the services below do you feel are important?

Advice & guidance for farmer...	152	94 %
Activities for young people	120	74 %
Community events	106	65 %
Outreach services, such as Citi...	105	65 %
Training	140	86 %
Rural-Watch	120	74 %
Support for older people	120	74 %
Minibus	88	54 %
Credit Union	36	22 %
Post Office	107	66 %
Oil Buying Group	65	40 %
Theatre Club	50	31 %
Yoga & Pilates	43	27 %



Question 16.

Are there any other services that you feel are important?

(30 Responses)

- Access to IT, information or community discussion/liaison evenings eg wills seminar, police meetings etc, providing a place for people to meet with local police, parish council etc and anyone else who should be listening to the community.
- Access to policing information Access To council services (not the Councillors)
- Activities (like a "youth club" for older people).
- Advice & Support with complex DWP paperwork. PIP, ESA, Housing & Council Tax benefits etc.
- Being there 24/7
- Being there to answer queries
- Community discussions
- Course on how to use and get the best from mobile devices.
- Courses

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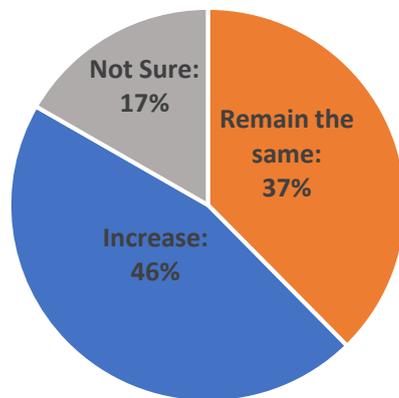
Question 16. (Continued)

Are there any other services that you feel are important?

- Encouraging people to look after each other.
- Farmers Lunch Groups
- IT courses are always useful.
- 'Just for Fun' courses.
- Mental health in teenagers.
- More post office sessions.
- Print and copy service and displaying of notices and estate agents info
- Record family histories of Upper Teesdale, Lunedale, Baldersdale etc (Not just Hannah Hauxwell) who lives where when, anecdotes & memories of old folk. copies of old photos, family trees etc.
- Rural WiFi
- Support for people with complex benefit (DWP) paperwork, health assesments and appeals
- Support with new legislation for payment agreements (Countryside Stewardship/ELMS) etc
- No / Not at present / Not at the moment , was the response from 10 people.

Question 17.

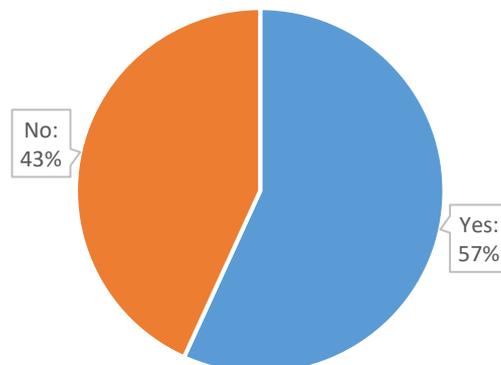
In the future so you think the support/assistance you need from UTASS will ...



Nobody who completed the survey thought that the support/assistance they need from UTASS would decrease.

Question 18.

Do you currently receive information from UTASS via email?



Question 19.

If you answered no to Question 18, and you would be willing to switch from 'Post' to 'Email' please provide your email address.

27 % of those who currently get their information through the post have agreed to now receive it via email.