

Stonehaugh Campsite

The Old Farmhouse, Stonehaugh, HEXHAM, NORTHUMBERLAND, NE48 3BU

Summary

STAR RATING



DESIGNATOR

Camping and Touring
Park

QUALITY SCORE

70%

VISIT DATE

Tuesday, April 6, 2021

VISIT TYPE

Day Assessment

CONTACT

Carole Townsend Owner

Stonehaugh Campsite continues to be rated as a Three Star Touring and Camping park set against the VisitEngland Tourism Standards with a score of 70%.

The park sits safely within the required overall scoring and with all individual areas meeting the expectations at this Star level.

Many updates in place since the last visit, including a new septic tank system, upgraded roadway, additional lighting in shower areas as examples.

Good to see Covid measures in place around the park. With the 'We're Good To Go' Covid scheme being followed, keep an eye out for the weekly email which details any changes to requirements as the current lock down period opens up once more.

Indications of how the quality scoring could be improved going forward are noted in the 'Potential for improvement' section.

Assistance during the visit and de-brief conversation carried out with Alan Townsend, Owner, who remains very content to retain the current rating which appears to suit the park and clientele well.

A well maintained and presented park being ideally situated for exploring the local region and facilities. Wishing them a busy summer season once restrictions begin to ease.

Quality Rating

How the Overall Quality Rating is Achieved

When VisitEngland assessors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
34% - 47%	48% - 59%	60% - 74%	75% - 86%	87%-100%

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas.

Sectional Consistency Requirements

No section to be more than one star rating band below the overall rating.

The exception is "Cleanliness" which must be of at least the same standard as the overall rating.

Stonehaugh Campsite

70%

3 Star

	SCORE	PERCENTAGE	RATING
Cleanliness	25	83%	4 Star
Campers' Kitchen/BBQ/Picnic Tables	4		
Park Grounds	5		
Refuse & Recycling Areas	4		
Male Toilet/Washing Facilities	4		
Female Toilet/Washing Facilities	4		
Touring Facilities	4		
Reception & Reception Services	8	80%	4 Star
Tourist Information	4		
Welcome/Arrival Procedures/Guest Info	4		
Park Grounds	35	70%	3 Star
Lighting	3		
Signage	3		
Fire Points	4		
Road Surfaces & Paths	3		
Refuse Disposal (inc. recycling facilities)	4		
Campers' Kitchen/BBQ/Picnic Tables	4		
Landscaping	4		
Grounds Maintenance	4		
Park Layout	3		
Car Parking/Late Arrival Facility	3		
Toilet & Washing Facilities	26	65%	3 Star
Exterior/Frontage	3		
Décor	3		
Flooring	4		
Lighting	3		
Heating/Ventilation	2		
Fixtures/Fittings (WCs & Basins)	4		
Fixtures/Fittings (Showers)	4		
Space/Comfort/Ease of use	3		
Touring/Motorhome/Camping Pitches	18	60%	3 Star
Pitch Layout & Spacing	3		
Pitch Quality & Maintenance	3		
Electric Hook-ups	4		
Water Points/Grey Water Disposal	3		
Chemical Water Disposal Points	2		
Washing Up Facilities	3		

Cleanliness

The park was not open at the time of the assessment visit due to the current lock down period. There was no reason that cleanliness standards would not be at previous assessment standards when allowed to re open.

Reception & Reception Services

When fully open a small reception area located in the owners home is in operation.

Clear directional signage used on arrival and with a parking bay provided..

Any requiring an electric hook are escorted to the pitch and with the facilities being shown at this time.

Campers can choose their pitch to allow for the varied size of tent.

The handout provided on arrival includes all of the campsite and local information including all emergency contact details.

A further Covid leaflet is presented detailing the procedures that have been put in place to ensure the safety of customers and site owners.

Lots of both park and local tourist information is displayed at the entrance to the amenity block.

Very good promotion of local attractions and events.

The education board detailing the renewable energy used was noted.

Park Grounds

Limited light pollution on the park which is located within the Internationally recognised Dark Sky area.

Good to have the lighting provided at the amenity block. Bollards with reflective strips noted

along the track from the village and solar stick lights illuminate the road/pathway after dark.

Signage still to be put out before opening, is discreet due to the rural location and the limited need for any intrusive signage. Clear signage for the reception on arrival.

Fire points in very good repair and it is noted an updated extinguisher this year, all with clear emergency contact signage.

Natural but well maintained road surfaces which are in keeping with the rural location. One section having been relayed.

Grass surfaces presenting generally well, will be cut before opening, and a section of lattice reinforcement in place as a hard standing for larger motor homes etc.

Picnic benches to be put out and well distributed around the park along with some tables.

Bin areas remained screened by wooden enclosures, all bins with well fitting lids and with recycling being actively encouraged. The gravel bases assist with natural drainage.

Boundary fences are sound, fencing repaired where necessary. The natural landscape is one of the attractions for customers. Grass seen to be neatly trimmed, trees and shrubs are well managed.

Sun and wind power produce the hot water for the showers and electricity for the illumination.

Good to note that a new septic tank system has been installed this year.

Toilet & Washing Facilities

Natural wood finish of the cedar built amenity building continues to weather well and adds a silvering finish to the external presentation, paintwork areas have been repainted. Internally there is further use of wood finishes to walls and doors as well as waterproof boarding in the showers and above the wash hand basins. The wood finishes presenting to a good standard. Quarry tiled flooring is very practical and aids cleaning. Lighting has been updated in shower cubicles, further additions above mirrors and task areas could be considered. Opening windows provide ventilation, no heating in place. Fixtures and fittings remain sound, stainless steel wash hand basins are very practical. The family bathroom with bath, toilet and wash hand basin with a similar internal finish.

Very good Covid preparations in place with ample signage, sanitiser and cleaning materials for customer use.

Touring/Motorhome/Camping Pitches

All grass pitches on site with some experimental hardstanding using lattice to preserve ground. No numbered pitches but with this allowing for the accommodation of differing size of tents. Box style hook ups of practical quality on sturdy supports. Water points have reflective fittings to ensure guests can locate in the dark. All have robust supports and soak away drainage. A basic style of Elsan point which is enclosed by a low level wall, could consider adding a form of overhead protection for the user during wet weather. Tap, hose, brush and hand sanitiser noted in place. Pot wash area is located just inside the amenity block with a stainless steel sink with both washing up bowl and drainage rack supplied.

Website Feedback

www.stonehaughcampsite.co.uk reviewed. Good to see the contact details are displayed at the top of the home page on this mobile friendly web site. The VisitEngland quality logo and Covid 'We're Good To Go' logo is also prominently displayed. Good use of social media and with reviews being current and generally positive. Link found to the recently added Accessibility Guide. This is full of information and includes photographs of the site - most helpful for anyone requiring this information. Links to the many local attractions are included. On line enquiry form included.

Potential for Improvement

Very good to see updates in place since the last visit, the following could be considered to enhance the guest experience further -

Consider lighting at mirrors in task areas of the washing facilities. if it is felt that this would emit additional light pollution and effect viewing the night sky's, could consider if red led cord lighting could be used at night time as an option to limit light emission.

Good to see lattice work being used to save the ground in an area, if successful this could be rolled out into other areas to add hardstanding pitches.

Highlights

A rural setting within the Wark forest area of Northumberland, easy access to a range of extensive paths and cycleways in the area.

The village of Stonehaugh is within easy walking distance which offers a local community hub and a playground which children can use while staying on the campsite.

Very good standards of cleanliness in evidence.

Good to have the Covid and Accessibility information added to the web site.

Minimum Entry Requirements

For a rating to be awarded by VisitEngland, a property must meet all Minimum Entry Requirements and any additional requirements appropriate for the star rating level.

Name Stonehaugh Campsite

Standard Holiday Park

Designator Camping and Touring Park

Rating 3 Star

At the time of our visit, all of the Minimum Entry Requirements and Additional requirements/Key Requirements were provided.

Specialities (optional)

These have not been awarded or assessed.



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VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on a day basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.