

# Service Users Survey of 2020 Findings

Spring 2021



# Upper Teesdale Agricultural Support Services Ltd (UTASS)

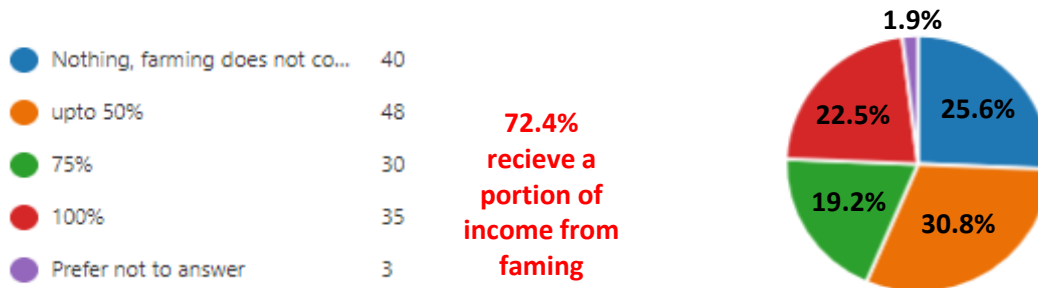
There were 156 responses to this years survey. **A decrease of 3.7 %.**

37 (23.7%) were completed on paper, 119 (76.3%) were completed online.

**Online responses are up by 25.3%.**

## Question 1.

**Does part of your household income come from farming?  
If so, what percentage of your household income comes from farming?**



## Question 2.

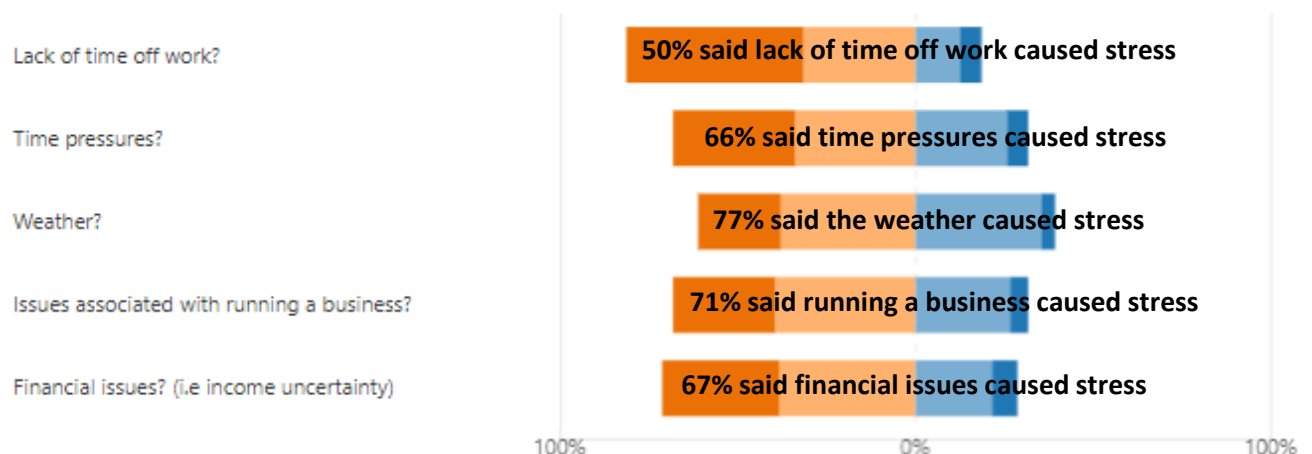
**If not 100%, where does the other income come from?**



## Question 3.

**Thinking about yourself or anyone else in your household;  
Over the last year (2020), what issues have caused you stress / worry / anxiety?**

None Mild Moderate Extreme



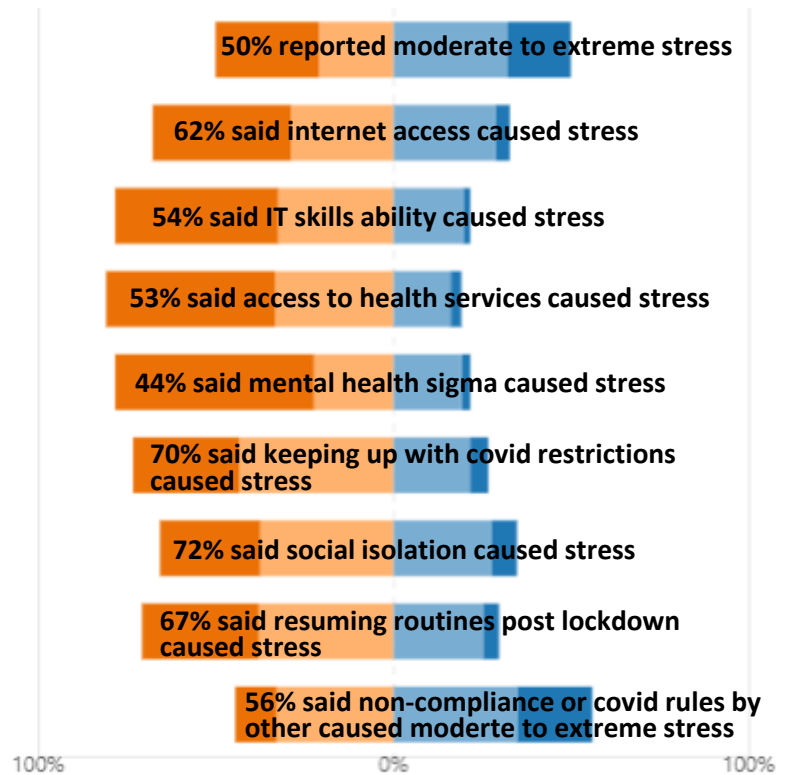
# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 3. (Continued)

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

None Mild Moderate Extreme

- What will replace CAP & Farming Subsidies post-BREXIT?
- Internet access?
- Personal IT skills ability?
- Access to health and support services?
- Stigma around mental health & wellbeing?
- Keeping up to date with current Covid restrictions?
- Social isolation?
- Resuming 'normal' routines after lockdown. (visiting shops, cinemas etc.)
- Other people's non-compliance of covid rules.

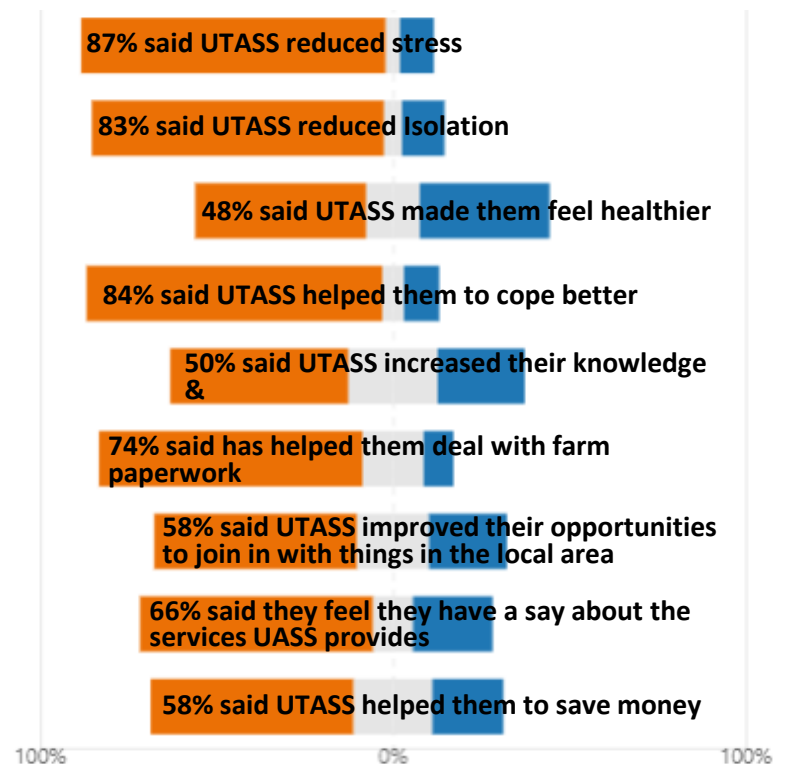


## Question 4.

Thinking about yourself or anyone else in your household; Over the last year (2020) would you say that the services, assistance or opportunities offered through UTASS has helped to:

Yes No Don't Know

- Feel less stress?
- Feel less isolated?
- Feel healthier?
- Cope better?
- 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?

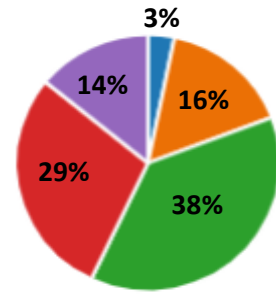


# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 5.

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

More than once a week	5
Once a Week	25
Once a Month	59
Four times a year	45
Once a year	22

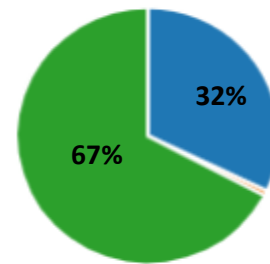


People who use UTASS once a month has increased by

## Question 6.

Since March 2020, due to Covid, would you say that your need for support from UTASS has:

Increased	50
Decreased	1
Stayed the same	105



## Question 7.

What's the best thing about UTASS?

(118 Responses)

"Kind and sensitive help on a comprehensive range of issues, not just farming."

"Utass is always there when you have a problem of any kind. There is always someone

"A very friendly helpful person who listens to your problems/issues and either helps with them or puts you in touch with someone who can."

"The office is accessible to everyone."

"Informative , helpful and professional service."

"Caring and responsive"

"Forward thinking, almost always can help no matter what your question, if not can point you into the correct direction."

"Having someone to speak to (Richard) on CAP & Subsidies."

"They are always there to help, in person or by telephone. When you go to the office there is always a smile to greet you, and the help and advice they provide is so needed in this area. It is unthinkable not to have this

"It is a 'go to hub and has had a role in bringing village organisations together to coordinate a Christmas event. Going forward, this could be enlarged to cover more events."

"Knowing that there is support, advice, training and help available if needed"

"The staff, they are very helpful and will go out of there way too."

"Knowing someone is there to ask for help when it's needed the information they send by email is good because it makes you

"Knowing that there is support, advice, training and help available if needed"

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 7. (Continued)

### What's the best thing about UTASS?

"24hr telephone help if needed."

"Friendly people, always welcoming, treats individual case with integrity and incredibly

"Friendly and helpful response. Access to information"

"It is comforting to know they are always there at any time for help when we need it. They are friendly and understanding of our needs. They are always willing to do whatever it takes to settle our minds with any problems we have. We need this company to be there. We get regular updates on issues that affect us. We get regular updates on classes and meetings that are important to farmers. They are our backbone and are essential so we know there is someone we can talk to in confidence about

"Their local knowledge and involvement in

"Support over a wide range of issues; someone to ask if you have a problem or require information; they are there to help the whole

"The people who work there are vary helpful, friendly, care alot and even if they don't know the answer they try and find out or put you in contact with someone who does. They are there for the whole community not just the farmer's."

"They are always there no matter how small or big the problem is, Always friendly and helpful, all the staff well trained and they do a lot of good work in the community ,many Farmers would struggle without their help and they are good at keeping us up to date with any changes especially with Brexit a lot of people are worried about the future."

"The amazing staff in the reception."

"The best thing about UTASS is the way it's support changes depending upon the needs of it's members and the local community. The dales would be a much poorer place without UTASS and it's amazing team of caring, dedicated staff."

"It's available and extra friendly."

"Always able to help"

"Friendly staff who have time for you. Warm welcome. Knowledgeable about the Dale; various information. The variety of things they do and keep updating areas of influence."

"24hr telephone help if needed."

"They are always there to help regardless of time or pressures you or the staff are under."

"Always on hand , very knowledgeable and friendly , and we all speak the same language."

"Weekly call. Knowing someone is at the end of the phone."

## Question 8.

### What does UTASS need to do better?

(66 Reponses) 38 said there was nothing!

"Keep stressing you are more than agricultural support and there for the whole community."

"As long as you are reachable that's all we

"They seem to have most things covered. They are one step ahead of us in seeing what needs to be addressed."

"Make sure they are always there and part of the community. Help those or use those that have the skills in the community. Perhaps support for the local shops to keep it together."

"Work together as a team and work with

"Perhaps advertise that it helps anyone in difficulty, not just the farming community."

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 8. (Continued)

### What does UTASS need to do better?

"We like you the way you are."

"Just keep on being there."

"Don't think utass could do any more for us!"

"Help younger people."

"Already doing a first class job now!"

"I don't think it can be made any better."

"Just carry on the good work."

"It does an excellent job. They are open to suggestions at any time."

"Ask us to do more for them."

"We feel they offer a great service to the community."

"Keep up the Great work."

## Question 9.

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

(13 Responses)

- I did like the farm bookkeeping course ran a few years ago by Strutt and Parker, he's now gone to George F White's. A local job vacancy social media platform, I've noticed the Barnard Castle Jobs Facebook group is quite slow to approve posts or attract many candidates. We'd like to keep our employment local where possible.
- Advise the public that it is not just there for farmers but also for the local residents
- More IT for older farmers
- We will all need help on the new farm subsidies
- There is a lunch club for older farmer Why not one for women women farmers, farmer's wives & others.
- Provide replacement ear tags
- They may do this but if not, knowledge of companies that can offer legal advice - for free. Many farmers need legal advice at various times when a problem occurs and their usual solicitor may not be the appropriate one to go to.
- Keep coming up with innovative ideas to support all ages. Teaching on all areas of social media for the elderly & parents for confidence & to be aware of scams.
- More talks more activity sessions to attend eg crafts
- Help get a full time post office
- Something to help the local businesses which perhaps are not directly associated with farming but support the community. Perhaps a heritage section. Perhaps a few more classes and qualifications not directly linked to farming but perhaps can help using local sources
- Security for old peoples houses
- Banking, mortgages, insurance brokers

# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 10.

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

(13 Responses)

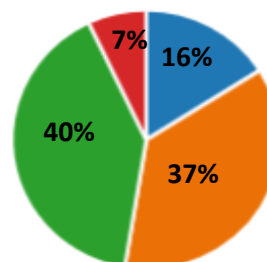
- Provision of a meeting place (when safe to do so) for a support group for the effects of covid. Be it for impact on health, family life, work etc.
- Supply of masks and sanitiser on hand for people to buy.
- I know they help out already in the community, just to try and reach out to people living and working on their own
- Possibly more music and memories sessions for the elderly. Even online courses for young people and even adults.
- Make sure you keep older farmers up to date with the covid rules and jobs.
- Supporting people who have been totally isolated back into going out. Bringing back peoples' confidence.
- Already doing very well but maybe post covid support , helping people with debt, jobs and mental health.
- Hospital appointments transport
- I feel they have been very helpful in this area.
- Run more updated courses eg. eg injection required by Red Tractor
- I wonder if, when restrictions ease, UTASS could be part of providing additional social/sport opportunities to children and young people (if that was what was wanted, of course!). I've heard some parents saying how much they feel children have missed out the past year.

## Question 11.

**How confident are you with IT?**

● Not at all confident	25
● A little confident	57
● Confident	63
● Very confident	11

**56.2% said they had little to no confidence with IT.**



## Question 12.

**Do you have access to the internet?**

● Yes, via a computer at home	110
● Yes, via a phone/tablet at home	77
● Yes, but I have to travel	0
● No	13



**49% of those who said they had little to no confidence with IT do have access to the internet via a computer, phone or tablet at home.**

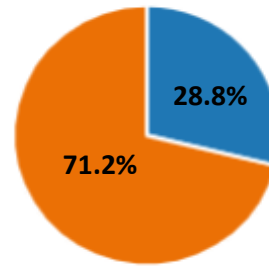


# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 13.

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

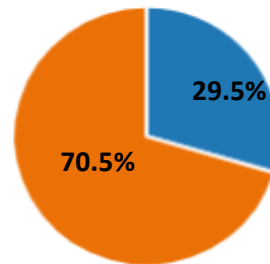
● Yes	44
● No	109



## Question 14.

Has your household been supported by any of UTASS's specific Covid response services in 2020 i.e. prescription deliveries, shopping deliveries, meal deliveries, cook your own tea activities?

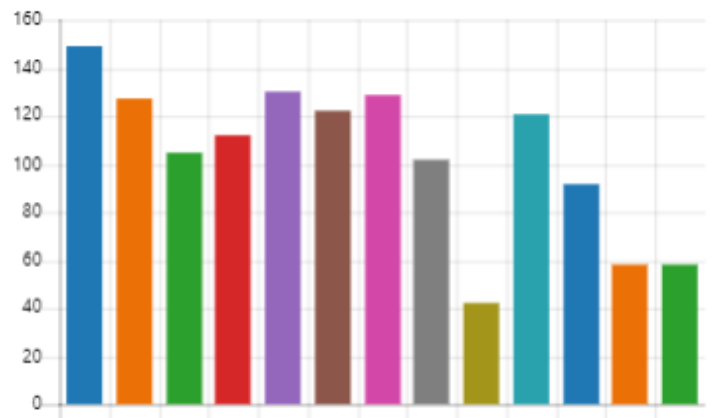
● Yes	46
● No	110



## Question 15.

Which of the services below do you feel are important?

● Advice & guidance for farmer...	149	96 %
● Activities for young people	127	81 %
● Community events	105	67 %
● Outreach services, such as Citi...	112	72 %
● Training	130	83 %
● Rural-Watch (Crime-Watch for...	122	78 %
● Support for older people	129	83 %
● Minibus	102	65 %
● Credit Union	42	27 %
● Post Office	121	78 %
● Oil Buying Group	92	59 %
● Theatre Club	58	37 %
● Yoga & Pilates	58	37 %





# Upper Teesdale Agricultural Support Services Ltd (UTASS)

## Question 16.

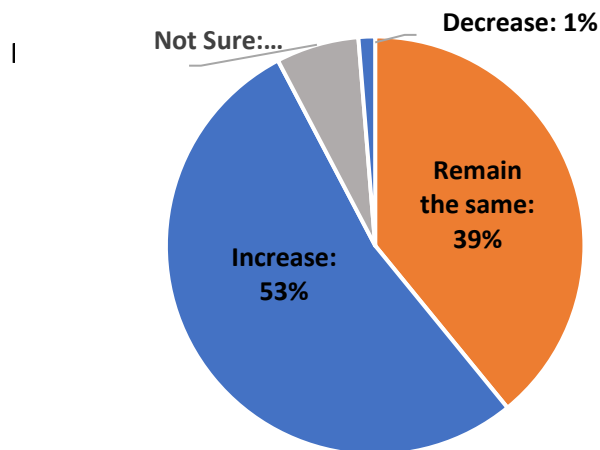
**Are there any other services that you feel are important?**

(13 Responses)

- Always a kind and helpful reception
- Something similar to Farmers of the Future especially due to the upcoming loss of Newton Rigg
- Farm Watch
- A hub for Zoom meetings for organising events
- Help younger people
- A buddy system to help with loneliness, isolation and just to be a friend
- first aid courses available to anyone
- Perhaps more classes & qualifications that are more varied
- Any classes/courses eg crafts but being in UTASS not at home
- Very useful to have a good photocopier in the village
- reliable farm insurances
- Covid support has been very important
- Just someone there to listen and advise

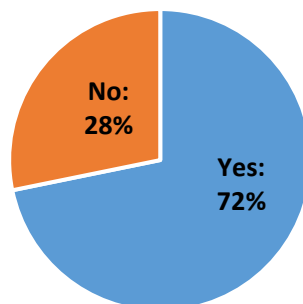
## Question 17.

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



## 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.**

43 % of those who said they currently get their information through the post have agreed to now receive it via email.