



# nars

National Association of Racing Staff

# Racecourse Ratings 2018



**Covering:**

Overnight Accommodation

Day Facilities

Canteen

Stable Yard

## About

**This publication is the culmination of research undertaken by The National Association of Racing Staff on the standards of facilities racing staff find during the course of their work when they are taking horses racing on behalf of their employer.**

In 2016, at the NARS AGM in Newmarket, it was made clear to the Chief Executive and the Executive Committee that the staff who attended racecourses with runners on behalf of their employers wanted a say in the facilities they encountered when working at the races. This research was to understand what racecourses offered staff in terms of the quality of the canteen, the day amenities, overnight accommodation and stable yard facilities. NARS advertised for staff to come forward to be considered for the roles of Racecourse Inspectors with a view to evaluating racecourses from a staff members perspective.

In early 2017 the first Racecourse Inspectors were appointed. Each of the 7 Racecourse Inspectors were allocated a set number of racecourses to inspect, with every racecourse in the Country covered. The Racecourse Inspectors are responsible for inspecting their racecourses with a view to highlighting any concerns at least twice yearly wherever possible. Most staff know what the issues are at the racecourses, but we have never previously been able to collect the evidence to support our demands for improved standards, until now.

2017 was viewed as a bedding in exercise for the new Racecourse Inspectors and an opportunity to allow the racecourses to understand what the inspectors were looking at, where they felt improvements could and should be made and how they would compile their reports. This has also allowed us to acknowledge areas where racecourses have been doing things well.

This year NARS asked the Racecourse Inspectors to score the racecourses they had visited in the past six months on the following matters with each category getting sub headings.

- Overnight Accommodation, to be judged on the quality, the cleanliness and whether the rooms are multiple occupancy or single.
- Day Facilities, to be judged on the quality and cleanliness and if there was an area away from the canteen to relax.
- Canteen, to be judged on the quality and choice of the food, cleanliness, price and service.
- Stable yard, to be judged on the loading ramp, the stable yard (bedding, the quality of the stable block etc.) and washdown facilities such as water pressure and number of hoses available.

Therefore, there was a total of 12 headings with a maximum of 10 points for each heading giving a maximum of 120 points available. Stars are allocated on the following basis.

**100 points or more, 5 Stars.**

**90 points to 99.9, 4 Stars.**

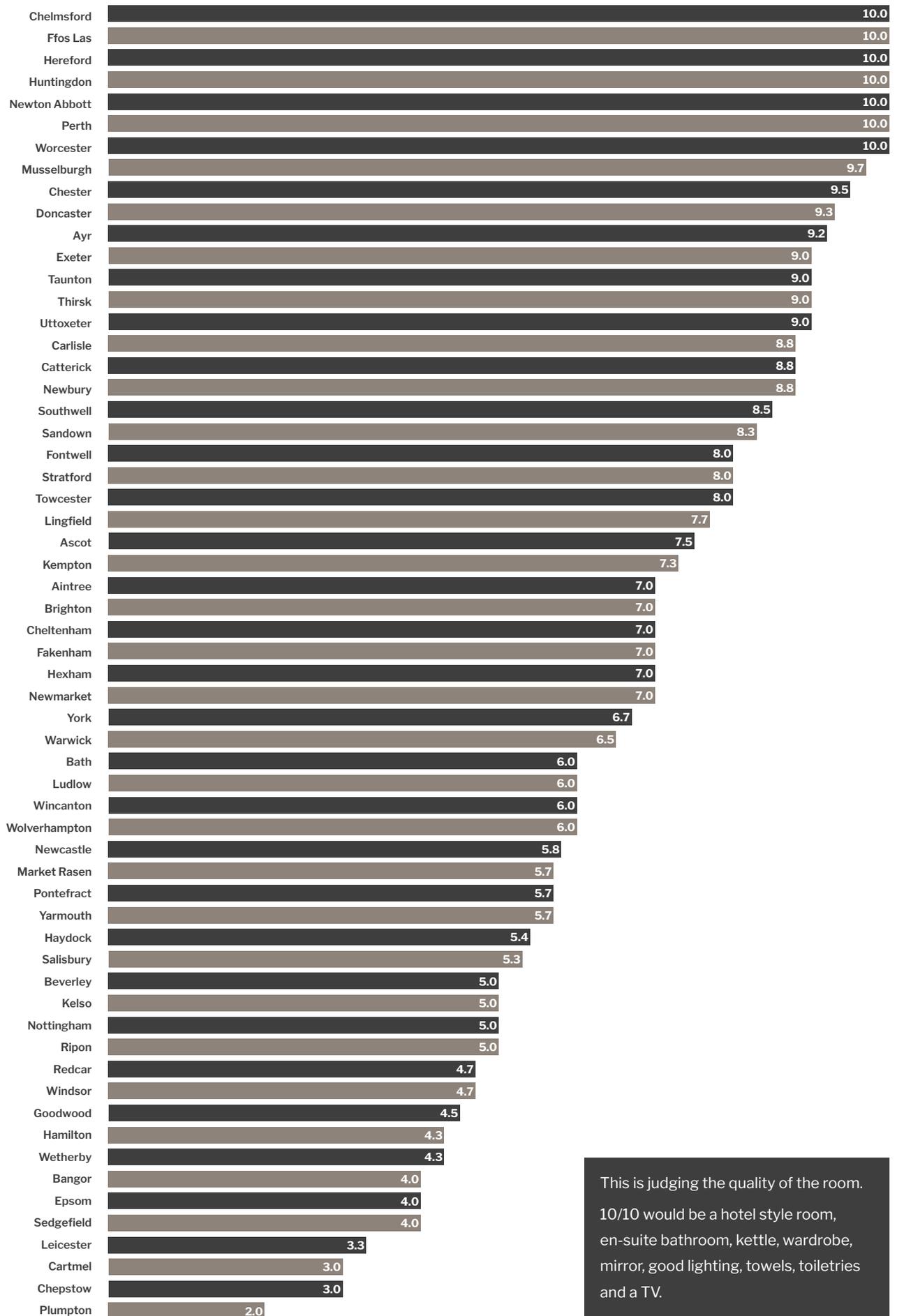
**80 points to 89.9, 3 Stars.**

**70 points to 79.9, 2 Stars.**

**Any score below 70 (which is 58%) would only get 1 Star.**

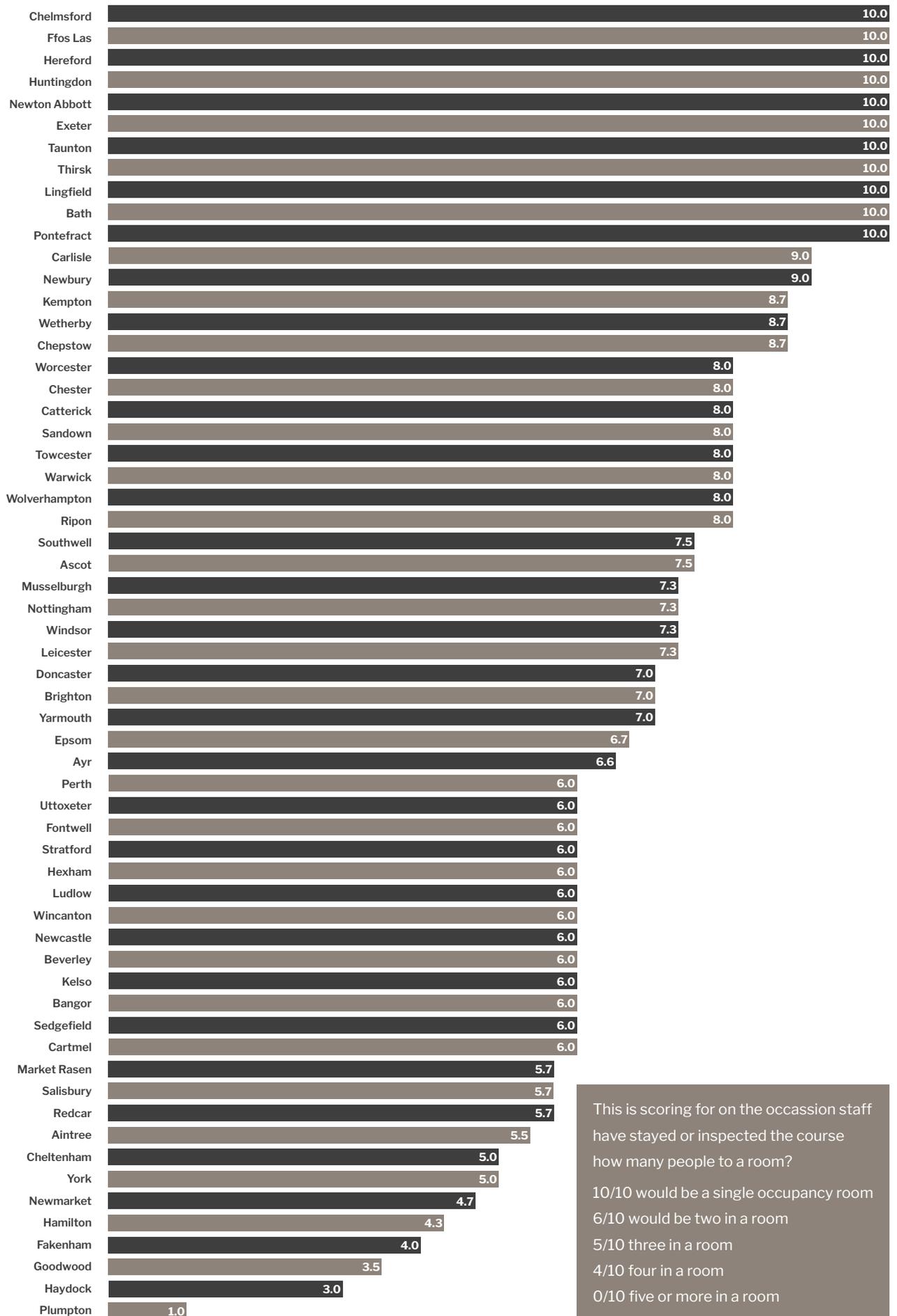
NARS owes a great deal to the Inspectors who carried out this work, without whom we would not have been able to make the improvements we already have at many racecourses. The Racecourse Inspectors are Cathy Beaumont, Greg Davis, Carri Dyson, Mark Ellwood, Hannah Gregory, Pete McCulloch and Nicky Rigby. We will continue to strive to make working at any racecourse in the UK a pleasant and professional experience, that is the very least we expect for our members and the horses they look after.

# Overnight Accommodation: Quality

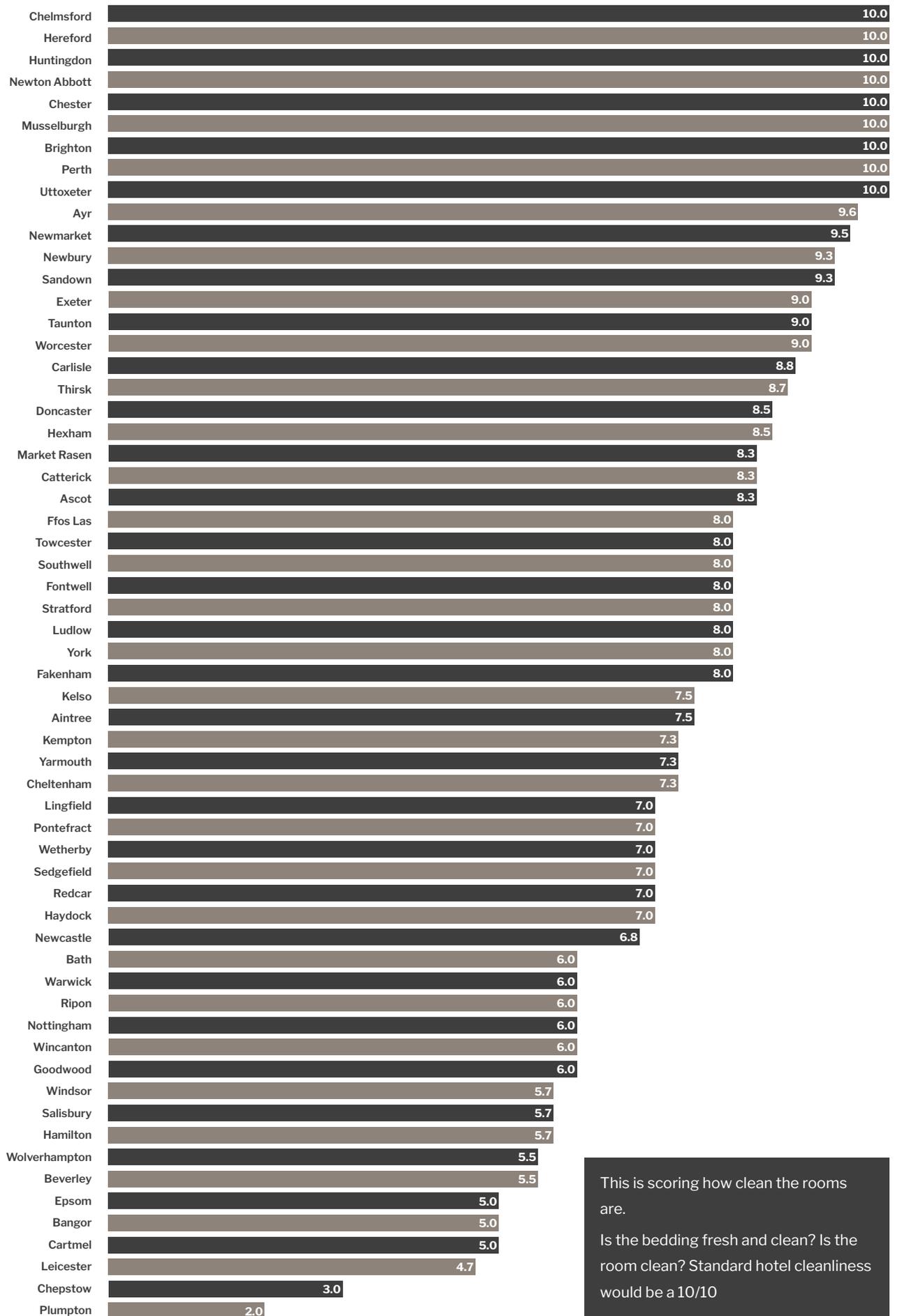


This is judging the quality of the room. 10/10 would be a hotel style room, en-suite bathroom, kettle, wardrobe, mirror, good lighting, towels, toiletries and a TV.

# Overnight Accommodation: Numbers to a Room

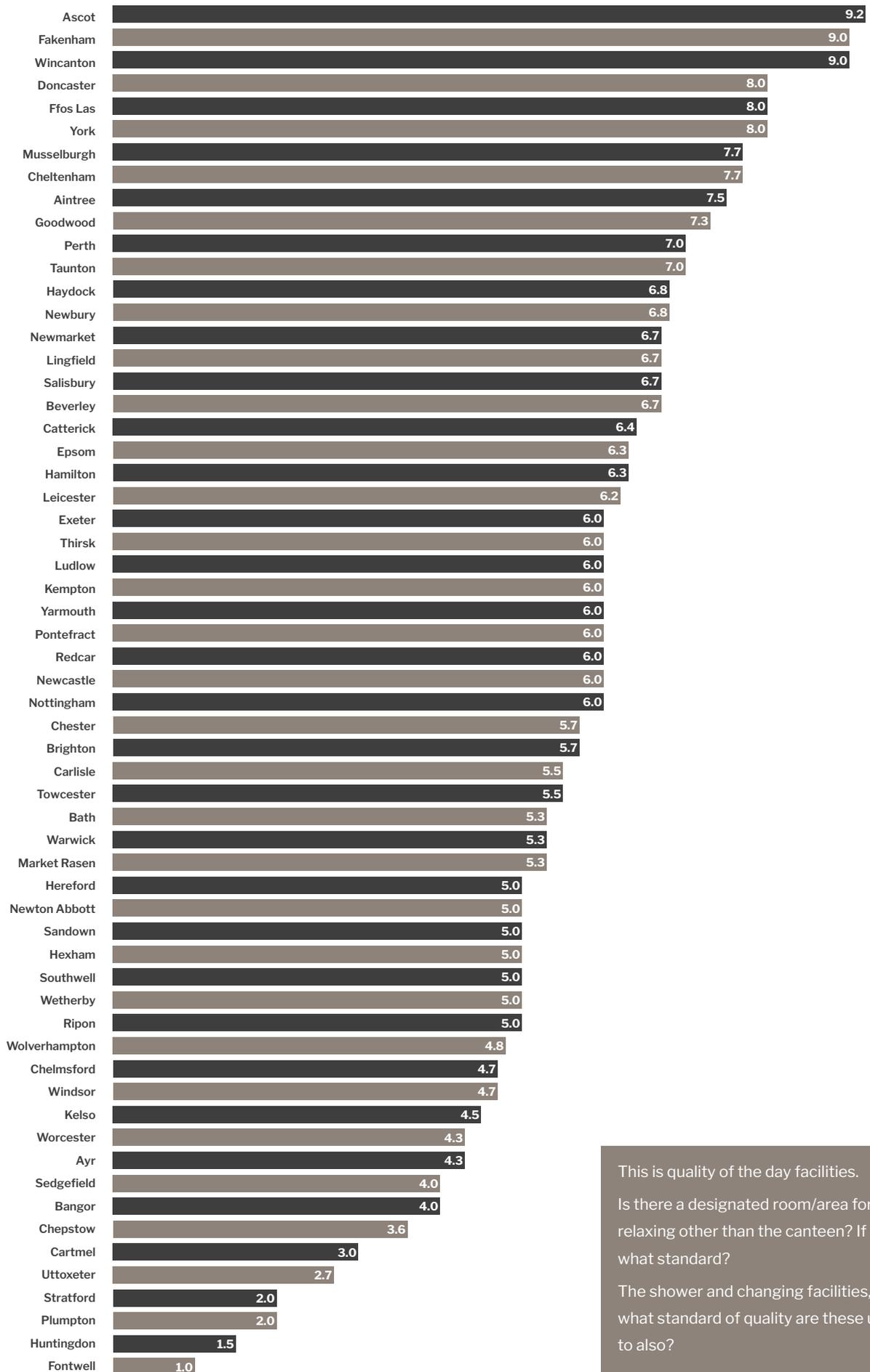


# Overnight Accommodation: Cleanliness



This is scoring how clean the rooms are.  
Is the bedding fresh and clean? Is the room clean? Standard hotel cleanliness would be a 10/10

# Day Facilities: Quality

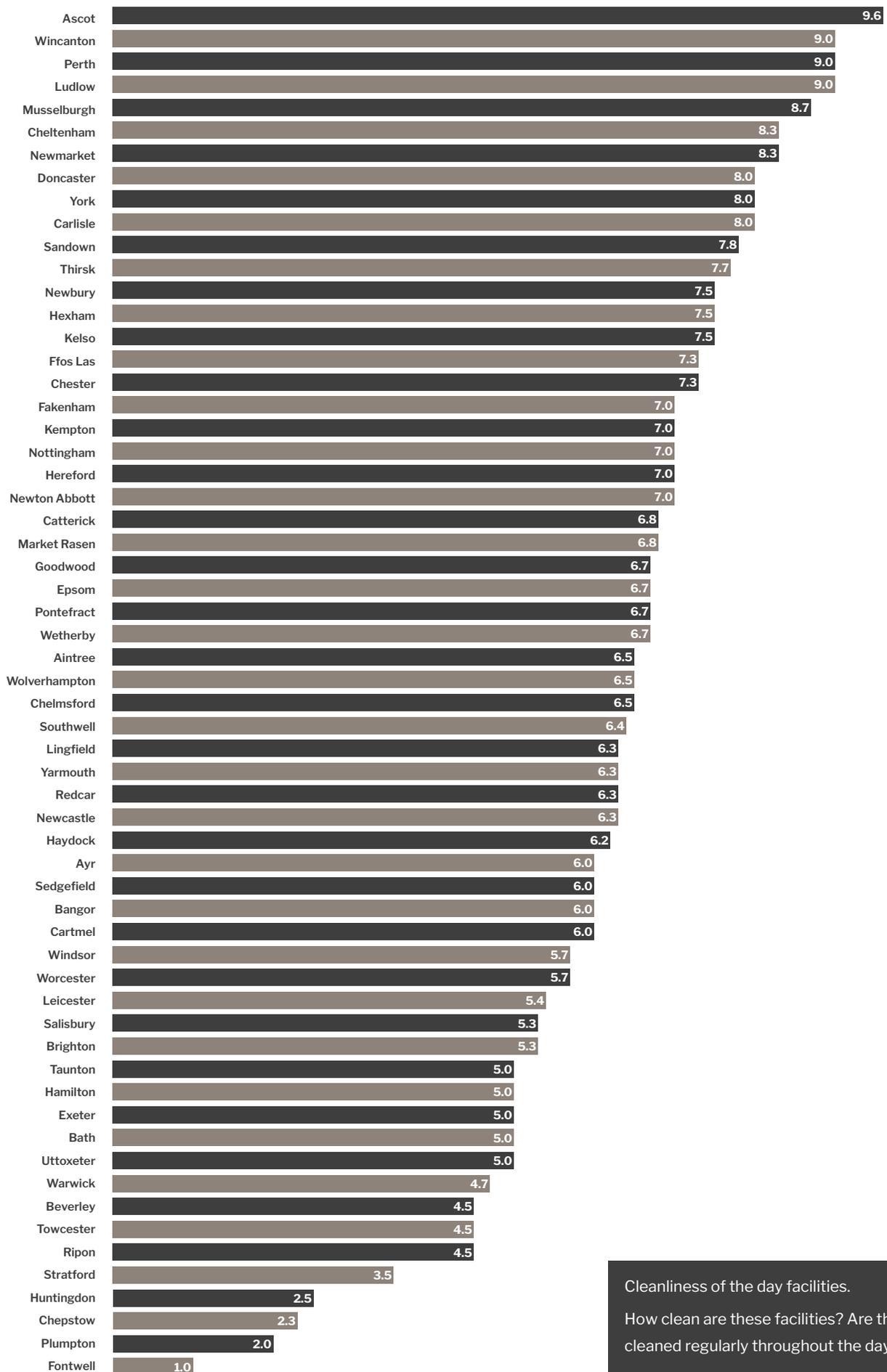


This is quality of the day facilities.

Is there a designated room/area for relaxing other than the canteen? If so to what standard?

The shower and changing facilities, what standard of quality are these up to also?

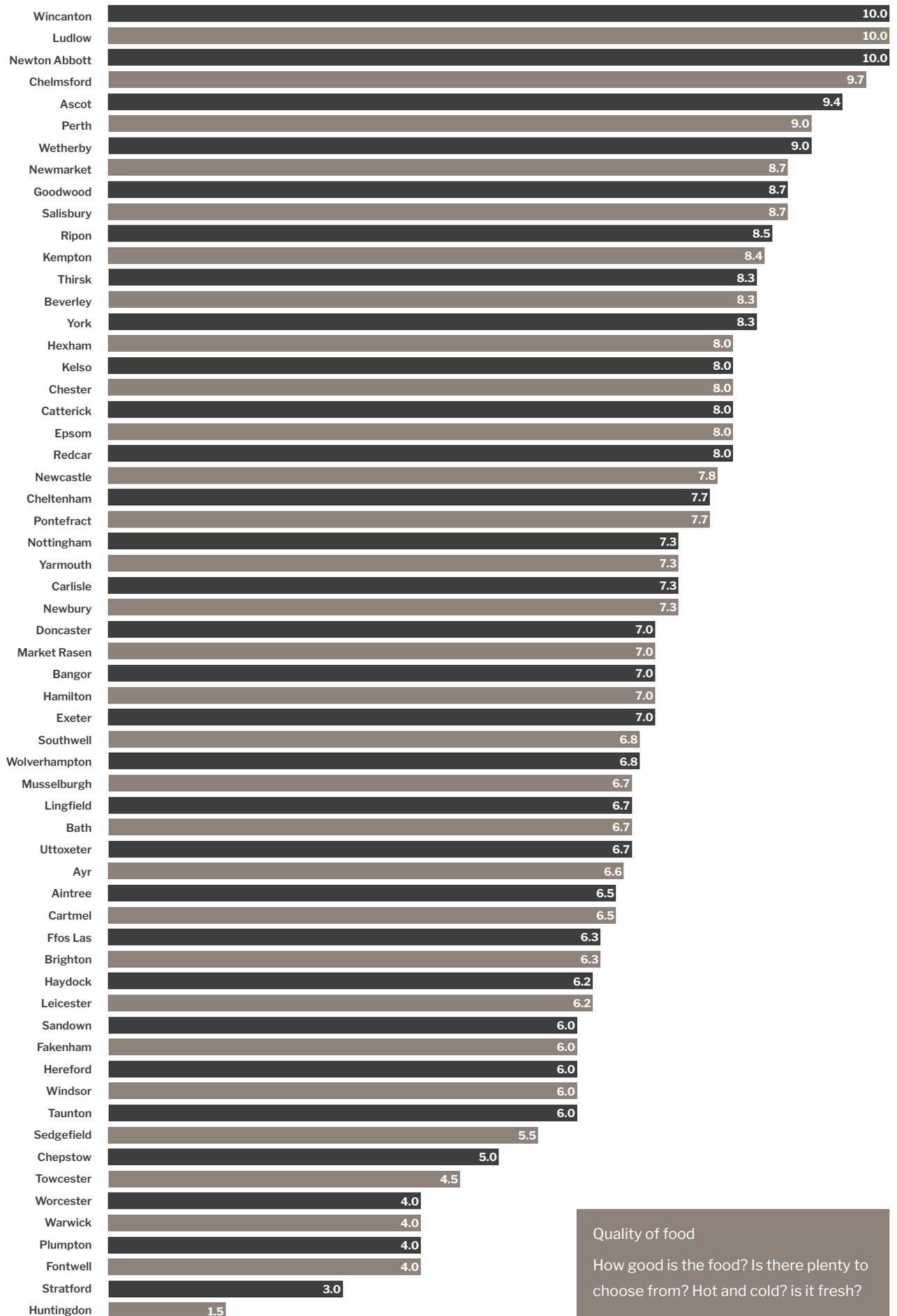
# Day Facilities: Cleanliness



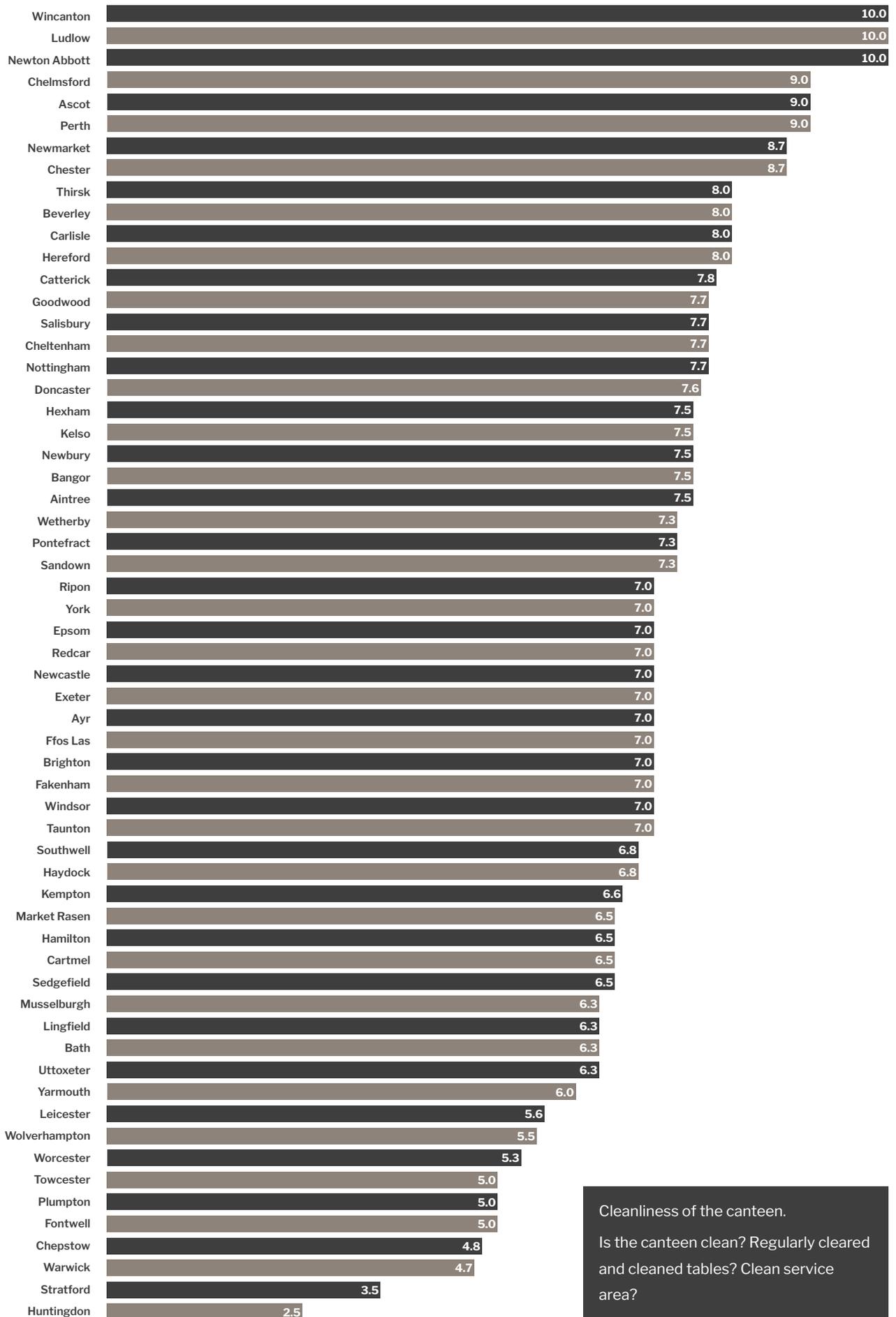
Cleanliness of the day facilities.

How clean are these facilities? Are they cleaned regularly throughout the day?

# Canteen: Quality

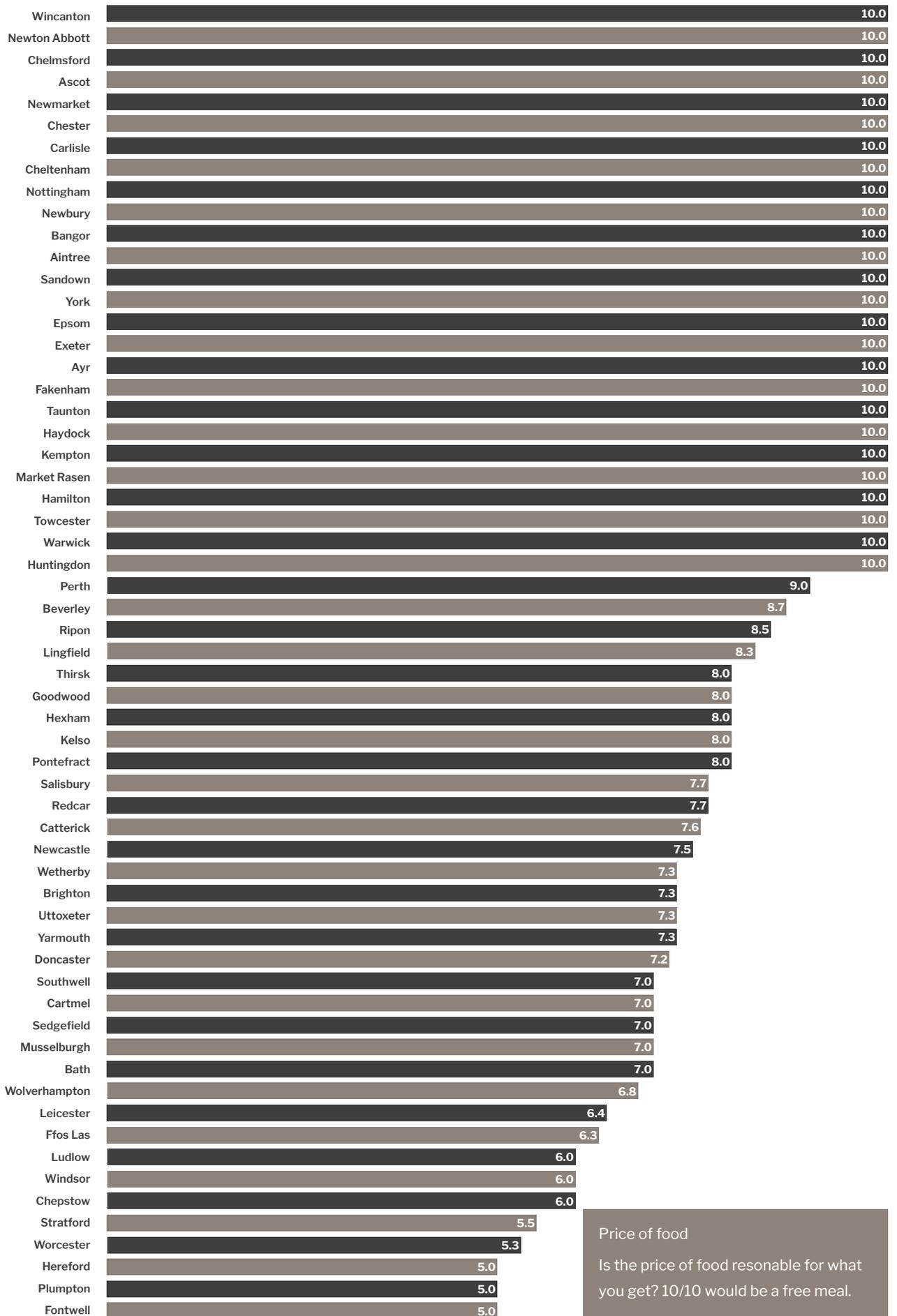


# Canteen: Cleanliness

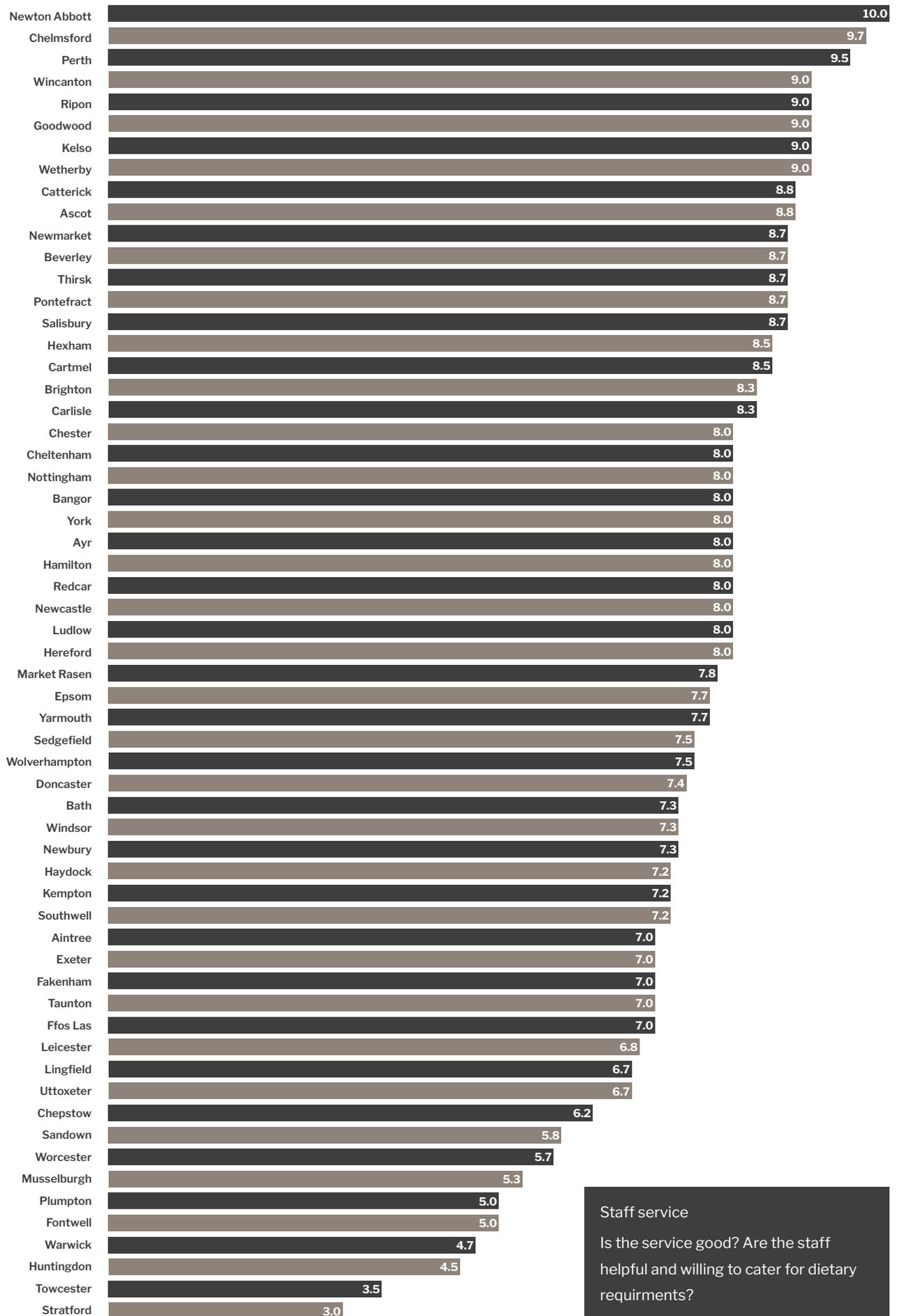


Cleanliness of the canteen.  
Is the canteen clean? Regularly cleared and cleaned tables? Clean service area?

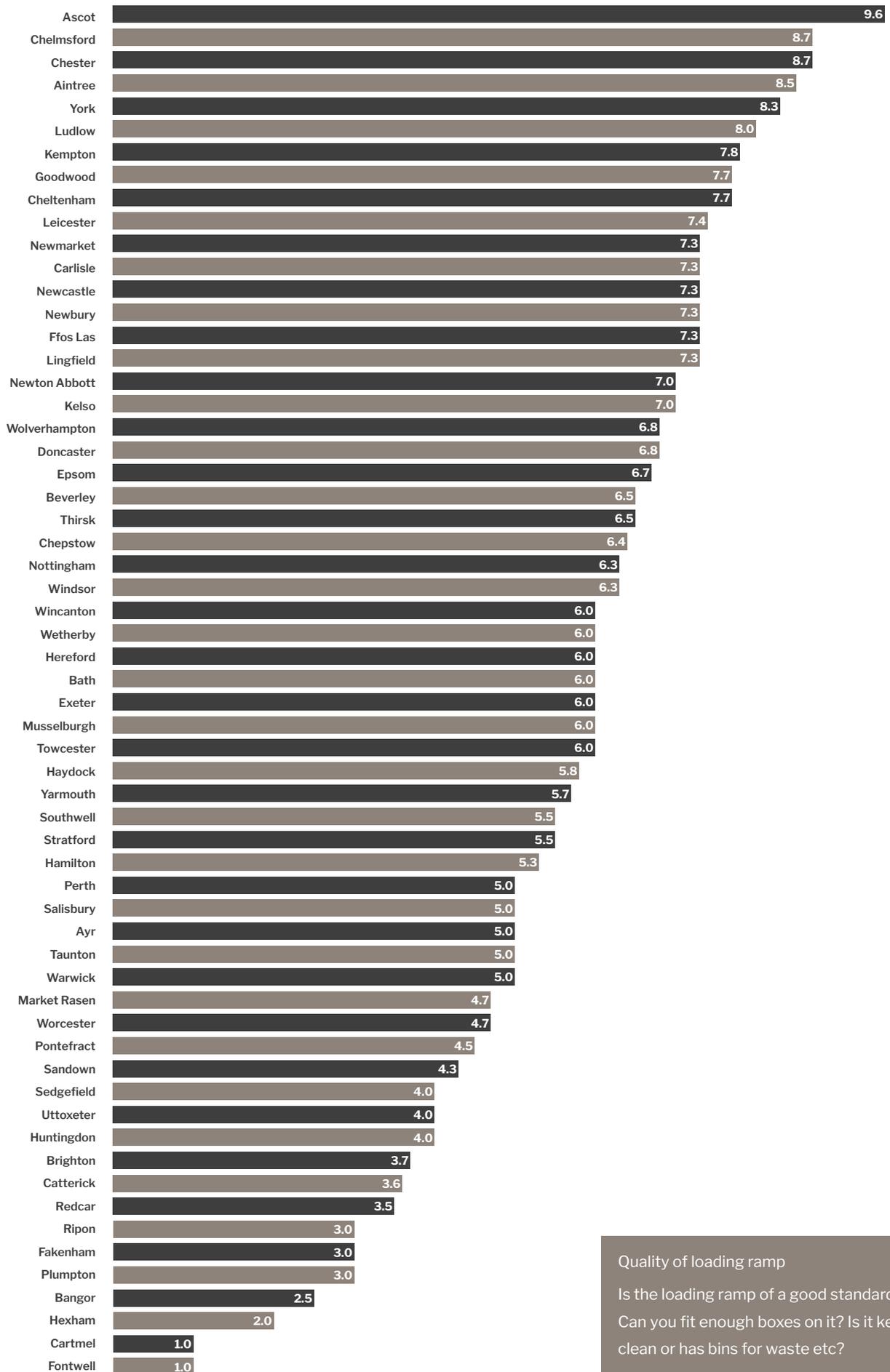
# Canteen: Cost



# Canteen: Service

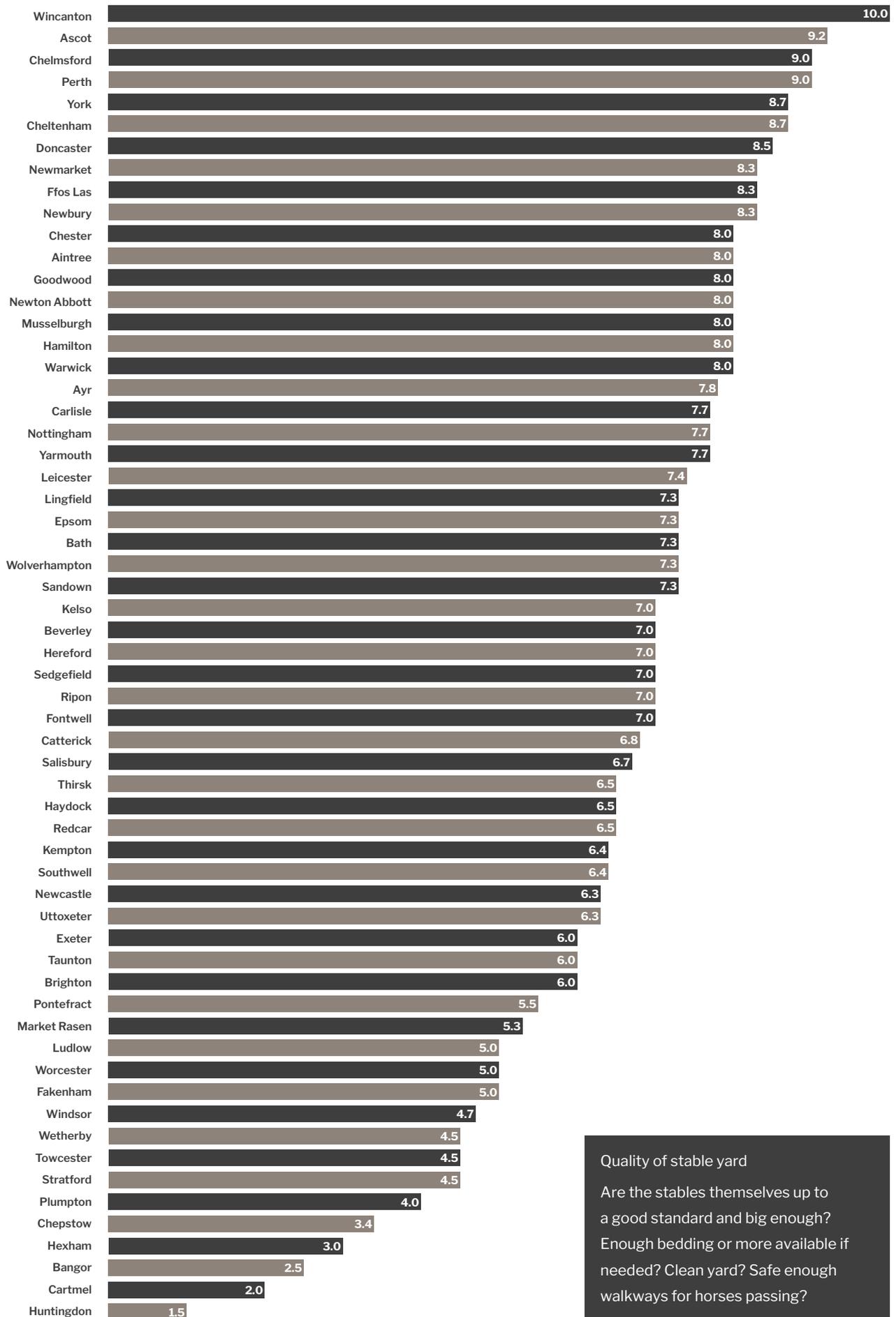


# Stable Yard: Loading Ramp

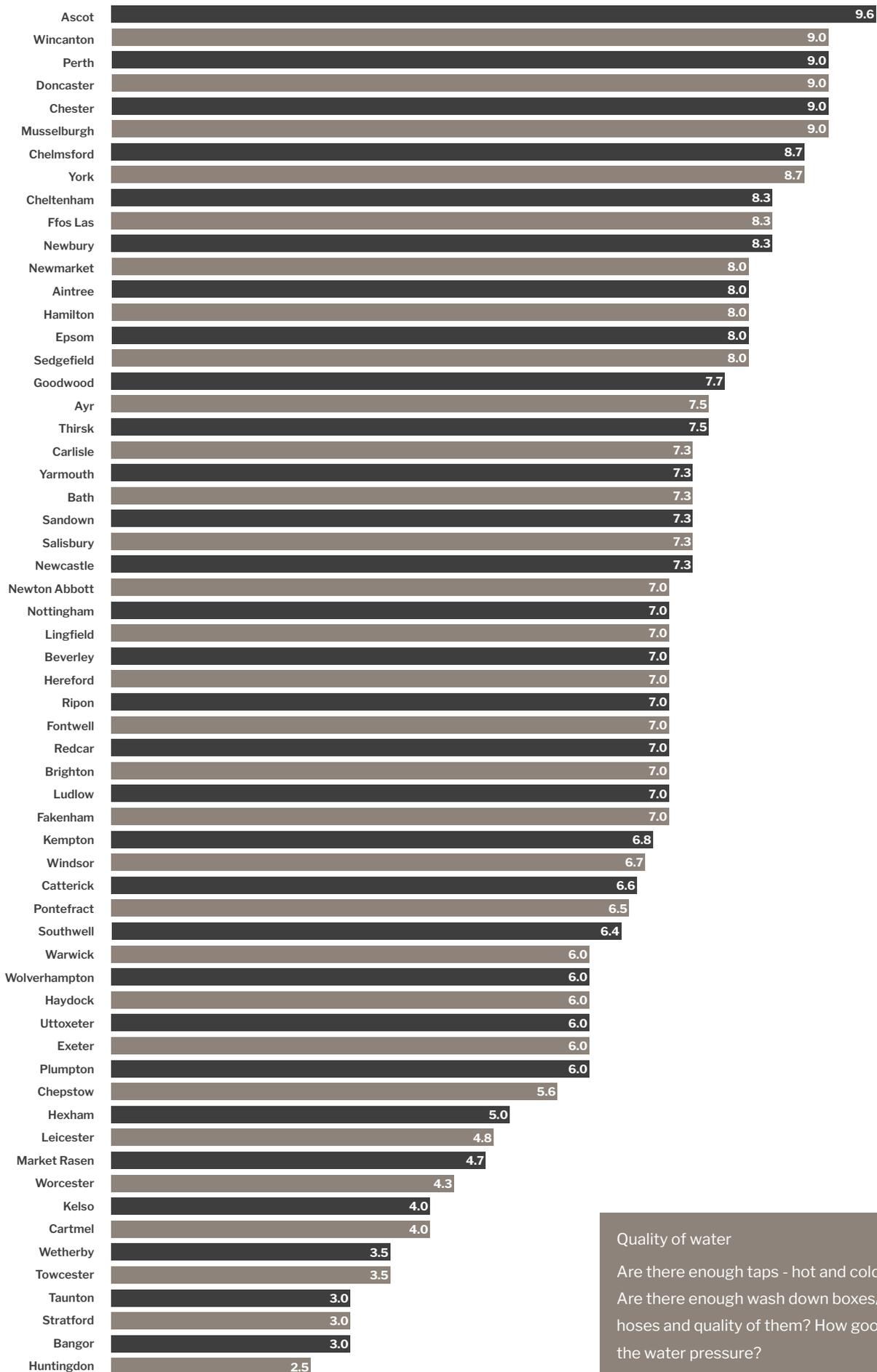


Quality of loading ramp  
 Is the loading ramp of a good standard?  
 Can you fit enough boxes on it? Is it kept clean or has bins for waste etc?

# Stable Yard: Quality



# Stable Yard: Water

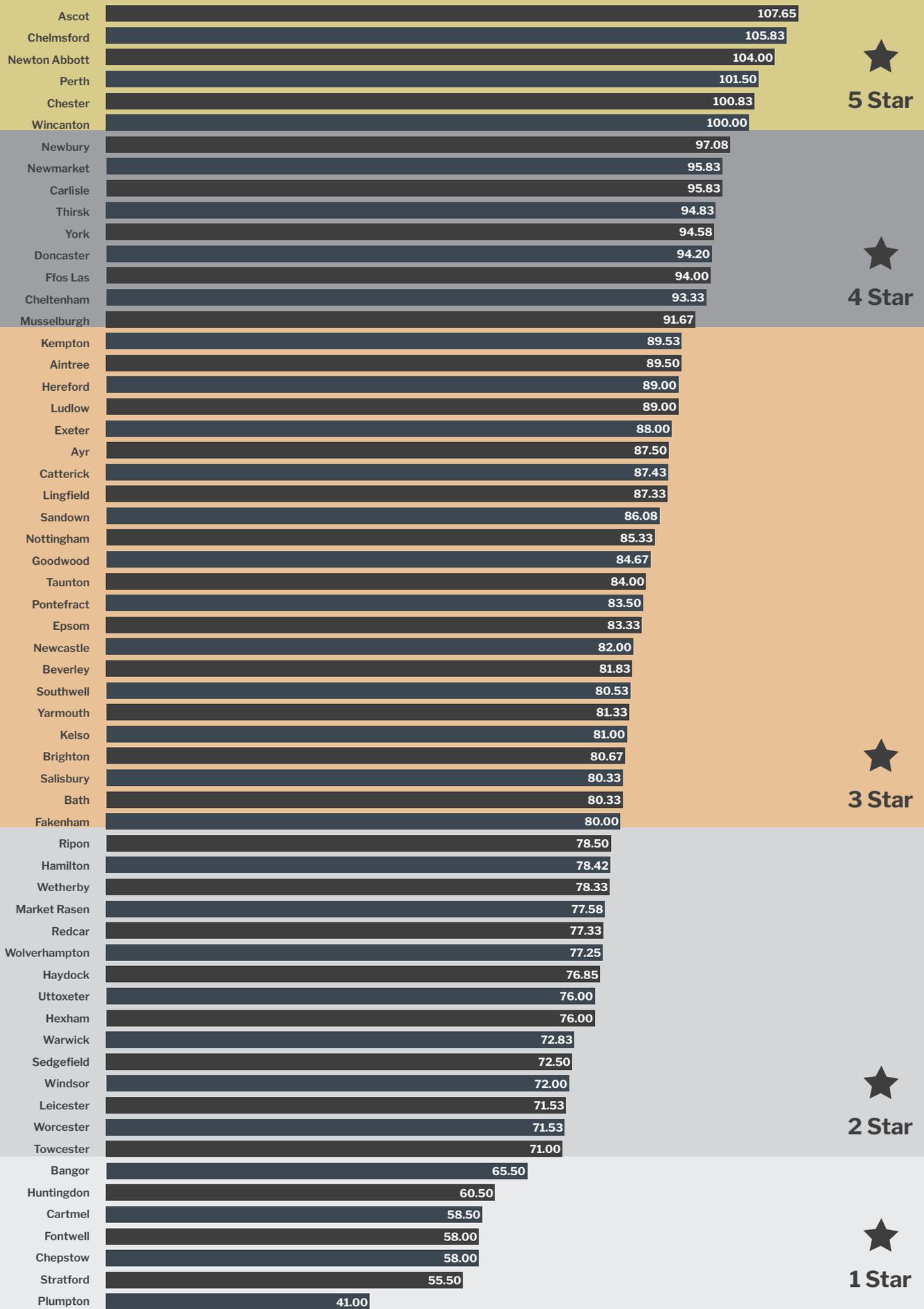


Quality of water  
 Are there enough taps - hot and cold?  
 Are there enough wash down boxes/  
 hoses and quality of them? How good is  
 the water pressure?

# Scores Overview

Course	Overnight Accommodation			Day Facilities		Canteen				Stable Yard			Score
	Quality	Numbers	Cleanliness	Quality	Cleanliness	Quality	Cleanliness	Cost	Service	Loading	Quality	Water	Total
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	
Aintree	7.0	5.5	7.5	7.5	6.5	6.5	7.5	10.0	7.0	8.5	8.0	8.0	89.50
Ascot	7.5	7.5	8.3	9.2	9.6	9.4	9.0	10.0	8.8	9.6	9.2	9.6	107.65
Ayr	9.2	6.6	9.6	4.3	6.0	6.6	7.0	10.0	8.0	5.0	7.8	7.5	87.50
Bangor	4.0	6.0	5.0	4.0	6.0	7.0	7.5	10.0	8.0	2.5	2.5	3.0	65.50
Bath	6.0	10.0	6.0	5.3	5.0	6.7	6.3	7.0	7.3	6.0	7.3	7.3	80.33
Beverley	5.0	6.0	5.5	6.7	4.5	8.3	8.0	8.7	8.7	6.5	7.0	7.0	81.83
Brighton	7.0	7.0	10.0	5.7	5.3	6.3	7.0	7.3	8.3	3.7	6.0	7.0	80.67
Carlisle	8.8	9.0	8.8	5.5	8.0	7.3	8.0	10.0	8.3	7.3	7.7	7.3	95.83
Cartmel	3.0	6.0	5.0	3.0	6.0	6.5	6.5	7.0	8.5	1.0	2.0	4.0	58.50
Catterick	8.8	8.0	8.3	6.4	6.8	8.0	7.8	7.6	8.8	3.6	6.8	6.6	87.43
Chelmsford	10.0	10.0	10.0	4.7	6.5	9.7	9.0	10.0	9.7	8.7	9.0	8.7	105.83
Cheltenham	7.0	5.0	7.3	7.7	8.3	7.7	7.7	10.0	8.0	7.7	8.7	8.3	93.33
Chepstow	3.0	8.7	3.0	3.6	2.3	5.0	4.8	6.0	6.2	6.4	3.4	5.6	58.00
Chester	9.5	8.0	10.0	5.7	7.3	8.0	8.7	10.0	8.0	8.7	8.0	9.0	100.83
Doncaster	9.3	7.0	8.5	8.0	8.0	7.0	7.6	7.2	7.4	6.8	8.5	9.0	94.20
Epsom	4.0	6.7	5.0	6.3	6.7	8.0	7.0	10.0	7.7	6.7	7.3	8.0	83.33
Exeter	9.0	10.0	9.0	6.0	5.0	7.0	7.0	10.0	7.0	6.0	6.0	6.0	88.00
Fakenham	7.0	4.0	8.0	9.0	7.0	6.0	7.0	10.0	7.0	3.0	5.0	7.0	80.00
Fos Las	10.0	10.0	8.0	8.0	7.3	6.3	7.0	6.3	7.0	7.3	8.3	8.3	94.00
Fontwell	8.0	6.0	8.0	1.0	1.0	4.0	5.0	5.0	5.0	1.0	7.0	7.0	58.00
Goodwood	4.5	3.5	6.0	7.3	6.7	8.7	7.7	8.0	9.0	7.7	8.0	7.7	84.67
Hamilton	4.3	4.3	5.7	6.3	5.0	7.0	6.5	10.0	8.0	5.3	8.0	8.0	78.42
Haydock	5.4	3.0	7.0	6.8	6.2	6.2	6.8	10.0	7.2	5.8	6.5	6.0	76.85
Hereford	10.0	10.0	10.0	5.0	7.0	6.0	8.0	5.0	8.0	6.0	7.0	7.0	89.00
Hexham	7.0	6.0	8.5	5.0	7.5	8.0	7.5	8.0	8.5	2.0	3.0	5.0	76.00
Huntingdon	10.0	10.0	10.0	1.5	2.5	1.5	2.5	10.0	4.5	4.0	1.5	2.5	60.50
Kelso	5.0	6.0	7.5	4.5	7.5	8.0	7.5	8.0	9.0	7.0	7.0	4.0	81.00
Kempton	7.3	8.7	7.3	6.0	7.0	8.4	6.6	10.0	7.2	7.8	6.4	6.8	89.53
Leicester	3.3	7.3	4.7	6.2	5.4	6.2	5.6	6.4	6.8	7.4	7.4	4.8	71.53
Lingfield	7.7	10.0	7.0	6.7	6.3	6.7	6.3	8.3	6.7	7.3	7.3	7.0	87.33
Ludlow	6.0	6.0	8.0	6.0	9.0	10.0	10.0	6.0	8.0	8.0	5.0	7.0	89.00
Market Rasen	5.7	5.7	8.3	5.3	6.8	7.0	6.5	10.0	7.8	4.7	5.3	4.7	77.58
Musselburgh	9.7	7.3	10.0	7.7	8.7	6.7	6.3	7.0	5.3	6.0	8.0	9.0	91.67
Newbury	8.8	9.0	9.3	6.8	7.5	7.3	7.5	10.0	7.3	7.3	8.3	8.3	97.08
Newcastle	5.8	6.0	6.8	6.0	6.3	7.8	7.0	7.5	8.0	7.3	6.3	7.3	82.00
Newmarket	7.0	4.7	9.5	6.7	8.3	8.7	8.7	10.0	8.7	7.3	8.3	8.0	95.83
Newton Abbott	10.0	10.0	10.0	5.0	7.0	10.0	10.0	10.0	10.0	7.0	8.0	7.0	104.00
Nottingham	5.0	7.3	6.0	6.0	7.0	7.3	7.7	10.0	8.0	6.3	7.7	7.0	85.33
Perth	10.0	6.0	10.0	7.0	9.0	9.0	9.0	9.0	9.5	5.0	9.0	9.0	101.50
Plumpton	2.0	1.0	2.0	2.0	2.0	4.0	5.0	5.0	5.0	3.0	4.0	6.0	41.00
Pontefract	5.7	10.0	7.0	6.0	6.7	7.7	7.3	8.0	8.7	4.5	5.5	6.5	83.50
Redcar	4.7	5.7	7.0	6.0	6.3	8.0	7.0	7.7	8.0	3.5	6.5	7.0	77.33
Ripon	5.0	8.0	6.0	5.0	4.5	8.5	7.0	8.5	9.0	3.0	7.0	7.0	78.50
Salisbury	5.3	5.7	5.7	6.7	5.3	8.7	7.7	7.7	8.7	5.0	6.7	7.3	80.33
Sandown	8.3	8.0	9.3	5.0	7.8	6.0	7.3	10.0	5.8	4.3	7.3	7.3	86.08
Sedgefield	4.0	6.0	7.0	4.0	6.0	5.5	6.5	7.0	7.5	4.0	7.0	8.0	72.50
Southwell	8.5	7.5	8.0	5.0	6.4	6.8	6.8	7.0	7.2	5.5	6.4	6.4	81.53
Stratford	8.0	6.0	8.0	2.0	3.5	3.0	3.5	5.5	3.0	5.5	4.5	3.0	55.50
Taunton	9.0	10.0	9.0	7.0	5.0	6.0	7.0	10.0	7.0	5.0	6.0	3.0	84.00
Thirsk	9.0	10.0	8.7	6.0	7.7	8.3	8.0	8.0	8.7	6.5	6.5	7.5	94.83
Towcester	8.0	8.0	8.0	5.5	4.5	4.5	5.0	10.0	3.5	6.0	4.5	3.5	71.00
Uttoxeter	9.0	6.0	10.0	2.7	5.0	6.7	6.3	7.3	6.7	4.0	6.3	6.0	76.00
Warwick	6.5	8.0	6.0	5.3	4.7	4.0	4.7	10.0	4.7	5.0	8.0	6.0	72.83
Wetherby	4.3	8.7	7.0	5.0	6.7	9.0	7.3	7.3	9.0	6.0	4.5	3.5	78.33
Wincanton	6.0	6.0	6.0	9.0	9.0	10.0	10.0	10.0	9.0	6.0	10.0	9.0	100.00
Windsor	4.7	7.3	5.7	4.7	5.7	6.0	7.0	6.0	7.3	6.3	4.7	6.7	72.00
Wolverhampton	6.0	8.0	5.5	4.8	6.5	6.8	5.5	6.8	7.5	6.8	7.3	6.0	77.25
Worcester	10.0	8.0	9.0	4.3	5.7	4.0	5.3	5.3	5.7	4.7	5.0	4.3	71.33
Yarmouth	5.7	7.0	7.3	6.0	6.3	7.3	6.0	7.3	7.7	5.7	7.7	7.3	81.33
York	6.7	5.0	8.0	8.0	8.0	8.3	7.0	10.0	8.0	8.3	8.7	8.7	94.58

# Overall Scores & Star Rating



0 10 20 30 40 50 60 70 80 90 100 110 120

# Conclusion

The results that we have published are to highlight the good work some racecourses have implemented both from a human and equine welfare perspective.

Although there will be racecourses that will be unhappy at the rating they have received, the objective of this exercise was not to berate or embarrass any individual racecourse or organisation. It is NARS policy to work with Clerks of the Courses to improve standards where necessary. We attempt to do this by constructive dialogue, reasoned argument and a proven structure which allowed us to come to our findings. We apply the same approach regardless of whether we are dealing with a small independent or a national organisation.

I acknowledge that we will further develop our ratings systems and there may be changes over the course of 2019 in how we rate racecourses. This exercise is the first of its kind as it concentrates on equine and human welfare at the racecourse and not the social aspect of a day at the races.

Our thanks go to all Clerks of the Courses who have welcomed our Racecourse Inspectors and made valued contributions to their reports. We would also like to thank The Jockey Club Racecourses for being among the first to recognise that staff going racing are worthy of a meal free of charge. We look forward to other racecourses following suit. The 12 independent racecourses offering free food are also commended for their efforts, if the independents listed below can afford to provide a free meal there is no reason why every other racecourse cannot follow suit. It is also worth looking at the top end of the table, Independents take 5 out of the top 10 places.

The independent racecourses offering Free Food are as follows;

Ascot, Ayr, Bangor, Chelmsford, Chester, Fakenham, Hamilton, Newbury, Newton Abbot, Taunton, Towcester, York.

We look forward to publishing our report on an annual basis.



**George McGrath**, NAORS Chief Executive





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National Association of Racing Staff