



Quality in Tourism

Visit Report
Self-Catering Standard

Granary Cottage and The Long Barn

Church Stretton



Self Catering

Assessor: Pauline Watkins

Visit date: 03 Sep 2009

Visit type: Day

QiT No: 18699

Executive Summary

Summary

Under the British Common Standard for Self Catering Granary Cottage and the Long Barn achieves a FOUR Star rating. Part of the Standard is that all critical areas of the property; cleanliness, living areas, bedrooms, bathrooms and kitchen must each achieve a grade commensurate with the overall rating. Following this assessment the establishment meets these requirements, enabling the rating indicated above to be confirmed.

Consistent quality levels and regular consolidation of quality ensures retention of present grades

Physical areas

Properties continue to present very well with container and climbing plants enhancing courtyard and buildings
Own gardens a definite advantage

Tiled flooring throughout ground floor hard wearing and easily maintained in Granary

Oak flooring in the Barn excellent

Effective heating throughout and double glazing helps with insulation

Lighting density could be improved in lounge area in the Granary

Enhanced presentation of bed in master bedroom

Recommend blackout velux blind in bunk bedroom to enhance quality in the Granary

Bathroom continues to be well maintained in both units

Additional place settings would be useful as dishwasher

Management efficiency and cleanliness

Very well managed some additions/ changes to web site needed as hi lighted

Plenty of guest information

Consistently high levels of cleanliness

Minimum Entry Requirements

Unit: Granary
Standard: Self-Catering
Designator: Self Catering
Rating: Four Star

To be recognised within the VisitBritain 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, this property did not meet all of the 'Minimum Entry Requirements' and/or 'Additional Requirements/Key Requirements'. The items/services listed below are those required in order to participate within the scheme at the designated level. The rating level may be revised if all of the listed items/services are not provided by the time of the next visit. Reference numbers below refer to the section within the Quality Advisory Report to which the missing item/service is relevant.

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

General Requirements (A - Common Standards Reference)

Details of car-parking, shops, public transport and map / directions	Progressing	Hi light distance to main shops on web site
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Kitchen (7 - Common Standards Reference)

Kitchenware, pans and utensils to be provided as per inventory	Progressing	Check casserole dish and lid and sieve
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Unit: The Long Barn
Standard: Self-Catering
Designator: Self Catering
Rating: Four Star

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

General Requirements (A - Common Standards Reference)

Details of car-parking, shops, public transport and map / directions Progressing

Bedrooms (5 - Common Standards Reference)

All advertised sleeping spaces are to be in bedrooms only Progressing

Kitchen (7 - Common Standards Reference)

Kitchenware, pans and utensils to be provided as per inventory Progressing

General Feedback (All Units/Groups)

Additional Deficiencies

Property should be advertised for 4 guests bed settee can be used for alternative sleeping arrangements only as in lounge area

Quality Scores

This section of the report contains information with regard to the quality grading awarded to the property. The quality indicator terms used are to express the different levels of quality.

Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

It is hoped that the information contained within this report will provide a valuable management tool and assist in the maintaining, developing or improving of quality standards in the future.

Unit / Group: Granary

	Score (%)	Level
Overall	77	4
Cleanliness	80	4
Bedroom	77	4
Bathroom	76	4
Kitchen	77	4
Public Areas	80	4

Unit / Group: The Long Barn

	Score (%)	Level
Overall	81	4
Cleanliness	80	4
Bedroom	82	4
Bathroom	76	4
Kitchen	85	4
Public Areas	84	4

Visit Report

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Your assessor might also have added observations, suggestions or advice. These are suggestions only and can be acted upon or disregarded.

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Unit / Group: Granary

Exterior (1 - Common Standards Reference)

Very Good (80%)

Appearance of buildings

Very Good

Appearance of buildings and signage	Very Good	Odd maintenance recommended to woodwork before start of next season
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Grounds, gardens, roadways and car parking

Very Good

Grounds, gardens and garden furniture	Good	Guests each have own garden which is a definite advantage
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Car parking surface, signage and illumination	Very Good	Plenty of space for parking
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Environment and Setting

Very Good

First impression on arrival	Very Good	Container planting in courtyard area enhances first impression
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Environment	Very Good	Set in countryside very peaceful as no major roads
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Management Efficiency (3 - Common Standards Reference)

Good (73%)

Pre-arrival information including brochure

Very Good

Pre-arrival information including brochure	Very Good	
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Welcome and arrival procedure

Good

Welcome and arrival procedure	Good	
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In-unit guest information and personal touches

Very Good

In-unit guest information and personal touches	Very Good	
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Public Areas (4 - Common Standards Reference)**Very Good (80%)****Decoration****Very Good**

Decoration in lounge and dining areas	Very Good	Use of natural wood very effective
Decoration in other areas e.g. corridors, stairs	Very Good	

Flooring**Very Good**

Flooring	Very Good	Tiled flooring hard wearing and easily maintained central rug provides additional comfort underfoot
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Furniture, furnishings and fittings**Very Good**

Furniture, furnishings and fittings	Very Good	All pine furniture providing ample storage and display space. New dining chairs planned
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Lighting, heating and ventilation**Very Good**

Provision and controllability of heating and ventilation	Very Good	Storage heaters provide background heat. Double glazing helps with heat retention
Position and controllability of lighting	Good	Reliant on wall and occasional lighting so some areas weaker, plenty of natural light

Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	
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Bedrooms (5 - Common Standards Reference)**Very Good (77%)****Decoration****Very Good**

Decoration	Very Good	Beams an attractive feature
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Flooring**Very Good**

Flooring	Very Good	Pine floors enhanced by rugs preferable if bedside
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Furniture, furnishings and fittings**Good**

Furniture	Good	
Furnishings and fittings	Good	Black out provision in bunk bedroom weak

Lighting, heating and ventilation**Very Good**

Position and controllability of lighting	Very Good	
Provision and controllability of heating and ventilation	Very Good	

Beds**Very Good**

Mattress, bed bases and headboards	Very Good	
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Bedding and bed linen**Very Good**

Bedding and bed linen	Very Good	Cushions and bedspread enhance appearance in master bedroom
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Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	Borderline as space more limited in bunk bedroom and wardrobe facility on landing
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Bathrooms and WCs (6 - Common Standards Reference)**Very Good (76%)****Decoration****Very Good**

Decoration	Very Good	Plumbing well concealed and half tiled for easy maintenance
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Flooring**Very Good**

Flooring	Very Good	
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Fixtures, fittings and sanitary ware**Good**

Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Good	Very good fittings
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Lighting, heating and ventilation**Excellent**

Position and controllability of lighting	Excellent	Specific to area required very effective
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Provision and controllability of heating	Excellent	Heated towel rail provides ideal storage and background heat
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Ventilation	Very Good	Both mechanical and natural ventilation
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Space, comfort and ease of use**Good**

Space, comfort and ease of use	Good	Glass screen maximises internal space of standard sized shower
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Kitchen (7 - Common Standards Reference)**Very Good (77%)****Decoration****Very Good**

Decoration	Very Good	
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Flooring**Very Good**

Flooring	Very Good	
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Furniture, fixtures and fittings**Very Good**

Furniture and fitted units including handles and light fittings	Very Good	A little dated but still presents well
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Lighting, heating and ventilation**Very Good**

Position and controllability of lighting	Very Good	Central spots very effective
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Provision and controllability of heating and ventilation	Very Good	Both mechanical and natural ventilation which is an advantage
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Electrical and gas equipment**Very Good**

Kitchen equipment, cookers, fridges etc	Very Good	Own washing machine and dishwasher an advantage at this level
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Crockery, cutlery and glassware**Very Good**

Crockery, cutlery and glassware	Very Good	All white china easily replaced. Recommend additional place settings as dishwasher
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Kitchenware, pans and utensils**Good**

Kitchenware, pots, pans and utensils	Good	Room for improvement with quality of kitchen knives
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Space, comfort and ease of use**Very Good**

Space, comfort and ease of use	Very Good	
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Cleanliness (2 - Common Standards Reference)**Very Good (80%)****Living and dining areas****Very Good**

Living and dining areas Very Good

Bedroom**Very Good**

Bedrooms Very Good Recommend lining all wooden drawers to protect both surface and guests finer clothing

Bathroom**Very Good**

Bath and shower rooms Very Good Some discolouration of grouting from hard water

Kitchen**Very Good**

Kitchen areas Very Good

Unit / Group: The Long Barn

Exterior (1 - Common Standards Reference)

Very Good (80%)

Appearance of buildings

Very Good

Appearance of buildings and signage Very Good Plenty of container planting some retreating of wood recommended for next season

Grounds, gardens, roadways and car parking

Very Good

Grounds, gardens and garden furniture Good Garden furniture would benefit from re coat of preservative

Car parking surface, signage and illumination Very Good

Environment and Setting

Very Good

First impression on arrival Very Good

Environment Very Good

Management Efficiency (3 - Common Standards Reference)

Good (73%)

Pre-arrival information including brochure

Very Good

Pre-arrival information including brochure Very Good

Welcome and arrival procedure

Good

Welcome and arrival procedure Good Plenty of indoor plants. Hospitality tray and fresh flowers as well as personal welcome. have the benefit of owners being on site if any problems

In-unit guest information and personal touches

Very Good

In-unit guest information and personal touches Very Good Plenty of games, books etc. Useful guest information

Public Areas (4 - Common Standards Reference)

Very Good (84%)

Decoration

Very Good

Decoration in lounge and dining areas Very Good High beamed ceiling an excellent feature

Decoration in other areas e.g. corridors, stairs Very Good

Flooring

Excellent

Flooring Excellent Oak flooring with rug for additional comfort ideal

Furniture, furnishings and fittings

Very Good

Furniture, furnishings and fittings Very Good

Lighting, heating and ventilation

Very Good

Provision and controllability of heating and ventilation Very Good

Position and controllability of lighting Very Good Plenty of alternatives

Space, comfort and ease of use

Very Good

Space, comfort and ease of use Very Good

Bedrooms (5 - Common Standards Reference) Very Good (82%)

Decoration			Very Good
Decoration	Very Good	Use of natural wood very effective	
Flooring			Excellent
Flooring	Excellent		
Furniture, furnishings and fittings			Very Good
Furniture	Very Good	More spacious enabling full suite of furniture in both rooms	
Furnishings and fittings	Very Good		
Lighting, heating and ventilation			Very Good
Position and controllability of lighting	Very Good		
Provision and controllability of heating and ventilation	Very Good	Programmable electric heaters easy to control and double glazing helps with heat retention	
Beds			Very Good
Mattress, bed bases and headboards	Very Good		
Bedding and bed linen			Very Good
Bedding and bed linen	Very Good		
Space, comfort and ease of use			Very Good
Space, comfort and ease of use	Very Good	Raised power points an advantage	

Bathrooms and WCs (6 - Common Standards Reference) Very Good (76%)

Decoration			Very Good
Decoration	Very Good		
Flooring			Excellent
Flooring	Excellent	Tiled very hard wearing	
Fixtures, fittings and sanitary ware			Good
Fixtures, fittings and sanitary ware (lights, taps, shelving etc)	Good		
Lighting, heating and ventilation			Very Good
Position and controllability of lighting	Very Good	Not as good at mirror	
Provision and controllability of heating	Very Good	Heated towel rail	
Ventilation	Excellent	More spacious so ventilation easier	
Space, comfort and ease of use			Good
Space, comfort and ease of use	Good		

Kitchen (7 - Common Standards Reference)**Very Good (85%)**

Decoration			Excellent
Decoration	Excellent	High beamed ceiling an attractive feature	
Flooring			Excellent
Flooring	Excellent	Very hard wearing tiled floor	
Furniture, fixtures and fittings			Very Good
Furniture and fitted units including handles and light fittings	Very Good	Halogen spot lights very effective	
Lighting, heating and ventilation			Very Good
Position and controllability of lighting	Very Good		
Provision and controllability of heating and ventilation	Very Good		
Electrical and gas equipment			Very Good
Kitchen equipment, cookers, fridges etc	Very Good		
Crockery, cutlery and glassware			Very Good
Crockery, cutlery and glassware	Very Good		
Kitchenware, pans and utensils			Very Good
Kitchenware, pots, pans and utensils	Very Good	Saucepans still very good	
Space, comfort and ease of use			Very Good
Space, comfort and ease of use	Very Good	Pantry useful	

Cleanliness (2 - Common Standards Reference)**Very Good (80%)**

Living and dining areas			Very Good
Living and dining areas	Very Good	Some attention needs to lower levels of sideboard	
Bedroom			Very Good
Bedrooms	Very Good	Crisply presented bed linen. Recommend lining wooden drawers to protect both surface and guests finer clothing	
Bathroom			Very Good
Bath and shower rooms	Very Good		
Kitchen			Very Good
Kitchen areas	Very Good	Cupboards very tidy	

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. When making quality assessments the assessor is assessing each aspect against the standards of excellence established by VisitBritain. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from Quality in Tourism (QualityInTourism@GSLGlobal.com, Tel 0845 300 6996). A separate charge is made for an appeal assessment.