

## Pesticide Survey Unit (PSU) – Meeting Users’ Needs

The PSU attempts to collect data about users’ experiences and needs by trying to elicit feedback from data users in the following ways:

1. By engaging with its main users, the Scottish Government’s Agriculture and Rural Development department and FERA Science Ltd, in annual meetings.
2. By requesting feedback in all published reports.
3. By requesting feedback in a form on the report download page of the SASA website
4. By requesting feedback in a form on the public access database page of the SASA website
5. In addition, at the end of each year the PSU also asks all users who have made cumulative data requests that have taken more than three hours to complete, to complete a feedback form.

A summary of the feedback received is listed below:

2015

<b>Method</b>	<b>Responses/Action</b>
Feedback from reports	None
Feedback from reports webpage	None
Feedback from database page	One. The data content and ease of use of the database were rated as very good and good. The information required was found in the database. There was one suggestion for an improvement: “It would be useful if the tables had annual totals especially when selecting more than one crop.” Action: No contact details were provided to respond to. This potential improvement has been logged and will be considered for implementation when resource becomes available. This data is available by direct request to <a href="mailto:psu@sasa.gsi.gov.uk">psu@sasa.gsi.gov.uk</a> .
Feedback from known users	Four responses received.  All responses stated that data had been provided to the timescale requested and rated PSU staff helpfulness and service as excellent.  There was one suggestion on how our service could be

	<p>improved:  “although an EU regulation stipulates that all farmers must record local pesticide use, this information is valuable but not collected due to financial limitations”  Action/response: Data collection is a survey not a census so we do not hold total pesticide use data and we could not collect this data unless there was a change in legislative requirement and resource. No action required.</p>
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2014

<b>Method</b>	<b>Responses/Action</b>
Feedback from reports	None
Feedback from reports webpage	None
Feedback from database page	None
Feedback from known users	<p>Four responses received.</p> <p>All responses stated that data had been provided to the timescale requested and rated PSU staff helpfulness and service as excellent.</p> <p>No comments were received on ways in which the service could be improved. No action required.</p>

2013

<b>Method</b>	<b>Responses/Action</b>
Feedback from reports	None
Feedback from reports webpage	None
Feedback from database page	None
Feedback from known users	<p>Two responses received.</p> <p>Both stated that data had been provided to the timescale requested and rated PSU staff helpfulness and service as excellent.</p> <p>No comments were received on ways in which the service could be improved. No action required.</p>

2012

Method	Responses/Action
Feedback from reports	None
Feedback from reports webpage	None
Feedback from database page	<p>One response. The data content and ease of use of the database were rated as good but the information required was not found in the database.</p> <p>The following suggestion was made "<u>I would suggest to add a "select all" option for the selection of the active substances. It would save a lot of time to users</u>"</p> <p>Action – the user was contacted and the data required was supplied. This potential improvement to the system was logged and will be implemented when resource is available to improve the database. In the meantime this data is available from the printed reports and by direct request to <a href="mailto:psu@sasa.gsi.gov.uk">psu@sasa.gsi.gov.uk</a></p>
Feedback from known users	<p>Four responses received.</p> <p>All stated that data had been provided to the timescale requested and rated PSU staff helpfulness and service as excellent.</p> <p>One comment was received on ways in which the service could be improved. "<u>The full information that I require is beyond that collected by SASA. I hope this will be rectified in the future. The actual use of pesticides, at a local level, is required to be recorded by farmers, but government does not collect this information (but can require disclosure of this information if it deems it necessary).</u>"</p> <p>Action/Response – the information supplied (sub-national estimated use) is the most detailed we can produce from the dataset. Data collection is a survey not a census so we do not hold total pesticide use data and we could not collect this data unless there was a change in legislative requirement and resource.</p>