



Quality in Tourism

Visit Report Parks Standard

Stonehaugh Campsite

Stonehaugh, Hexham

★★★ Camping and Touring Park 65%

Visit date: 09 Aug 2016

Visit type: Day

QiT No: 76763

Cleanliness	Score
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
	83%
Reception	Score
Tourist Information	3
Welcome & arrival procedures & guest arrival information	4
	70%
Toilet & Washing Facilities	Score
Exterior / Frontage	3
Décor	3
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
	62%
Park Grounds	Score
Lighting	3
Signage	3
Fire points	3
Road surfaces & paths	2
Refuse disposal (Including recycling facilities if provided)	3
Picnic tables, BBQ's & campers kitchens	4
Landscaping	4
Grounds maintenance	4
Park layout	3
Car parking & late arrival facility	2
	62%
Touring Facilities	Score
Pitch layout & spacing	3
Pitch quality & maintenance	3
Electric hook-ups	3
Water points & grey water disposal	2
Chemical water disposal points	2
Washing up facilities	3
	53%
	65%

Key Scores and Sectional Consistencies

Overall

65% = Level 3; (60% to 74%)

Cleanliness

83% = Level 4; (75% to 86%)

Reception

70% = Level 3; (60% to 74%)

Toilet & Washing Facilities

62% = Level 3; (60% to 74%)

Park Grounds

62% = Level 3; (60% to 74%)

Touring Facilities

53% = Level 2; (48% to 59%)

Overall Score

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

The park sits safely within the overall scoring with the simple but well maintained touring facilities continuing to score within the lower Two Star banding. The natural and traditional camping environment does somewhat limit the scoring in some areas but with the simple style of camping still being appreciated by the many returning guests.

The park remains much as seen at the last assessment with the 'green' environmental ethos being paramount here. The sun and wind are harnessed to provide solar and wind turbine generated power with the site being self sufficient.

Assistance during the visit was offered by the owners, Mr and Mrs Townsend, who continue to be satisfied to retain the current rating with the limitations of the park being appreciated within the grading system.

Website Feedback

When making a Google search on the laptop for camp sites in Bellingham, Hexham area the web site was found to enjoy a prominent position on the search engine page.

www.stonehaughcampsite.com reviewed

The web site has been updated over the last year and offers a wealth of local information with the site being easy to use and navigate.

Contact details are displayed at the top of the home page together with the VisitEngland grading logo with correct designator.

The site is found to be mobile friendly.

Up to date tariffs but with no on line booking system being used by choice.

Photos promote the site and locality very well.

Social media used to effect with Facebook proving popular. Recent reviews are found to be positive.

No link to the access statement.

Links to the many local attractions included.

Cleanliness

A very clean and litter free environment throughout the open areas of the park.

High level dust observed within the eaves of the toilet block - rural areas and natural finishes can prove challenging! otherwise all facilities were neat and clean.

The wash up area, refuse areas and touring facilities all had a very good level of cleanliness.

Reception & Reception Services

Arriving guests check in at the owners house which is located at the entrance to the site but with no actual reception building. Clear signage indicates where this service is offered. Directions are provided to their pitch, a familiarisation of the site given and on site owners can offer assistance if required. All emergency and safety features are covered at this time. Layby parking close to the check in door.

Newly printed information leaflets and local walk leaflets supplied on arrival.

A well stocked display of tourist information is displayed within the toilet block and is therefore available at all times.

Park Grounds

Solar lighting and reflective strip lighting is used most effectively with light pollution being discouraged within this 'Dark Sky' area. The site is self sufficient in power production with both wind and sun being harnessed to provide energy.

Green and white signage is effective but not excessive reflecting the rural style of the park.

Fire points remain in sound repair and include clear emergency signage together with the location of the nearest phone - very limited mobile signal in this area.

Informal road surfaces with a natural finish being well maintained and with no excessive wear noted.

Ground maintenance of a very good standard, a good depth of grass around the park.

Mature trees and shrubs are used to divide the two camping fields and with boundary fencing being in sound condition.

Bin areas are well screened using wooden boarding and gravel bases - all neat and tidy with recycling encouraged.

Picnic benches in very good repair. The 'midge' eater which was purchased last year has varying degrees of success.

Toilet & Washing Facilities

Toilet/shower block housed within a cedar clad building which is well located for all pitches. A new entry door with secure coded entry system added this year. The site has a positive 'green' ethos and with all energy provision and building materials reflecting this. All the internal varnished wooden decor remains in good repair. Shower cubicles with boarded panelling, quarry tiled flooring throughout. No heating provision with the site being closed during shoulder and winter months. Effective overhead lighting. Just some slight wear to shower trays.

A spacious family bathroom includes a full sized bath.

Touring, Motorhome & Camping Pitches

Two open camping fields which have no limitations to size of tent. Divided by mature trees and with a very good covering of grass considering the rather damp summer.

Water points on sturdy supports with reflective tops fitted. Electric hook ups, where available, also sturdy.

Simple but effective Elsan point provision within stone enclosures, no overhead protection or lighting.

Stainless steel fittings at the wash up point just inside the amenity block building. Drainage rack and washing up bowl supplied.

Highlights

Refreshed web site which offers a wealth of local information.

Very quiet and peaceful location.

'Dark Sky' area with limited light pollution and with the site being self sufficient in power production.

Very good standards of cleanliness.

Satellite broadband now available.

New coded entry door fitted to the toilet facilities.

Natural environment offering a simple and traditional style of camping.

Potential for Improvement

Plans to continue replacing boundary fencing.

May add further screening to bins on approach to the campsite.

Could add signage above the wash up sink.

Boxing in of pipework under the wash hand basins in the toilet facilities could be considered.

Minimum Entry Requirements

Standard: Parks
Designator: Camping and Touring Park
Rating: Three Star

Specialities:

To be recognised within the VisitEngland Quality Assessment Scheme a property must meet all 'Minimum Entry Requirements'. Also any 'Additional Requirements' or 'Key Requirements' needed at the designated level must be provided. Quality standards also need to meet the minimum level in all areas of the operation.

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

The term 'Progressing' is used to indicate that the establishment is working towards providing the missing items, facilities or services listed.

Visit Report

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the Quality in Tourism 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, which Quality in Tourism operates on its behalf. 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 Quality in Tourism at qualityintourism@uk.g4s.com or telephone 0845 300 6996. Details can also be found at www.qualityintourism.com.

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 Quality in Tourism for details.

Publishing of reports

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