

The Old Forge  
West Lutton, Nr. Malton

Summary

|                    |                                    |
|--------------------|------------------------------------|
| <b>Star Rating</b> | <b>★★★★</b> <b>Gold</b> <b>88%</b> |
| Designator         | Self Catering                      |
| Date of Assessment | 12th October 2017                  |
| Type of Assessment | Day Visit                          |
| Discussion with    | Caroline Bradshaw                  |
| Position           | Owner                              |

## Your Star Rating

### How the Star Rating is Achieved

Your star rating is reached by assessment of three elements: (1) Overall Quality (2) Sectional Consistency (the Five Areas of Quality, which are of particular importance - Cleanliness, Public Areas, Bedrooms, Bathrooms and Kitchen) (3) your Provision of Services & Facilities. You must provide all the services and facilities for Self Catering minimum entry (All Star Ratings) these are all listed in the Quality Standards booklet. All three elements must be met to achieve a rating.

## Overall Quality

### How the Overall Quality Rating is Achieved

The minimum overall quality score for your target star rating must be met. We assess 46 aspects of your property (under nine area headings) and score each aspect from 1 to 5 (1 being acceptable; 5 being excellent).

| Bands |     |     |     |     |
|-------|-----|-----|-----|-----|
| 1*    | 2*  | 3*  | 4*  | 5*  |
| 34%   | 48% | 60% | 75% | 87% |

Additionally, five of the "Assessment Areas" must meet Sectional Consistency, as these are the most significant in terms of guest expectation. These are Cleanliness, Public Areas, Bedrooms, Bathrooms and Kitchen. Each of the five Sectional Consistency Areas must reach the standard required for your Star rating and must fall into the relevant band for your target star rating.

|                                    |             |          |   |     |
|------------------------------------|-------------|----------|---|-----|
| <b>Exterior</b>                    | <b>80%</b>  |          | Appearance of the Building                    | 4   |
|                                    |             |          | Grounds, Garden & Parking                     | 4   |
|                                    |             |          | Environment, First Impression                 | 4   |
| <b>Cleanliness</b>                 | <b>100%</b> | <b>5</b> | Public Areas                                  | 5   |
|                                    |             |          | Bedrooms                                      | 5   |
|                                    |             |          | Bathrooms                                     | 5   |
|                                    |             |          | Kitchen                                       | 5   |
| <b>Management &amp; Efficiency</b> | <b>87%</b>  |          | Guest Info Including Brochure                 | 4   |
|                                    |             |          | Welcome and Arrival Procedure                 | 5   |
|                                    |             |          | In Unit Guest Information & Personal Touches  | 4   |
| <b>Public Areas</b>                | <b>84%</b>  | <b>4</b> | Décor   | 5   |
|                                    |             |          | Flooring                                      | 5   |
|                                    |             |          | Fixtures, Fittings, Furnishings and Furniture | 4   |
|                                    |             |          | Lighting, Heating                             | 4   |
|                                    |             |          | Space, comfort, ease of use.                  | 3   |
| <b>Bedrooms</b>                    | <b>89%</b>  | <b>5</b> | Décor   | 4   |
|                                    |             |          | Flooring                                      | 5   |
|                                    |             |          | Fixtures, Fittings, Furnishings and Furniture | 4   |
|                                    |             |          | Lighting/heating/ventilation                  | 5   |
|                                    |             |          | Beds  | 4   |
|                                    |             |          | Bedding/Linen                                 | 5   |
|                                    |             |          | Space, Comfort ease of use                    | 4   |
| <b>Bathrooms</b>                   | <b>84%</b>  | <b>4</b> | Décor   | 4   |
|                                    |             |          | Flooring                                      | 5   |
|                                    |             |          | Fixtures, Fittings and Sanitary Ware          | 5   |
|                                    |             |          | Lighting, Heating and Ventilation             | 4   |
|                                    |             |          | Space, Comfort & Ease of Use                  | 3   |
| <b>Kitchen</b>                     | <b>88%</b>  | <b>5</b> | Décor   | 4   |
|                                    |             |          | Flooring                                      | 5   |
|                                    |             |          | Fittings and Furniture                        | 4   |
|                                    |             |          | Lighting, Heating and Ventilation             | 5   |
|                                    |             |          | Electrical Equipment                          | 5   |
|                                    |             |          | Crockery, Cutlery and Glassware               | 4   |
|                                    |             |          | Kitchenware & Utensils                        | 4   |
|                                    |             |          | Space, Comfort and Ease of Use                | 4   |
| <b>Additional Facilities</b>       | <b>N/A</b>  |          | Reception, Shop, Bar and Restaurant           | N/A |
|                                    |             |          | Laundry                                       | N/A |
|                                    |             |          | Recreation                                    | N/A |

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## Assessment Summary

|                              |   |
|------------------------------|---|
| <b>Overview</b>              | <p>The Old Forge continues to achieve a Four Star Self Catering rating, with a Gold Accolade confirmed for a further year. The scores sit well in the banding, and the owner Caroline Bradshaw remains pleased with the rating, and a higher rating is not being considered. Caroline was available for the debrief, and although the cottage has not been as busy this year, a large number of repeat guests have enjoyed the facilities.</p> <p>The cottage has been well maintained and parking on shale, with an excellent ramp and steps, offers ease of use into this ground floor property. New garden benches have been provided this year.</p>   |
| <b>Units Seen</b>            | (1 unit) The Old Forge was seen with the owner Caroline.  |
| <b>Cleanliness</b>           | Excellent levels of cleaning and presentation are consistently offered. Flooring is in excellent order, and high and low level dusting has been completed. Surfaces are polished, inside drawers are fresh and clean. Bedding is fresh and attractively presented. Bathrooms were pristine, with chrome and mirrors sparkling. The kitchen offered the same high levels with the fridge seals and cooker having been given attention, and cutlery drawers well cleaned and presented.   |
| <b>Living Areas</b>          | As discussed at the debrief, the decoration is being considered for a refresh after the Christmas holidays and this is encouraged, and will maintain the high standards. The solid flooring remains in excellent order, and the underfloor heating is well zoned. The fireplace continues to provide a very attractive feature, and also the log burner adds to the overall comfort levels. The leather seating remains very suitable for this area, although as discussed, the one leather chair is showing wear and needs to be considered for replacing. The dining facilities remain easy to use and are well positioned next to the kitchen area.  |
| <b>Bedrooms</b>              | Bedrooms remain attractive, and the stone flooring continues to offer excellent quality and presentation. Furniture offers plenty of storage, and the move around of the furniture in the twin room will provide space for a well placed mirror, next to the electric socket. Tall lights to the bedside are very attractive, and beds offer very good support, with attractive high quality bedding well presented. Only the bedding in the one twin room might be considered for replacement, and perhaps larger duvets for the single beds, could then be considered. Also consider adding an electric socket with USB ports for added ease of use. Mains torches have been provided for added safety. |
| <b>Bathrooms</b>             | Bathrooms are modern facilities with excellent flooring and quality fittings. The one wall in the bathroom has been expertly re-tiled. Light, heat and extraction are effective. The mirror in the bathroom needs attention as discussed on the day. Large bath sheets add to the ease of use   |
| <b>Kitchen</b>               | The kitchen remains in excellent order, with high specification white goods, and offers plenty of storage. Lighting has been well considered, offering excellent illumination to this area and also extraction and light to the hob. Table and kitchenware are very good quality, well matched and provided in sufficient numbers. The spacious kitchen can be used with ease.  |
| <b>Management Efficiency</b> | Guests have the ability to book and pay on line, with facilities well detailed. A personal welcome is offered and local produce is provided for arrival. The information folders offer much local information, also board games and books are provided, plus easy to use wi fi, will certainly meet customer expectations. Customer reviews are excellent and the owner lives on site should guests need assistance.  |

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|--|---|
| <p><b>Website Feedback &amp; Business Advice</b></p> | <p>A search on google was completed on a laptop. The web site is not mobile friendly.<br/>Well placed new VisitEngland signage and contact details are provided on the first page, however, the rating is from VisitEngland, and not Visit Britain, and this needs updating.</p> <p>Searching for self catering Malton, the details were located on Trip Advisor best 25 places, on the first page of google, and using the owners web site then this provided the web site on google <a href="http://www.forgeholidaycottages.co.uk">www.forgeholidaycottages.co.uk</a><br/>Details were found to be accurate and pictures well taken. The access statement is provided, floor plans, on line booking, prices and modern media. Suggest the "What's On" page needs to be revamped and replaced.<br/>Property detailed on Trip Advisor and very good comments.</p> <p>Please consider a new style Accessibility Guide, use the link, <a href="http://www.visitengland.org/access">www.visitengland.org/access</a></p> |
| <p><b>Potential For Improvement</b></p>              | <p>Consider the use of USB ports in the bedrooms.<br/>Consider replacing the single duvets with doubles for added comfort.<br/>New mirror needed in the twin bedroom<br/>Planned refresh of the decoration is encouraged as this will maintain the present quality<br/>New leather tub chair needed for the lounge<br/>Mirror surround in the bathroom needs attention.</p>   |
| <p><b>Highlights</b></p>                             | <p>This is a great cottage for the number of guests, and the stone flooring continues to offer excellent quality and presentation.<br/>High levels of cleaning have been maintained, and also presentation.<br/>Parking is well provided on site, and new outdoor seating is very suitable.</p>   |

## Provision of Minimum Entry Requirements

To be recognised within the Self Catering scheme the minimum requirements listed in the Standard need to be met. Sufficient quality should be provided to meet the minimum requirements for One Star, in all areas of the operation covered by the quality indicators in the Standard.

The key minimum entry requirements for achieving a Self Catering One Star rating are:

All areas of operation meet the minimum quality requirements for cleanliness, maintenance and physical quality as well as facilities and the delivery of advertised services. All the current statutory obligations must be met. Public Liability insurance cover must be provided.

|   |       |
|---|-------|
| <b>For Provision of Minimum Entry Requirements your rating is:</b>  | Meets |
| <b>Areas requiring action before next assessment</b>  |       |
| All areas meet the requirements of your star rating. No remedial action has been identified at this time. |       |

**Visit Report**

Your VisitEngland quality assessment report, comprising scores, star rating and commentary reflects the experience of the 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, please contact the helpdesk for information. 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 the VisitEngland helpdesk at [visitenglandassessmentservices@theaa.com](mailto:visitenglandassessmentservices@theaa.com) or telephone 01256 491111.

**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 the helpdesk for details.

**Publishing of reports**

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