

**Stonehaugh Campsite**  
**Stonehaugh**

Summary

<b>Star Rating</b>	<b>★★★</b>	<b>65%</b>
Designator	Camping and Touring Park	
Date of Assessment	18 07 2017	
Type of Assessment	Day Visit	
Discussion with	Mr & Mrs Townsend	
Position	Proprietors	

**Quality Scores**

<b>Cleanliness</b>	<b>83%</b>	Reception	N/A
		Shop	N/A
	<b>4</b>	Bar, clubs, restaurants & take-aways	N/A
		Launderette, drying rooms	N/A
		Public toilets, accessible bath/shower room, family and baby change facilities	N/A
		Recreation & leisure facilities	N/A
		Campers' kitchen & dining, picnic tables, BBQs	4
		Park grounds	5
		Refuse & recycling areas	4
		Toilet & washing facilities (Male)	4
		Toilet & washing facilities (Female)	4
Touring Facilities	4		
<b>Reception &amp; Reception Services</b>	<b>70%</b>	Exterior / Frontage	N/A
		Décor & flooring	N/A
	<b>3</b>	Fixtures, fittings & furnishings	N/A
		Lighting	N/A
		Space, comfort & ease of use	N/A
		Tourist Information	3
Welcome & arrival procedures & guest arrival information	4		
<b>Park Facilities</b>	<b>0%</b>	Shops - Exterior / Frontage	N/A
		Shops - Décor & flooring	N/A
	<b>0</b>	Shops - Lighting	N/A
		Shops - Fixtures & fittings	N/A
		Shops - Space, comfort & ease of use	N/A
		Clubs, Bars, Restaurants & Take-aways - Exterior / Frontage	N/A
		Clubs, Bars, Restaurants & Take-aways - Décor & Flooring	N/A
		Clubs, Bars, Restaurants & Take-aways - Lighting, heating & ventilation	N/A
		Clubs, Bars, Restaurants & Take-aways - Fixtures, fittings & furnishings	N/A
		Clubs, Bars, Restaurants & Take-aways - Space, comfort & ease of use	N/A
		Launderette & Drying Rooms - Exterior / Frontage	N/A
		Launderette & Drying Rooms - Décor & flooring	N/A
		Launderette & Drying Rooms - Lighting & ventilation	N/A
		Launderette & Drying Rooms - Fixtures & fittings	N/A
		Launderette & Drying Rooms - Equipment	N/A
		Launderette & Drying Rooms - Space, comfort & Ease of use	N/A
<b>Recreational, Sport &amp; Leisure Facilities</b>	<b>0%</b>	Exterior / Frontage	N/A
		Facility (Indoors)	N/A
	<b>0</b>	Equipment (Indoors)	N/A
		Layout & ease of use (Indoors)	N/A
		Facility (Outdoors)	N/A
		Equipment (Outdoors)	N/A
		Layout & ease of use (Outdoors)	N/A

**Quality Scores**

<b>Park Grounds</b>	<b>62%</b>	Lighting	3
		Signage	3
	<b>3</b>	Fire points	3
		Road surfaces & paths	2
		Refuse disposal (Including recycling facilities if provided)	3
		Picnic tables, BBQ's & campers kitchens	4
		Landscaping	4
		Ancillary or unused buildings maintenance	N/A
		Grounds maintenance	4
		Park layout	3
		Car parking & late arrival facility	2
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<b>Privately Owned CHH &amp; Seasonal Tourers</b>	<b>0%</b>	Exterior	N/A
		Pitch layout & spacing	N/A
	<b>0</b>	Pitch quality & maintenance	N/A
		Service connections	N/A
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<b>Park Owned CHH (letting fleet)</b>	<b>0%</b>	Exterior	N/A
		Pitch layout & spacing	N/A
	<b>0</b>	Pitch quality & maintenance	N/A
		Service connections	N/A
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<b>Toilet &amp; Washing Facilities</b>	<b>63%</b>	Exterior / Frontage	3
		Décor	3
	<b>3</b>	Flooring	4
		Lighting	3
		Heating & ventilation	2
		Fixtures, fittings & sanitary ware (WCs & basins)	4
		Fixtures, fittings & sanitary ware (showers)	3
		Space, comfort & ease of use	3
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<b>Touring, Motorhome &amp; Camping Pitches</b>	<b>53%</b>	Pitch layout & spacing	3
		Pitch quality & maintenance	3
	<b>2</b>	Electric hook-ups	3
		Water points & grey water disposal	2
		Chemical water disposal points	2
		Motor vehicle waste disposal point (MVWDP)	N/A
		Washing up facilities	3

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## Assessment Summary

<p><b>Overall Score</b></p>	<p>Stonehaugh Campsite continues to achieve a Three Star Touring and Camping Park rating following this years day assessment visit.</p> <p>Overall the park sits safely within the necessary scoring with just the simple touring facilities continuing to score within the lower Two Star banding. The simple, natural camping environment is appreciated by the many returning customers however this does limit the scoring somewhat.</p> <p>The park remains much as seen at the last assessment with the site being self sufficient in power generation using both sun and wind power and being reflective the very natural environment.</p> <p>Although no one was available at the time of the assessment a phone call was made to enable a de-brief conversation to take place with Mr Townsend. He remains content to retain the current rating and has no aspirations to progress to a higher rating.</p>
<p><b>Cleanliness</b></p>	<p>Immaculate park grounds with no evidence of litter seen.</p> <p>Some inevitable high level dust in the eaves of the wood framed toilet block but with all of the facilities being clean and fresh otherwise. No grass debris on the floors - the boot brush/scrapper on entry helps to encourage use.</p> <p>All of the water points, Elsan point and wash up facilities all with a very good level of cleanliness.</p>
<p><b>Reception &amp; Reception Services</b></p>	<p>No actual reception facilities with customers checking in at the owners home at the entrance to the site. Clear signage directs arriving guests to this facility when directions are provided to the pitch and when assistance can be offered if required. Emergency and safety issues are discussed at this time. A designated layby for parking is just by the owners home.</p> <p>The extensive display of tourist information is located in the amenity block with access being available at all times.</p>
<p><b>Park Grounds</b></p>	<p>Lighting on the amenity building appears effective for safety reasons.</p> <p>Elsewhere on the park light pollution is discouraged due to this being within an internationally recognised 'Dark Sky' area. Solar lighting and reflective strip lighting are used effectively and with the park being self sufficient in power production using both wind and sun to harness the energy.</p> <p>White on green signage is very clear and well maintained.</p> <p>Modern fire points with sound casings, some fading of the location of the telephone - which is necessary due to the limited mobile phone reception.</p> <p>No formal road surfaces beyond the access road although all surfaces are well maintained.</p> <p>The drier spring has obviously suited the park with a sound grass cover noted and with no wear evident, ground maintenance continues to be well addressed.</p> <p>The two camping fields have mature trees and shrubs to create a boundary and division. Some areas are left 'wild' to encourage birds, bees and butterflies in this very peaceful environment.</p> <p>Refuse areas are well screened by wooden boarding. Gravel bases of effective depth, bins with well fitting lids.</p> <p>Picnic benches continue to be in very good repair.</p>
<p><b>Toilet &amp; Washing Facilities</b></p>	<p>Cedar clad amenity building which is easily located and within close proximity of the majority of pitches.</p> <p>The secure entry has been removed from the door as it was found to be unnecessary with free access not being available.</p> <p>Boarded and wood used as decorative finishes - all being environmentally considered.</p> <p>Quarry tiled flooring proves a very practical option. No heating in place due to the limited opening season. Overhead lighting appears effective.</p> <p>Good to have the full length mirrors, hand wash, towels, fresh flowers and sanitary bins supplied.</p> <p>A spacious family bathroom includes a full sized bath. Just some slight wear noted to some shower trays.</p>
<p><b>Touring, Motorhome &amp; Camping Pitches</b></p>	<p>Open camping fields offering very spacious pitches to accommodate the ever increasing sizes of tents. Grass surfaces neatly trimmed, no wear evident. Mature trees and shrubs provide division.</p> <p>Limited use of electric hook ups - this is promoted on the web site. Water points on sturdy wooden supports.</p> <p>Elsan points within stone enclosures, no overhead protection provided but good to see the hand sanitiser provision.</p> <p>The wash up point just inside the amenity building with stainless steel fixtures and fittings, washing up bowl and drainage racks supplied.</p>

<p><b>Highlights</b></p>	<p>A very peaceful location ideal for exploring the natural environment.</p> <p>On site owners who can offer assistance.</p> <p>Very good standards of cleanliness.</p> <p>Self sufficient in power production using solar and wind power.</p>
<p><b>Potential for Improvement</b></p>	<p>Slight wear to the renewable energy information board.</p> <p>Could add signage above the wash up facilities.</p> <p>Boxing in of pipework under the wash hand basins would avoid any dust build up.</p>
<p><b>Website Feedback and Business Advice</b></p>	<p>When making a Google search for campsites in the Bellingham area the web site was found prominently on the landing page and also enjoys a Googlemap entry. www.stonehaughcampsite.com reviewed.</p> <p>Contact details and the VisitEngland quality logo are both clearly found on this mobile friendly site.</p> <p>Very good use of social media and with Trip Advisor reviews being positive.</p> <p>Up to date tariffs and with booking request forms included.</p> <p>The natural environment is well promoted and with local attractions being well promoted.</p> <p>No link found to the Access Statement.</p>

## Provision of Minimum Entry Requirements

To be recognised within the Parks scheme the minimum requirements listed in the Standard need to be met. Sufficient quality should be provided to meet the minimum requirements for One Star, in all areas of the operation covered by the quality indicators in the Standard.

<b>For Provision of Minimum Entry Requirements your rating is:</b>	Meets
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<b>Areas requiring action before next assessment</b>
All areas meet the requirements of your star rating. No remedial action has been identified at this time.

**Visit Report**

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the assessor on the day of the visit.

**Appeals procedure**

If for any reason you wish to appeal against the rating awarded, VisitEngland has an established appeals procedure, please contact the helpdesk for information. A fee is payable, which is refunded if the appeal is upheld. Applications should be made within 14 days of receipt of the report. For details please contact the VisitEngland helpdesk at [visitenglandassessmentservices@theaa.com](mailto:visitenglandassessmentservices@theaa.com) or telephone 01256 491111.

**Additional visits**

Visits are generally carried out annually, but if you are aiming for a higher rating or accolade and prefer an earlier visit during the same participation year, this can be arranged for an additional fee. Contact the helpdesk for details.

**Publishing of reports**

This report may, at your discretion, be displayed in its entirety in any printed material or via electronic media.