

Stonehaugh Campsite

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

Summary

STAR RATING

★★★

DESIGNATOR

Camping and Touring
Park

QUALITY SCORE

69%

VISIT DATE

29 August 2019

VISIT TYPE

Day Assessment

CONTACT

Mr Alan Townsend Proprietor

Stonehaugh Campsite continues to achieve a Three Star Camping and Touring Park rating following this years day assessment visit.

A very tidy park offering a very natural camping environment away from the hustle and bustle of everyday life. High standards of environmental awareness with both wind and solar power being harnessed to great effect.

The area is recognised as an internationally renowned Dark Sky area which does attract further customers.

Assistance during the visit was provided by Mrs Carole Townsend, co-proprietor. It is apparent that the owners continue to be satisfied to retain the current grading.

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

69%

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	25	62%	3 Star
Exterior/Frontage	3		
Décor	3		
Flooring	4		
Lighting	2		
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

A very neat and tidy park with no litter observed at any point on the open areas of the park - an excellent standard.

Well serviced toilet and showers for both gents, ladies and the family bathroom.

The hook ups points, Elsan point, wash up area, refuse areas and picnic benches all fresh and well presented.

Reception & Reception Services

A small reception area located in the owners home with clear directional signage on arrival and with a parking bay provided - 'Stop here' - for all arrivals.

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.

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 on the park has had the supports improved since the last visit.

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. New bollards with reflective strips have been added along the track from the village and solar stick lights illuminate the road/pathway after dark.

Signage is discreet due to the rural location and the limited need for any intrusive signage. Clear signage for the reception on arrival. Could add a sign above the pot wash sink to clarify the intended use.

Fire points in very good repair and it is noted that all now have the location of the nearest phone included.

Natural but well maintained road surfaces which are in keeping with the rural location. Grass surfaces have no pot holing seen.

Picnic benches are well distributed around the park and with three new tables being added this year.

Bin areas are 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.

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. Good touch to have the boot scraper in place. Internally there is further use wood finishes to walls and doors as well as waterproof boarding in the showers and above the wash hand basins. The wood finishes have been re-varnished and kick boards on the doors improved. Quarry tiled flooring roves very practical.

Lighting is a little restricted in cubicles and above the mirrors but with the environmental consideration of energy conservation being evident. Opening windows provide ventilation, no heating in place.

Fixtures and fittings remain sound, an odd shower base with a very slight lifting of the surface. Stainless steel wash hand basins are very practical.

The family bathroom with bath, toilet and wash hand basin with a similar internal finish.

Suggest that toilet brushes are added in each toilet cubicle.

Touring/Motorhome/Camping Pitches

All grass pitches on site with no hard standing available due to the style of natural camping. 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. Perhaps some vertical style of signage could be added to each one? All have robust supports and soak away drainage.

A basic style of Elsan point which is enclosed by a low level wall but with no overhead protection for the user. Good to have the tap, hose, brush and hand sanitiser.

Pot wash area just inside the amenity block with a stainless steel sink with both washing up bowl and drainage rack supplied. Could add a sign above the sink for the designated use.

Website Feedback

When making a Google search on the laptop for campsite accommodation in the Hexham area the web site was found midway down on the landing page.

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 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

Could add a sign above the pot wash area to ensure guests are aware of the intended use.

Also could consider signage for the door to the toilet/showers although this is obviously the amenity block and all guests are made aware of this on arrival.

On going attention to detail and with all environmental considerations being given priority - should ensure a safe retention of the current rating at future visits.

Highlights

A rural setting within the Wark forest area of Northumberland with 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.

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

New picnic tables and some new solar lighting for ease of access during darkness on the track from the village and at the entrance to the camp site area.

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.