

## Stonehaugh Campsite

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

### Summary

STAR RATING

★★★

DESIGNATOR

Camping and Touring  
Park

QUALITY SCORE

71%

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VISIT DATE

23 May 2022

VISIT TYPE

Day Assessment

CONTACT

Rupert & Lisa Owners

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Stonehaugh Campsite is once again rated as a Three Star Touring and Camping Park set against the VisitEngland Tourism Standards with a score of 71%.

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

Very good to meet the new owners and chat with Rupert and see updates such as the addition of the small reception and basic shop offering, which visitors will appreciate.

Some Covid measures still in place around the park for the safety of both visitors and staff as the pandemic continues to make it's way through.

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

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

Consideration could be given to joining our 'Walkers Welcome' scheme to drive further bookings if needed. Do please let me know if this is something you would like more information on.

A well maintained and presented park being ideally situated for exploring the local region around Hexham area.

# 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

71%

3 Star

	SCORE	PERCENTAGE	RATING
<b>Cleanliness</b>	<b>30</b>	<b>85%</b>	<b>4 Star</b>
Reception	5		
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		
<b>Reception &amp; Reception Services</b>	<b>8</b>	<b>80%</b>	<b>4 Star</b>
Tourist Information	4		
Welcome/Arrival Procedures/Guest Info	4		
<b>Park Grounds</b>	<b>35</b>	<b>70%</b>	<b>3 Star</b>
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		
<b>Toilet &amp; Washing Facilities</b>	<b>26</b>	<b>65%</b>	<b>3 Star</b>
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		
<b>Touring/Motorhome/Camping Pitches</b>	<b>19</b>	<b>63%</b>	<b>3 Star</b>
Pitch Layout & Spacing	3		
Pitch Quality & Maintenance	3		
Electric Hook-ups	4		
Water Points/Grey Water Disposal	3		
Chemical Water Disposal Points	3		
Washing Up Facilities	3		

# Cleanliness

All areas presenting to a very good standard, the grounds and pitches litter free and well presented.

Toilet and showering facilities fresh and clean, just some high level cobwebs to deal with, but inevitable in the location.

# Reception & Reception Services

A small reception area located in the owners home is in operation.

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

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

A limited amount of items stocked that guests may have forgotten is a very good service.

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 very informative.

# 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 is generally 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 all with clear emergency contact signage.

Natural but well maintained road surfaces which are in keeping with the rural location.

Grass surfaces presenting generally well, having been recently cut.

Picnic benches 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 in good repair. The natural landscape is one of the attractions for customers.

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, 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.

# Touring/Motorhome/Camping Pitches

All grass pitches on site.

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](http://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.

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.

Should add the VisitEngland Logo to assure visitors that the site has been independently assessed.

Links to the many local attractions are included.

On line enquiry form included.

## Potential for Improvement

The following to be considered to further enhance the guest experience and in turn raise quality scores going forward -

Some high level cobwebs to deal with in the washroom areas, inevitable in such a rural location.

Consider the addition of further lighting at mirror areas and where specific tasks are undertaken providing this does not emit too much light pollution in this Dark Sky Area.

Add the VisitEngland Logo to the website to give assurance to new visitors that an independent quality assessment has taken place.

If a Four Star rating for the campsite was desired please read the Parks standards booklet on the attached link - <https://visitenglandassessmentsservices.com/wp-content/uploads/PDF/3.13%20Park%20Standards.pdf>

The overall scoring needs to achieve a minimum of 75% - Would suggest looking at the lower scoring area eg the addition of heating to the facility building and a higher finish to the internal structure whether this be wooden, or a laminate board type finish, the key being as higher quality finish as is possible. Consider the lighting provision ensure areas where a specific task is undertaken has adequate lighting. On the pitches if possible enhance the hook ups, units incorporating power water and drainage will score the highest and help lift the over percentage.

Please also take a look at the benefits available to you as a VisitEngland Scheme member – <https://business.ratedtrips.com/business-support/member-offers>

# 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.

# 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.

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**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.



## Useful Numbers

### Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

[VisitEnglandAssessmentServices@aamediaigroup.co.uk](mailto:VisitEnglandAssessmentServices@aamediaigroup.co.uk)

### Assessment Services Accounts

All financial and payment enquiries

01733 207324

[VECreditControl@aamediaigroup.co.uk](mailto:VECreditControl@aamediaigroup.co.uk)

## Useful Links

### Online Details Portal

Change your online information on [RatedTrips.com](http://RatedTrips.com); add up to 20 photographs. [Need help? Check out our frequently asked questions](#)

[www.ratedtrips.com/update](http://www.ratedtrips.com/update)

### Business Support

Advice and support for your business

[www.ratedtrips.com/business-support](http://www.ratedtrips.com/business-support)

### Membership Benefits

Exclusive member offers and discounts

[www.ratedtrips.com/member-offers](http://www.ratedtrips.com/member-offers)

## Participant offers and discounts



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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.