

Robinson College

Robinson College, Grange Road, CAMBRIDGE, Cambridgeshire, CB3 9AN

Summary

STAR RATING

★★★★

DESIGNATOR

Campus

QUALITY SCORE

82%

VISIT DATE

12 September 2018

VISIT TYPE

Day Assessment

CONTACT

Ms Mel Searle Conference Office Manager

Robinson College continues to achieve a Four Star Campus with the overall score placed high in the banding. It is positive to note the commitment to investment within the accommodation and facilities and the refurbishment of the remaining rooms over the next couple of years will help to improve and consolidate the overall provision and guest experience.

It is understood that check-out time is to be revised to 10am following a number of negative guest comments relating to the earlier 9.30 departure time. Housekeeping rotas will be amended to make this possible.

The walk round and debrief took place with Mel Searle, Conference Office Manager, who is thanked for the time taken and every success is wished for the year ahead.

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
35% - 43%	44% - 59%	60% - 74%	75% - 84%	85%-100%

	SCORE	PERCENTAGE	RATING
Exterior	9	90%	
Building Appearance	5		
Grounds/Gardens/Frontage	4		
Cleanliness	15	100%	
Bedrooms	5		
WCs/Bathrooms/Shower Rooms	5		
Public Areas	5		
Bedrooms	28	80%	
Decoration	4		
Flooring	4		
Furniture/Fittings/Furnishings	4		
Lighting/Heating/Ventilation	4		
Beds & Bedding	4		
Accessories	4		
Space/Comfort/Ease of use	4		
Bathrooms & WCs	28	80%	
En-suite Provision	4		
Decoration	4		
Sanitary Ware & Fittings	4		
Flooring	4		
Lighting/Heating/Ventilation	4		
Towels & Toiletries	4		
Space/Comfort/Ease of use	4		
Public Areas	32	80%	
Decoration	4		
Flooring	5		
Furniture/Fittings/Furnishings	4		
Lighting/Heating	4		
Space/Comfort/Ease of use	4		
Range of Extra Facilities	3		
Public Toilets	4		
Tourist Information	4		
Dining Room/Restaurant	20	80%	
Decoration	4		
Furniture/Fittings/Furnishings	4		
Flooring	4		
Lighting/Heating	4		
Space/Comfort/Ease of use	4		

Exterior

The red brick buildings are a feature of the College and continue to be maintained in excellent order. Walkways and surrounding grounds also present to a high standard with excellent external housekeeping being a feature. Colourful seasonal planting is in place throughout and creates a most positive impression.

There is no parking available on site but unrestricted roadside parking is close by. The property benefits from a quiet location on the outskirts of the city with bus links close by and the city centre easily accessed via a short and pleasant walk along quiet lanes.

Cleanliness

Excellent standards of cleanliness evident again this year and very much a credit to the hard work of the housekeeping team. Surfaces are polished and high and low levels all seen to be dust and cobweb free, carpet thoroughly vacuumed and beds very neatly dressed. A sparkling appearance to fittings in the bathrooms and all grout and seals fresh and clean. The light pull in the twin room in G block seen was knotted and worn and could be replaced, however. Public areas all neat and tidy and clearly being proactively maintained.

Bedrooms

Blocks A to D have now been refurbished and these rooms present in very good decorative order. E block is to be upgraded next year and the remainder will be done for completion by 2020. The older rooms also present with fresh, clean paintwork but co-ordination of decoration and soft furnishings offers an enhanced appearance where renewed.

Flooring is hardwearing and free of wear. A deeper pile noted in the more recently upgraded rooms, such as observed in D14, which enhances comfort underfoot.

Sturdy furnishings provide plenty of hanging and storage and good desk areas. Windows are dressed with blackout curtains for effective light exclusion. Full length mirrors are useful and power sockets are well provided overall but consideration of placement for use with hairdryers etc., is important when developing the accommodation.

The heating is controllable and there is effective room and task lighting at bedsides and desks.

Robust bed bases and the mattresses remaining firm to the touch and appearing supportive.

Plump bedding, all well dressed with neatly pressed linens. Bedspreads finish in the older rooms and the more modern runners and cushions work well in the refreshed rooms.

A useful range of accessories include well stocked beverage trays, radio alarm clock, wi-fi and fridges in the twin and double rooms. The information books are well compiled and informative. Feedback forms are in place.

The rooms are of a very good size and are well arranged for use. Could consider adding a single bed in the empty room in Set 30 to target this for families with older children/multi-generational use.

Bathrooms & WCs

Very good fully tiled finishes with grout and seals fresh and clean in the rooms seen.

Durable flooring is well laid and ideal for cleaning and hygiene procedures.

Sanitary ware and fittings are being very well maintained, with the larger rooms seen at this visit having a bath with shower over.

Heating, lighting and ventilation are all to comfortable levels; heated towel rails in place in some rooms and will benefit in the rooms to be refurbished. The placement of the shaver light/mirror could be reconsidered in Set 30, as discussed.

Towels are thick and soft and a pack of college branded toiletries add to convenience.

Public Areas

The Porters' Lodge is the reception area for guests to check-in or obtain information from staff and the staff on duty were seen to be welcoming, courteous and very helpful to arriving guests.

Guests also have access to the Red Brick cafe/bar, which is sometimes open for hot beverages and light snacks but the seating area can be used at any time as a lounge. The bar is only available for pre-booked events. A range of seating styles provided for guests to relax and socialise. Decorative and durable flooring finishes continue to be very well maintained. Lighting adds to the ambience in the cafe and the bar also boasts plenty of natural light to make this a bright and airy space.

The Crausaz Wordsworth conference building was not seen at this visit but an extensive range of modern conferencing and meeting room facilities are available and form an integral part of the business out of term time or for day guests only throughout the year.

Dining Room/Restaurant

The Garden Restaurant presents very well to the decoration and flooring. Very good furnishings with tables and chairs well arranged for use. The servery appears to be well configured for an efficient service flow. Garden tables and seating and use of the grassed area adjacent will be appreciated by guests in the fine weather.

Accommodation Seen

A2, D14, G? twin room, T Set 20 and Set 30 were seen with Mel.

Website Feedback

Website reviewed: www.robinson.cam.ac.uk/conferences/stay

A laptop Google search for summer university B&B or summer accommodation in Cambridge did not find the College listed in the first five pages.

If using the name to search the University Rooms website came top of the list with the property appearing when the site is clicked.

Also accurately represented on Booking.com with a high 8.7 score noted. Cleanliness and breakfast feature strongly.

Entry in Speciality Lodgings section of TripAdvisor but only 2 reviews so doing little to promote the accommodation. Consider use of management responses here.

The website appears second on page 1 with the Stay heading going directly to the Conference and B&B information page.

Good information is given about the rooms and facilities, there is a representative gallery of photos and a useful information flyer to download.

Direct on-line booking is available with room style, availability and tariff clear to view. Terms are also clearly stated.

Guest feedback is promoted and is date referenced - some more recent reviews would now benefit.

Very good Access information is clearly promoted.

Good use of social media aids exposure.

The rating logo displayed is incorrect and needs to be replaced with the new VE logo, which will be emailed.

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 Robinson College

Standard Campus

Designator Campus Block

Rating 4 Star

Observations and Requirements

WCs/Bathrooms/Shower Rooms

En-suite Fixtures/Fittings

Hook required in T Set 29

Below

Specialities (optional)

These have not been awarded or assessed.

Useful Numbers

Customer Services 01256 491111 VisitEnglandAssessmentServices@theAA.com

All establishment enquiries, including assessments, reports, ratings, credit control, signage and logo requests.

 Twitter @VisitEngland

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.