

Robinson College

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

Summary

STAR RATING

★★★★

SCHEME

Campus

QUALITY SCORE

81%

VISIT DATE

13 September 2024

VISIT TYPE

Day Assessment

CONTACT

Nick Lomax Head of Conference and Catering Services

Robinson College, Cambridge has achieved the Four Star Campus rating for a further year. The overall score is a little lower than last year but is still placed high in the banding and key areas are also well positioned. Refurbishment of the rooms is ongoing and where completed the rooms present to a high standard. The shared accommodation seen this year is a little weaker and will benefit from the planned investment to ensure it remains within the Four star rating.

The walk round took place with Ellie Moore, Conference & Events Manager, who is thanked for the time taken. Business was reported to have been very good again over the summer and all the team are wished a positive and successful 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 Three to Five Stars, based on the chart below, as long as all minimum entry requirements for the star rating are met.

3 STAR

60% - 74%

4 STAR

75% - 84%

5 STAR

85%-100%

	SCORE	PERCENTAGE	RATING
Exterior	9	90%	
Building Appearance	5		
Grounds/Gardens/Frontage	4		
Cleanliness	14	93%	
Bedrooms	5		
WCs/Bathrooms/Shower Rooms	4		
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 distinctive red brick buildings continue to be maintained very well externally and colourful seasonal planting around the courtyards presents very well. Surrounding grounds and gardens are also being maintained to a high standard. The campus benefits from a quiet location on the outskirts of the city, with bus links close by. The city centre easily accessed via a pleasant walk or cycle along quiet lanes crossing the river.

Cleanliness

High standards of cleanliness and housekeeping were seen to the majority of areas again this year, for which all concerned are to be commended. All of the public areas indicate a proactive regime is maintained.

Bedroom surfaces, edges and ledges at high and low levels were all dust free and the carpets thoroughly vacuumed, but marking should be cleaned. Wardrobes and drawers were clean and tidy and the beds dressed with neatly pressed linens. Beverage trays were neat and clean, kettles free of scale. The mirror in L10 had not been polished and finger prints remained. Carpet could also be cleaned where recently marked.

The bathroom score is a little lower than at recent visits. Overall they presented with a fresh appearance and the surfaces, mirrors and chrome fittings buffed and polished. More black marking to grout and sealants was seen this year and the shower screen in F15 was water marked. Pipework and extractors free of dust but several light pull cords were noted to have become a little grubby.

Bedrooms

Rooms in Q and S staircases are being refurbished this summer and next Easter, and it is anticipated that staircases L, M and O will be done next, which is to be encouraged.

Paintwork presented in fresh order in all rooms viewed and the quality carpet is well-fitted and soft underfoot. There was some staining by the beverage tray in F15, which should be deep cleaned. L10 also with a little marking.

There is ample hanging and storage space in sturdy wooden furnishings, good-sized desks, comfortable seating and full-length mirrors. Blackout curtains ensure effective light exclusion. In L9 and 10 the desk surfaces are rather worn so will benefit from the planned upgrade, and also the chair in L9 could be replaced as is stained and worn.

Heating is controllable and there is effective room and task lighting, including at bedsides and desks. Ample power sockets and USB ports in newer rooms.

Sturdy bed bases are fitted with deep mattresses, which remain firm to the touch and appear comfortable and supportive. Bedding is plump and well dressed in white satin stripe linens are neatly pressed. Colourful and coordinated soft furnishings add to the overall finish in the upgraded rooms.

A useful range of accessories include beverage trays, Roberts radio/alarm wi-fi and fridges in twin and double rooms. Information for the stay can be accessed via a QR code provided in the rooms. The rooms are all of a comfortable size and have been thoughtfully arranged and appointed to offer single, twin and double rooms.

Bathrooms & WCs

The ensembles continue to be presented to a high standard. A mix of tiles and wet-wall finishes are in very good order and the seals were mostly fresh. However, some marking noted in A5 and in C6. The shared bathroom for L9 and L10 is showing some age and sealant is in poor condition so some remedial work would benefit prior to the refurbishment.

Durable flooring is well laid and hygienic in all rooms seen.

Sanitary ware and fittings are being very well maintained. Many rooms have a bath with shower over and some have a shower in enclosure only. The older L staircase rooms seen have good quality fittings, which appear sound.

Heated towel rails ensure warmth and there is effective room and mirror lighting. Extraction appears to be in efficient working order.

Towels and bath mats are well laundered and a pack of college branded toiletries adds to convenience.

Public Areas

The Porters' Lodge is the reception for arriving guests and is staffed by friendly and helpful team members.

Guests have access to the Red Brick Café/bar for purchase of hot beverages and light snacks during the day and a bar in the evening. Decorative and flooring finishes continue to be very well maintained and the cafe area is well planned with comfortable seating, tables and chairs. A small shop of 'essentials' is also available and the servery and display areas presented very well. The rear bar remains as last seen but is also comfortably appointed for relaxation.

Dining Room/Restaurant

The Garden Restaurant was seen in use. It continues to present 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.

Accommodation Seen

A5, C6, F15, G1, L9 and L10 were seen with Ellie.

Website Feedback

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

A laptop Google search for summer B&B accommodation in Cambridge did not find the College listed independently in the first 5 pages. No entry seen on University Rooms this year.

If using the property name, the College was featured top after the sponsored listings and the entries on Booking.com and Expedia were prominent.

Entry on TripAdvisor but the reviews very out of date. Consider encouraging more reviews and making use of management responses.

The webpage offers a good level of information regarding the room styles and facilities for conference and B&B guests and a small gallery of photos gives a good overview of the accommodation but could be updated to reflect the new styling.

The Meet the Team page is useful and there is very good information about the locality and a clear online booking link and contact information.

The Service Guarantee and Award section needs updating as some links are not operational and the assessment report is from 2018. There is also reference to Quality in Tourism which needs to be removed as that is a separate organisation, unrelated to VE and the assessment process.

The VisitEngland rating logo could not be found and could be placed prominently to promote the quality aspect.

Comprehensive Access information is clearly promoted via the AccessAble Guide.

Social media is being proactively managed inform on College information and activities.

Recommend that your Rated Trips page is updated - a free service as part of your scheme membership. 20 quality photos should be included and updating is needed to reflect changes made. You can manage your own details on the Membership hub portal at www.Ratedtrips.com and you can activate or reset your password at: <https://business.ratedtrips.com/user/password>

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

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.

<http://www.ratedtrips.com/update-your-profile>

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



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.