



Quality in Tourism

Visit Report

Self-Catering Standard

Orwell View Barns

Shotley

★★★★★ **Self Catering** 91 - 92%

Gold Award

Cyclists Welcome, Walkers Welcome

Visit date: 06 Jan 2016

Visit type: Day

QiT No: 603646

Group/Unit Name: Butterfly

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	5
	86%
Management Efficiency	
Pre arrival info including brochure	4
Welcome and arrival procedure	5
In unit guest info and personal touches	4
	86%
Public Areas	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	5
Space, comfort and ease of use	3
	88%
Bedrooms	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	5
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	94%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
Kitchen	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	92%
Additional Facilities	
Recreation	4
	80%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	92%

Key Scores and Sectional Consistencies

Overall

92% = Level 5; (87% to 100%)

Cleanliness

100% = Level 5; (90% to 100%)

Public Areas

88% = Level 5; (87% to 100%)

Bedrooms

94% = Level 5; (87% to 100%)

Bathrooms

96% = Level 5; (87% to 100%)

Kitchen

92% = Level 5; (87% to 100%)

In order to achieve a star rating the following elements of the assessment need to be satisfied.

1. All Minimum Entry Requirements must be met. (See Minimum Entry Requirement page in this report for detail)
2. The Star rating will be no higher than the level achieved by the overall percentage.
3. Key Area Scores: All sectional consistency areas must be equal to or higher than the overall rating (No areas to be below the overall)
4. The Star rating will be capped if Key Requirements are not met at each rating level.

Group/Unit Name: Primrose

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	5
	86%
Management Efficiency	
Pre arrival info including brochure	4
Welcome and arrival procedure	5
In unit guest info and personal touches	4
	86%
Public Areas	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	5
Space, comfort and ease of use	3
	88%
Bedrooms	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	5
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	3
	91%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	4
	96%
Kitchen	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	4
	92%
Additional Facilities	
Recreation	4
	80%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	91%

Key Scores and Sectional Consistencies

Overall

91% = Level 5; (87% to 100%)

Cleanliness

100% = Level 5; (90% to 100%)

Public Areas

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Group/Unit Name: Cygnet

	Score
Exterior	
Appearance of buildings	4
Grounds, gardens and parking	4
Environment and setting	5
	86%
Management Efficiency	
Pre arrival info including brochure	4
Welcome and arrival procedure	5
In unit guest info and personal touches	4
	86%
Public Areas	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	5
Space, comfort and ease of use	3
	88%
Bedrooms	
Decoration	5
Flooring	5
Furniture, furnishings and fittings	4
Lighting, heating and ventilation	5
Mattress, bed bases and headboards	5
Bedding and bed linen	5
Space, comfort and ease of use	4
	94%
Bathrooms and WCs	
Decoration	5
Flooring	5
Fixtures, fittings and sanitary ware	5
Lighting, heating and ventilation	5
Space, comfort and ease of use	5
	100%
Kitchen	
Decoration	5
Flooring	5
Furniture and fittings	5
Lighting, heating and ventilation	5
Kitchen equipment	5
Crockery, cutlery and glassware	4
Kitchenware, pans and utensils	4
Space, comfort and ease of use	3
	90%
Additional Facilities	
Recreation	4
	80%
Cleanliness	
Living and dining area	5
Bedroom	5
Bathroom	5
Kitchen	5
	100%
	92%

Key Scores and Sectional Consistencies

Overall

92% = Level 5; (87% to 100%)

Cleanliness

100% = Level 5; (90% to 100%)

Public Areas

88% = Level 5; (87% to 100%)

Bedrooms

94% = Level 5; (87% to 100%)

Bathrooms

100% = Level 5; (87% to 100%)

Kitchen

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Executive Summary

Overview

All of the properties at Orwell View Barns continue to retain the Five Star grading following the recent assessment under the Self Catering criteria. All of the properties sit very securely within the Five Star banding.

With the continual maintaining and enhancing of quality standards and excellent housekeeping standards, the Gold Award is also being proposed to reflect the high levels.

Public Areas are borderline within the rating banding, however, this relates very much to special aspects rather than any quality issues.

All aspects in place for the welcome accolades to be confirmed for a further year.

The owner is extremely happy with the grading and awards and constantly strives to ensure that these levels are met and maintained.

Units Seen

Orwell View Barns consists of Butterfly, Cygnet and Primrose with all three properties being seen.

Walk around and debrief with Mrs Hazel Wrinch (Owner).

Website Feedback

A search upon the Google search engine for Self Catering properties overlooking the Orwell River found the properties web site upon the 1st page.(www.orwellviewbarns.co.uk).

Very good use of photographs noted and with the text provided portraying the property well and accurately.

The tariff is clearly provided and with an availability chart also supplied and with an on line booking facility also provided. Very good to see that the telephone number for bookings is clearly shown upon the home page.

Information about the local area well provided with map and directions also noted. A mailing list provision is also noted.

Very pleasing to see the accessibility statement upon line with the grading and accolades also displayed. The style of these has been changed and new symbols will be forwarded through from the office.

Use of social media noted with 199 followers and with recent usage noted.

A non mobile friendly web site.

Cleanliness/Housekeeping

Excellent housekeeping is noted throughout all of the properties.

The lounge areas show attention to areas to the side of the lounge seating and high level fittings including lighting areas. Skirting areas also receiving attention.

The bedrooms present extremely well with attention to the top of the furniture and behind beds.

The bathrooms sparkle. Tiling and fixtures and fittings are gleaming.

The kitchens show a similar attention to detail with all of the difficult to reach areas such as cupboards, roof of microwaves, fridge and cooker seals.

The team is to be complimented upon the excellent standards found.

Public Areas

Decoration to the lounge and dining areas presents extremely well with paint work crisp in appearance whilst the woodwork and brickwork show the character of the properties.

Flooring is being extremely well maintained.

Most comfortable lounge seating noted with some new covers in the process of being fitted within Primrose whilst all dining furniture presents extremely well with either padded seating or cushions noted for guests further comfort.

Excellent underfloor heating noted and with log burner effect fires also noted.

Illumination is extremely well placed covering all areas.

Some variation in size whilst appropriate for the number of guests accommodated in each property.

Bedrooms

Decoration continues to present extremely well throughout all of the bedrooms. As discussed, the provision of some further pictures could benefit whilst it will be appropriate to find the right style for the rooms.

Excellent carpet offering extremely good depth and softness. Some minor flattening and a plan to review this for a couple of years time is suggested.

Furniture provided presenting very well and offering ample storage space for guests clothing with an ample provision of coat hangers noted. Windows being very well dressed.

Underfloor heating continues with additional heating also noted whilst illumination is extremely well placed

with central, bedside and dressing table fittings.

Excellent quality beds with extremely deep and supportive mattresses, plump pillows noted whilst the beds themselves are extremely well presented with cushions and throws enhancing presentation.

Some variation in space whilst overall allowing ample movement for the guests.

Bathrooms

Decoration to the bathrooms is presenting extremely well. The planned work to the ceiling and wall area will ensure quality standards are maintained.

Grouting is crisp in appearance with mastic in pristine condition.

Excellent tiled flooring noted and being most suitable for the area and allowing easy cleaning.

Fixtures and fittings presenting extremely well with rolled edge baths and wet room showers provided. As discussed, the replacement of the mirror within Primrose is advised. Illumination is extremely well provided with down lighters and mirror fittings whilst as discussed with Primrose, the supply of an angled ceiling light could be the answer to this continuing difficulty.

Underfloor heating continues whilst heated towel rails noted. Forced ventilation provided ensuring that condensation does not occur.

A most spacious bathroom to Primrose and a great benefit form those with mobility needs. Space does vary in other bathrooms.

Kitchen

Decoration to the kitchens presents extremely well being of a plain finish and crisp in appearance with splash back provision , saving markings to the walls. Excellent tiled flooring noted and most practical allowing easy cleaning of a location prone to spillages.

Fitted units presenting extremely well with quality work surfaces. Some attention as seen within Cygnet to the base of one area is needed. Ample storage and working space.

Illumination is extremely well provided and ensuring that guests are not working in their own shadow. Ample transfer heating and forced ventilation noted ensuring that cooking odours are quickly removed.

An extensive range of equipment noted with top quality items supplied and being well maintained.

Ample provision of very good quality crockery, cutlery and glassware noted and appropriate for the market that the properties have,

The provision of higher quality was discussed whilst felt appropriate for the market.

Ample provision of kitchenware noted.

Space does vary between the kitchens whilst all have been very well planned.

Management Efficiency

All bookings are dealt with by the owner with the properties benefiting from a number of returning guests. Well practiced booking procedures in place with the on line booking facility a further benefit.

A personal welcome is provided by the on site owner with a guided tour provided.

Information is very well provided for both the properties and the surrounding areas.

A broad range of accessories are provided for the guests use and entertainment whilst the supply of USB points as mentioned could be a further benefit.

A welcome pack is provided including local produce, flowers and a home made cake (whilst the latter was not fully assessed, whilst seen !!!!!).

Potential for Improvement

Some attention to the base of the kitchen unit within Cygnet will enhance. The new covers for the lounge seating will enhance within Primrose whilst planned decoration to the ceiling/ wall joint also within Primroses bathroom will benefit.

The provision of an angled light as a replacement for the constant blowing mirror lighting will enhance this aspect.

The provision of some pictures to the bedroom wall within Butterfly could also benefit this area.

The use of tent cards to promote Facebook in each of the properties could be considered and help increase numbers of "Likes".

The enhancing of the Web Site to make it more mobile friendly would also benefit.

Highlights

All of the properties benefit from a beautiful location with exceptional views over the fields and to the river. Externally presenting extremely well and with ample parking provision close by.

Excellent housekeeping standards are noted throughout for which the team are to be complimented.

All of the properties create a "Wow" for the incoming guests in a number of areas and it is with the owners attention to detail and desire to provide and excellent guest experience that makes sure that this occurs.

Julians Barn (!!!) provides a venue for a number of wedding receptions who then utilise the self catering properties.

All the very best for the future.

Minimum Entry Requirements

Unit: Butterfly
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold
Specialities: Cyclists Welcome, Walkers Welcome

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

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

Unit: Primrose
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold
Specialities: Cyclists Welcome, Walkers Welcome

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

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

Unit: Cygnet
Standard: Self-Catering
Designator: Self Catering
Rating: Five Star Gold
Specialities: Cyclists Welcome, Walkers Welcome

For a rating to be awarded by VisitEngland a property must meet all Minimum Entry Requirements
Key Requirements, as appropriate to the Star level
Any Additional Requirements

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

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

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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.