



# Service Users Survey of 2016 Findings

Spring 2017



# Upper Teesdale Agricultural Support Services Ltd (UTASS)

There were 172 responses to this years survey. (Including 14 online responses)

Question 1.

**To help us review our priorities for the next five years we would welcome your opinions. Please choose and number, 1 to 5, the services that you consider the most important from the list below or add your own ideas.**

- Advice & guidance for farmers with legislation & paperwork
- Training
- Activities for young people
- Community events
- Providing outreach services, such as CAB, Chiropodist, Carers
- Community Transport
- Support for older people
- Other.....
- Other.....

**We have received a few interpretations of the question...**

**We have grouped the services into High Priority and Low Priority**

**High Priority = if they were chosen as 1 to 5, or for the 5 highest rated services.**

**Low Priority = No response or the lowest rated service or those rank 6 or 7.**

## High

- 150 Advice & guidance for farmers
- 136 Training
- 121 Activities for young people
- 97 Support for older people
- 92 Providing outreach services
- 78 Community events
- 53 Community Transport
- 2 Others - Admin Support
- 1 Others - Printing / Copying
- 1 Others - Loan of Equipment
- 1 Others - Office Facilities
- 1 Others - Broadband - Get improved access / training
- 1 Others - Business Support

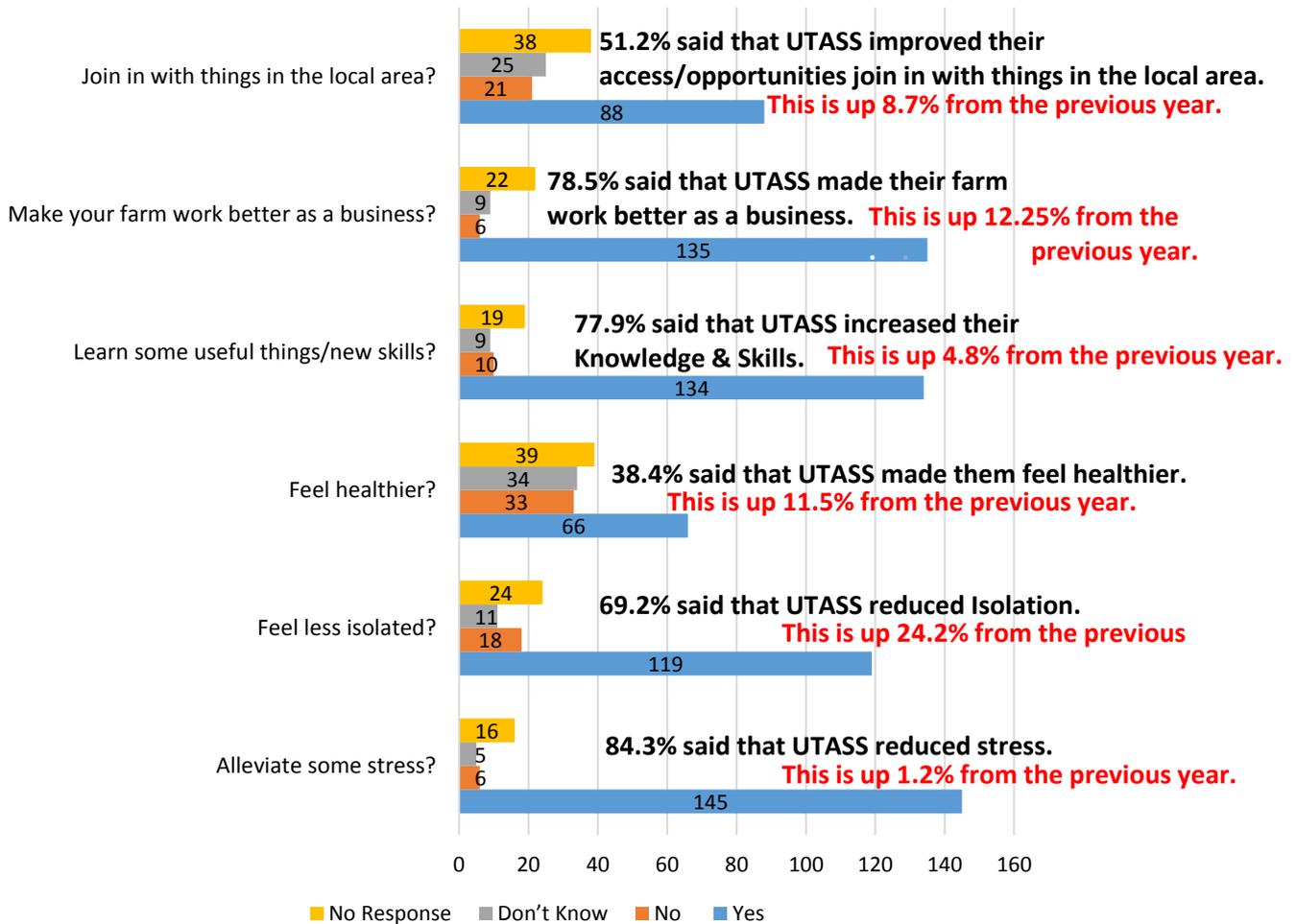
## Low

- 102 Community Transport
- 77 Community events
- 63 Providing outreach services
- 58 Support for older people
- 34 Activities for young people
- 19 Training
- 5 Advice & guidance for farmers

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 2.

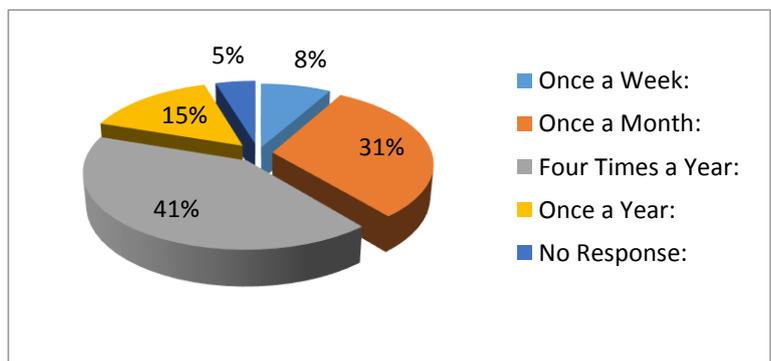
**Thinking about yourself or anyone else in your household; Would you say that the services, assistance or opportunities offered through UTASS has helped to:**



## Question 3.

**How often do you use UTASS?**

Once a Week:	14
Once a Month:	53
Four Times a Year:	71
Once a Year:	26
No Response:	8



# Upper Teesdale Agricultural Support Services Ltd (UTASS)

Question 4.

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

<b>71.5%</b>	123	Said they wouldn't know where they would get the same support from
<b>8.1%</b>	14	Gave no reponse
<b>20.4%</b>	35	Gave the following suggestions:
		→ Land Agent
		→ Solicitor
		→ Accountant
		→ Family / Friends
		→ Trading Standards
		→ CAB
		→ NFU
		→ Agricultural Agent
		→ Doctors
		→ Farming Press
		→ Probably no where
		→ CLA
		→ Marts
		→ Enterprise House
		→ Natural England
		→ Defra
		→ TIC
		→ MIND
		→ RPA
		→ Not possible for what UTASS covers.
		→ TFA
		→ Would be various other, not all under one roof like UTASS.

Question 5.

**Please tell us ...**

**... What is good about UTASS?**

(144 Reponses)

"Comforting to know UTASS is there for advice and guidance."

"Always available for advice."

"Extreamly helpful staff who go out of their way to assist, regardless of the issue.

UTASS provide complete reassurance when dealing with increasing amounts of

"Staff will try to help no matter what it is you

"Beings able to get advice and guidance

"Always trying new things for the community."

"I recieve immediate support & advice."

**... How could it be improved?**

(33 Reponses)

"if more funding available could be open

"Assistance in providing access to markets."

"Opening hours."

"An additional office in the lower dale, maybe barnard castle."

"By enabling funding to be in place so that people can know that UTASS is going to be in existance for another five years without having to worry that their support network is going to be taken away from them ."

"More for people with mental health. Anxiety and fear of new surroudings to come out."

"Do not know how, because it is very good."

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

"The staff at UTASS are friendly, helpful and go the extra mile when needed and know what questions to ask."

"Help & advice is always available. They seem to know all the answers!"

"Friendly service & always there to help."

"Easy, Accessable, Good Advice, Friendly, Helpful."

"They are all very good and very helpful."

"Friendly and unbiased help."

"Very handy. Staff are very helpful."

"Very helpful."

"Always a friendly voice to help with paperwork eg Grant subsidies and livestock queries."

"It takes a lot of stress out of farming by helping with all the paperwork and gives

"UTASS helps us to farm better by helping us to fill in any forms that we do not understand."

"Expert Advice. Training facilitator, office & equipment back up. Disseminate information /

"It is there with help, support and advice when people most need it."

"Everything you do."

"Friendly, helpful. Sound information

"Excellent advice and help."

"Staff are always willing to help. with large or small problems/issues."

"It might be hard to improve, everybody is so good."

"Building could be better."

"The security of UTASS's future."

"Continue to offer wide range of support."

"My needs have always been met, but better resources available to them would be a boost."

"Keep up the hard work."

"Really difficult as UTASS is on a funding treadmill - hard to be sustainable and have legacy without core funding. UTASS is holistic and wants to develop / offer new services (eg young people) but it's always funding dependant."

"More hours open."

"Not a lot."

"More funding."

"secure funding ahead."

"Don't Know."

"Very good as it is."

"It is already very good so not sure."

"Good without imporvement."

"More social events / leisure time courses."

"If grants are available for farm improvements - Info sent out via letters."

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Locally based, understands local farming issues & problems."

"friendly, practical staff."

"Help always at hand."

"Facilities. Open to suggestions."

"24/7 support and helpful & approachable."

"Available 24/365 and will help you with anything - UTASS never turns anyone away no matter how small or great the problem."

"The Staff."

"Friendly & welcoming, approachable. Staff understand farming and rural life. Knowledgeable staff. Research carried out if answers are not immediately available."

"Being able to contact personnel familiar with .gov organisations."

"The people that work at UTASS and the support in helping with government papers."

"The staff, help and advice they provide."

"Honesty, confidentiality, friendly, always there and very helpful."

"Staff are so helpful."

"Massive support to the farming community."

"There's always a friendly voice at the end of the phone who can always find a solution to your problems. Without them supporting me with our farming business I don't know what

"Everything, they are always there for your problems."

" ? "

"Give more grant money to help SMALL farmers."

"Can't be for me."

"Providing it with more funding to be able to do more good work."

"It needs to evolve and move with the times."

" Extra funding to continue the good work they do."

"Don't know."

" Just keep doing your excellent work. You're a great team."

"Continue as you are doing a great job."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"It's a lifeline for the rural community."

"The staff make UTASS what it is."

"UTASS offer excellent support and advice to farmers. The service is not widely available elsewhere and is particularly valuable in our area where broadband is

"Very good at helping farmers in uplands."

"Always somebody there to help."

"Friendly service. Knowledgeable. It covers most events."

"The facilities there and the people understand rural problems."

"Helpful & good to talk to."

"Everybody is very good there."

"They are always there and willing to help."

"Friendly service.  
Approachable staff.  
Valuable focus in the village."

"The staff who work as a team."

"If you have a problem or any issues there is always someone who will be able to help

"Supporting young people in training and development."

"All the support they provide."

"Handy. People very handy & supportive."

"Everything. 100% support."

"UTASS has always been very helpful and professional and has been very good for me

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Accessability, friendly professional advice."

"Available when needed."

"Accessible & affordable training relevant to small holdings."

"Always very helpful."

"Friendly service and always willing to help."

"I enjoy my meal and the company at St Johns Chapel each month."

"Nothing is too much trouble."

"Local support. Help for farmers."

"Help & Advice. Nothing is too much trouble for all staff at UTASS."

"Always helpful."

"Support for the farming community."

"Just knowing UTASS is there is a big relief."

"Always helpful."

"It's a one stop shop for any problem, Great to know there is always someone there at the end of the phone, which gives such peace of mind in these uncertain times."

"Friendly & helpful service."

"The support it gives to the farming community & the upperdale."

"It is great for help about farming. I farm part-time and the assistance I get is just brilliant."

"There is you need them."

"Providing information on various topics of interest."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Very helpful staff."

"Always there to offer help & reassurance to an isolated rural community."

"The hardworking staff and their

"Good friendly advice & help when needed.

"Relieable, helpful, handy and conveyent."

"Help & advice in filling in forms."

"Someone on the end of a phone."

"Helpful staff."

"Local and always available."

"Everything"

"Advice."

"Excellent community service for Teesdale Farmers."

"Assistance (expert). On the door step. Friendly faces. Offers admin. services ie photocopying &

"Any problems with farming forms UTASS is at the end of a telephone call."

"People you can rely on for help with everything."

"Gives reasurance that the farm paperwork is correct."

"All support and help that is given, could not manage without it."

"Good knowledge of agricultural issues when required. Friendly advice."

"Local people work there & are helpful."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"UTASS is one of the best things in Teesdale. Nothing is a trouble & everyone is very helpful & pleasant. So many people depend

"Great for farmers needing help with beauocracy and day to day worries. Outgoing towards the community, especially young people."

"Local to my business, always available if need help, friendly & nothing seems a problem & will do most to help anyway possible."

"UTASS offers excellent support for farmers, provided by knowledgeable staff. It also organises excellent training oportunities."

"Very supportive. Accessible service. Local. Run by people who understand our needs."

"I appreciate that help is always there when you need it - even if that is not very often."

"Reduce stress of paperwork. Inform of changing legislation. Prodives training."

"Services are readily available when needed."

"Staff - Always friendly and willing to help."

"The friendly way in which I am assisted with paperwork."

"Local & easy to speak to someone on the phone."

"Brilliant for help with all farming matters and general advice. Very friendly & helpful."

"Very informative working with the community."

"Friendly, helpful service."

"Brilliant for help with all farming matters and general advice. Very friendly & helpful."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"They help you with all sorts of things.They are very good."

"Skills offered by the workers! Opportunity

"It's great to have pleasant & knowledgeable people available to help & advise on filling in difficult & complicated forms & applications to organise activities for local youths &

"Friendly knowledgeable staff, warm welcoming atmosphere."

"Its great to have an organisation i can contact with any problems."

"Reduce stress of paperwork. Inform of changing legislation. Prodives training."

"Always there to help with a smile. Look forward to seeing you all in 2017. Tessa & Richard - couldn't do without you!"

"For people like me that don't have a computer.

"Always available to help with queries and paperwork."

"Face to face meetings to complete single farm payment forms."

"Always there to help pr point in the right

"You can access help and information quickly."

"Accessibility."

"Good to know someone there to help and talk on the telephone and not speak to machines and press numbers."

"Central to the dale always a phone call away. Help in rural work & plenty of socialising for

"Friendly & knowledgeable people ready to help."

## Upper Teesdale Agricultural Support Services Ltd (UTASS)

"Friendly, approachable, supportive, smiling, helpful."

"Always ready to help."

"It's accessibility and the range of services it offers through friendly knowledgeable staff."

"Everything."

"The wide range of support."

"Good at finding funding and using it for funding."

"People are good to talk to and you get answers to questions, which they follow up. Help and advice on almost everything."

"Availability of assistance with queries, form filling and ever changing regulations to try to keep up to date."

"Everything is good."

"Staff communication. Staff helpful. ledgable. Handy Location."

"Keeps us up to date with farming legislation."

"Very helpful, professional & friendly"

"Support that is given to farmers, young people and the community in general."

"Anne & Emma in reception are caring and loyal. Little Stars."

"It is a forward and positive thinking organisation."

"Good advice & guidance with schemes and paperwork."

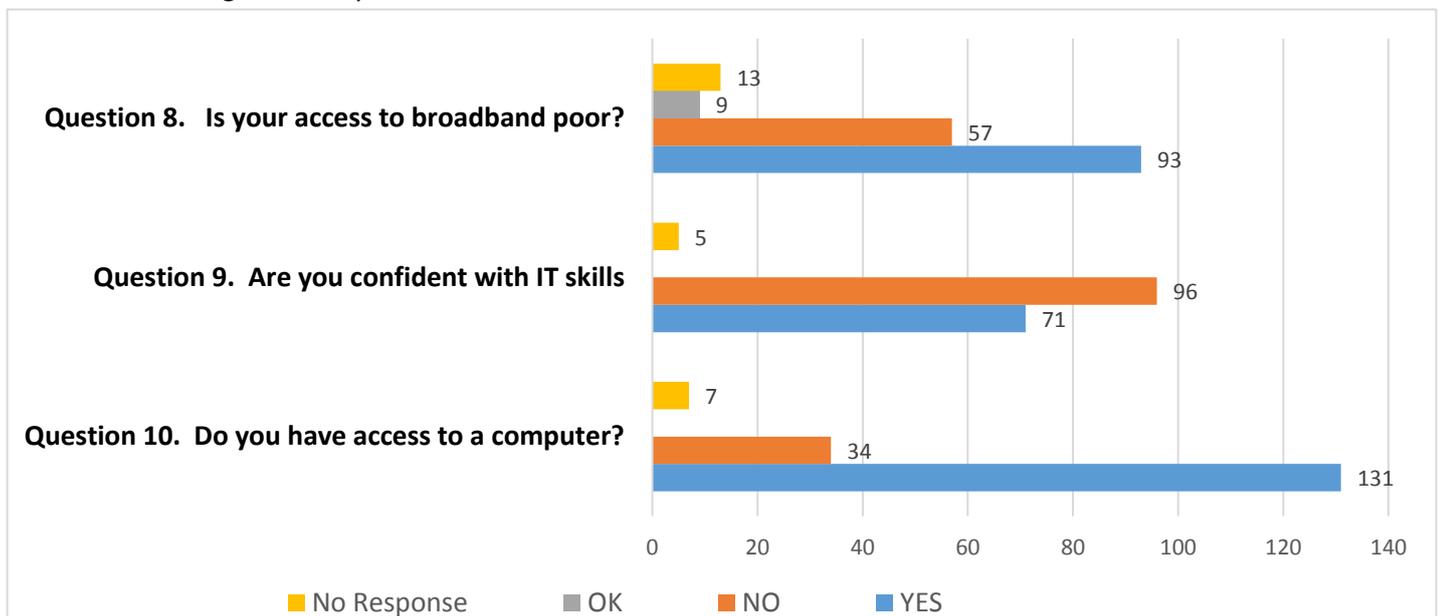
"Always there when you need help or advice. Could not do without UTASS."

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 6.

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

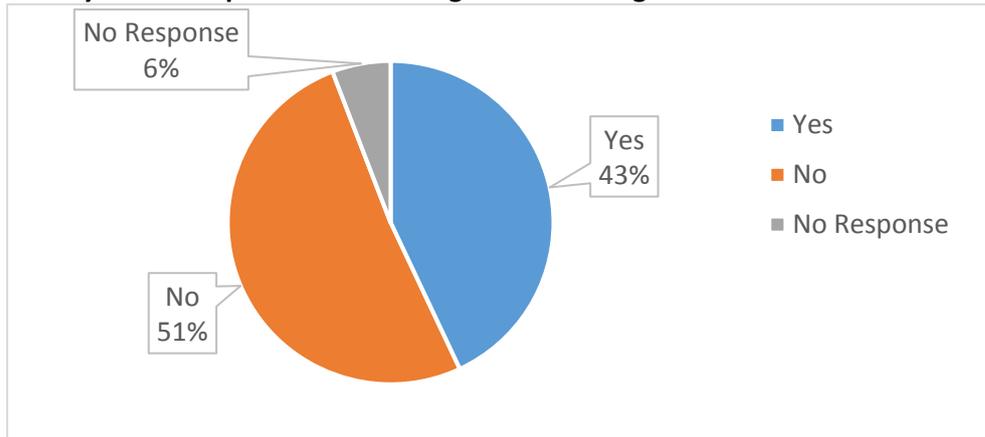
- Any problem to arise, UTASS is there!
- Training for re-employment of women in rural areas.
- Volunteer system for hospital transport.
- Social groups = get togethers for older people.
- General business support = HMRC / VAT / Book Keeping / Accounts / PAYE / Marketing.
- Succession Planning. (Two responses)
- More training courses and better advertised.
- Courses for hobbies.
- Courses & advice in Weardale, as sometimes in the past.
- More training opportunities.
- Book Keeping service. (Two responses)
- More lobbying of MP's over Agricultural issues.
- More lobbying of MP's over rural broadband.
- More grants / subsidies for small farmers. (Two responses)
- Accountantcy services to farmers.
- Vet courses.
- Cycle hire.
- More IT Training. (Two responses)
- 1st aid courses.
- Our views to local Auction Marts. Regular meetings with farmers and Mart Directors.
- Social groups (Two responses.)
- Support and negotiating for both hill and marginal farms pre and post Brexit.
- Mental health help with hobbies, wildlife, gardening.
- Employability.
- I feel that there is some tension between wildlife conservation, farming and gamekeeping. I wonder if UTASS could help everyone understand conservation priorities and how the law is supposed to work?
- Tennants forum.
- Bulk buying.
- UTASS could further build its services offer around employability and health and welbeing.
- Basic computer training - Spreadsheets/word. (Two responses)
- Possibly more information on grants for farm equipment, famr buildings, farm improvements, house heating etc. Always seem to find out when finished.



# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 11.

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



## Question 12.

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

- "In any way that UTASS can get the thoughts of hill farmers during the next four years as Brexit is getting closer and closer. When ever there is a chance , these meetings need to be attended."
- "Thank you for all your assistance and guidance. Keep up the good work!!"
- "Regular meetings with political establishments to give views on Brexit and making it quite clear we can not survive without the Signle Farm Payments in this part of the country."
- "Excellent help with getting cheaper energy."
- "Interested in training in the use of rat baiting in view of the forth coming legislation."
- "Welding & spraying training needs."
- "Friendly, warm & supportive staff which puts me at ease with sometimes sensitive issues."
- "Taking early retirement, moving into Teesdale & setting up a smallholding 21 years ago would have been much harder without UTASS. We had an agricultural background, but still all the rules & regulations were new to us & we were very grateful for your support. Due to 'Re-retire' very soon. May we take this opportunity to thank everyone at UTASS for all your help & support, and wish the organisation all the very best for the future."
- "The assistance that you give us is greatly appreciated."
- "One has difficulty keeping up with the technology especially as an older person like myself finds it impossible without assistance."
- "Sheep dog training."