

Stonehaugh Campsite

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

Summary

STAR RATING

★★★

DESIGNATOR

Camping and Touring
Park

QUALITY SCORE

72%

VISIT DATE

03 July 2023

VISIT TYPE

Day Assessment

CONTACT

Rupert Hollom & Lisa Blayden Owners

Stonehaugh Campsite is once again rated as a Three Star Touring and Camping Park set against the VisitEngland Tourism Standards with a score of 72%.

The park achieves an overall scoring which is appropriate to the rating, with all individual areas meeting the expectations at this Star level.

Very good to note plans to update the reception with an additional area being built and plans to provide more solar panels moving forward.

Opportunities do exist to further lift quality scoring and are listed in the 'Potential for improvement' section of this report.

Please be aware of updates to Fire Regulations coming into force in October this year further details at this link - [Latest legislative updates | VisitEngland \(visitbritain.org\)](#)

A conversation and assistance during the visit was provided by Rupert Hollom (Owner), who is thanked for his time and remains very content to retain the current rating which appears to suit the park and clientele well.

A well presented park being ideally situated for exploring the local area, it's surrounding towns, villages and the wider 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

72%

3 Star

	SCORE	PERCENTAGE	RATING
Cleanliness	31	88%	4 Star
Reception	5		
Campers' Kitchen/BBQ/Picnic Tables	4		
Park Grounds	5		
Refuse & Recycling Areas	5		
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	19	63%	3 Star
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 park areas seen presented to a very good standard of cleanliness.

Reception & Reception Services

A small reception area located in the owners home is in operation. Although plans to provide a dedicated additional space are underway.

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.

Park Grounds

The park is located within an internationally recognized Dark Sky area, resulting in limited light pollution. Lighting is provided at the amenity block, which is useful. Reflective strips on bollards are placed along the track from the village, and solar stick lights illuminate the road/pathway after dark.

Signage is generally discreet, as the rural location requires minimal intrusive signage. Clear reception signage is provided upon arrival. Fire points are in excellent condition, each with clear emergency contact information.

The natural road surfaces are well maintained and in harmony with the rural setting. The grass surfaces are generally well-kept, having been recently cut. Picnic benches are thoughtfully distributed around the park, along with some tables.

Bin areas are screened by wooden enclosures, and all bins have well-fitting lids. Recycling is actively encouraged, and the gravel bases aid in natural drainage.

The boundary fences are sound and well-maintained, and the natural landscape serves as an attraction for customers. The park utilizes solar and wind power to produce hot water for the showers and electricity for illumination. Further solar panel at ground level being considered.

Toilet & Washing Facilities

The cedar-built amenity building retains its natural wood finish, which continues to weather gracefully and adds a silvery touch to its external appearance. Certain paintwork areas have been recently repainted.

Internally, wood finishes adorn the walls and doors, and waterproof boarding is used in the showers and above the wash hand basins. The wood finishes are well-maintained and presented to a high standard. The quarry-tiled flooring is highly practical and makes cleaning easy.

The lighting in the shower cubicles has been updated, and it may be worth considering additional lighting above mirrors and in task areas. Ventilation is provided through opening windows, but there is no heating in place.

The fixtures and fittings are in good condition, and the stainless-steel wash hand basins are highly practical. The family bathroom with a bath, toilet, and wash hand basin features 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 reviewed.

Good to see the contact details are displayed on the home page on this mobile friendly web site.

Good use of social media and with reviews being current and generally positive.

It would be useful to add a link to your Accessibility Guide.

This is full of information and includes photographs of the site - most helpful for anyone requiring this information.

The VisitEngland Logo is displayed giving assurance to visitors that the site has been independently assessed.

Links to the many local attractions are included.

On line enquiry form included.

It is recommended, if not already done so, to add up to 20 images on the VisitEngland website Ratedtrips.Com. If you need to reset the password or activate this for the first time, use this link <https://business.ratedtrips.com/user/member-login>

Further business and marketing advice can be found by visiting the VisitEngland site at the following link: visitengland.org/businessadvice

Participation Benefits: www.visitenglandassessmentservices.com/participation-benefits

Potential for Improvement

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

Consideration to the ongoing increase in energy costs should be high on the agenda, look at energy saving items such as LED lighting, where not already in place, and the use of movement sensors to only light areas as required.

Visitor expectations are always rising, consideration to upgrades of the shower and toilet facilities moving forward would be a welcome addition.

Planned addition of a dedicated reception space will enhance once completed.

Consider the use of an online booking tool to help drive further bookings if required.

Have your property images been uploaded to www.RatedTrips.com you can showcase up to 20 images and as a picture speaks a 1000 words this will be a worthwhile exercise. You can manage your own details yourself on www.Ratedtrips.com as long as you have your current password. If you need to reset the password or activate this for the first time, use this link <https://business.ratedtrips.com/user/member-login>

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.

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

Assessment Services Accounts

All financial and payment enquiries

01733 207324

VECreditControl@aamediaigroup.co.uk

Useful Links

Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs and showcase your facilities.

www.ratedtrips.com/update

Business Support

Advice and support for your business, including training opportunities and discounts.

www.ratedtrips.com/business-support

Participant Benefits

Exclusive offers and discounts to help your business

www.ratedtrips.com/participant-benefits

Participant offers and discounts



HOSPITALITY



Discover more at www.ratedtrips.com/participant-offers

Got a question? – email us at contact@ratedtrips.com

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.