



nars

National Association of Racing Staff



Racecourse Ratings 2019

Covering:

Overnight Accommodation

Day Facilities

Canteen

Stable Yard



nars

National Association of Racing Staff

Introduction

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. This is the second edition following the inaugural publication in 2018.

The research is to understand what racecourses offer staff in terms of the quality of the canteen, the day amenities, overnight accommodation and stable yard facilities. NARS currently has 9 Racecourse Inspectors.

Each of the 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 have never previously been able to relate them to their own representative, until now.

During 2019 it became evident that many racecourses had taken onboard the issues highlighted in the 2018 report. Of the 59 racecourses 48 showed improvements in their standards for racing staff, that's 81% of racecourses improving their facilities for staff. Of the 11 racecourses that did not show any improvement, 3 scored lower than 2018 by less than only one point out of a possible 120.

Once NARS have compiled all the RCIs scores throughout the year they are all asked to attend a meeting in October where we once again go through every score in each heading on every racecourse. Below are the four main headings, each one also has subheadings.

- 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 to any course. Stars are then allocated on the following basis.

100 points or more, 5 Stars.

90 points to 99.9, 4 Stars.

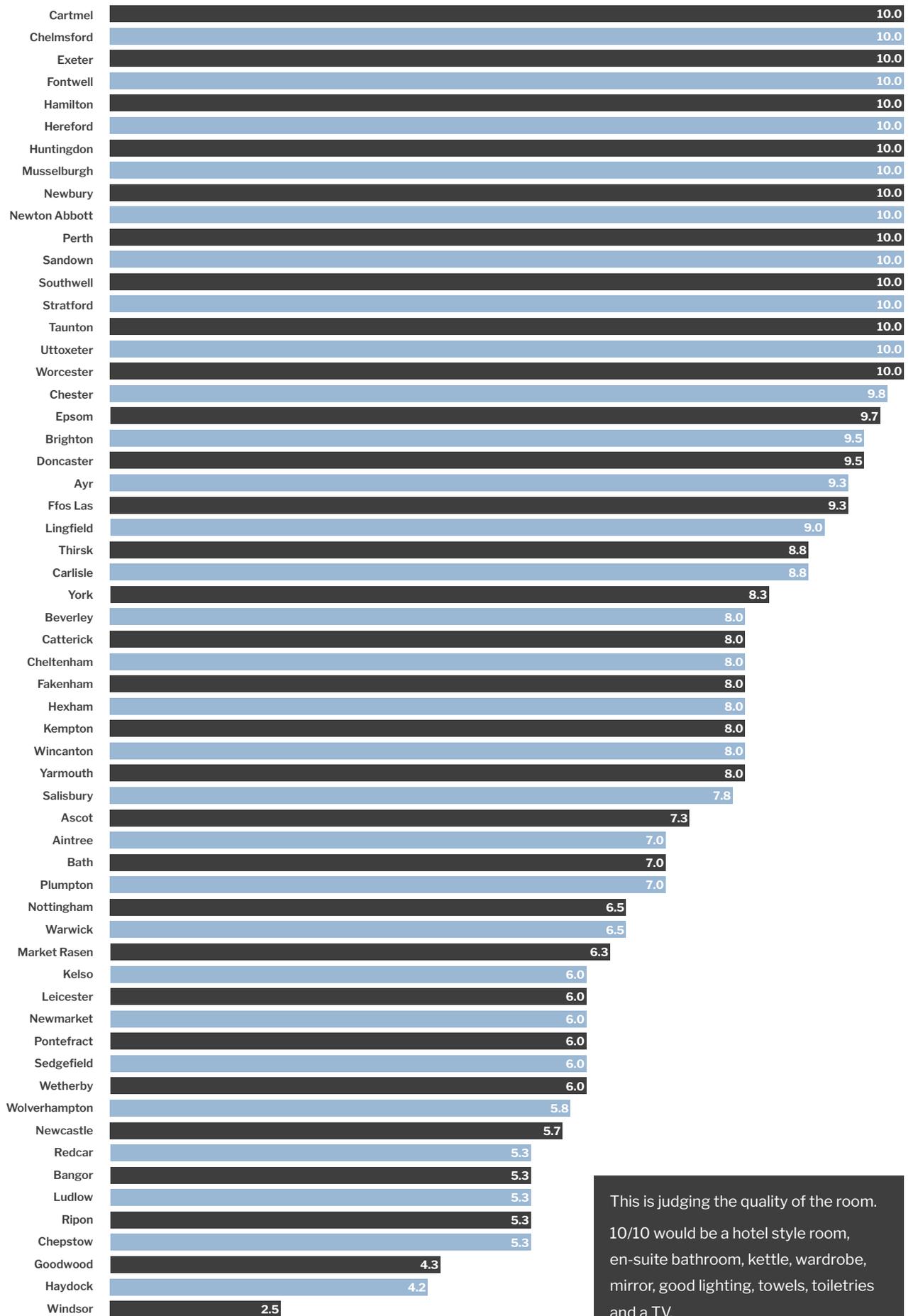
80 points to 89.9, 3 Stars.

70 points to 79.9, 2 Stars.

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

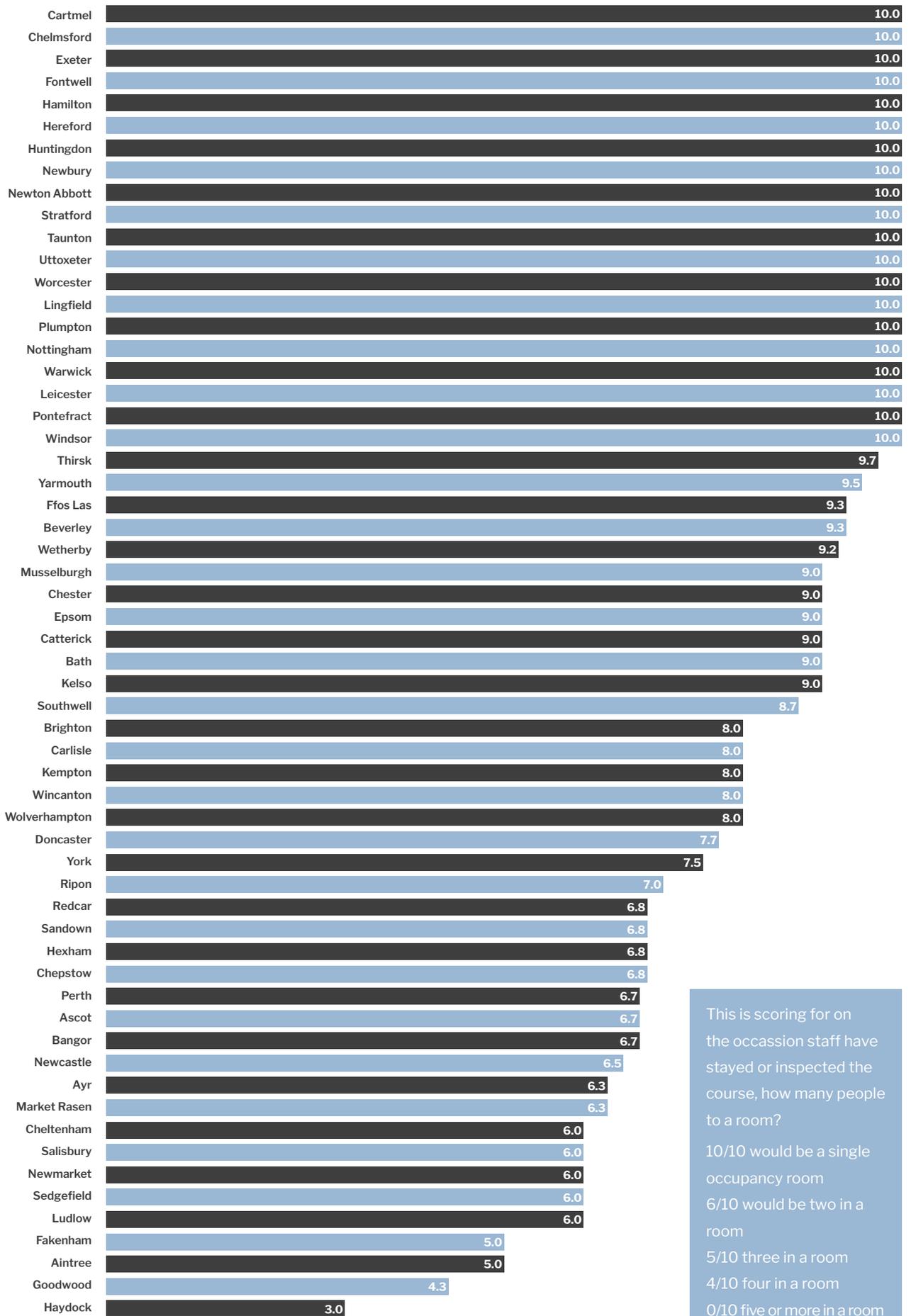
NARS owes a great deal to the Inspectors who carried out this work, without whom we would not have been able to make the improvements we already have at many racecourses. The Racecourse Inspectors are Cathy Beaumont, Greg Davis, Carri Dyson, Mark Ellwood, Hannah Gregory, Pete McCulloch and Nicky Rigby. 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



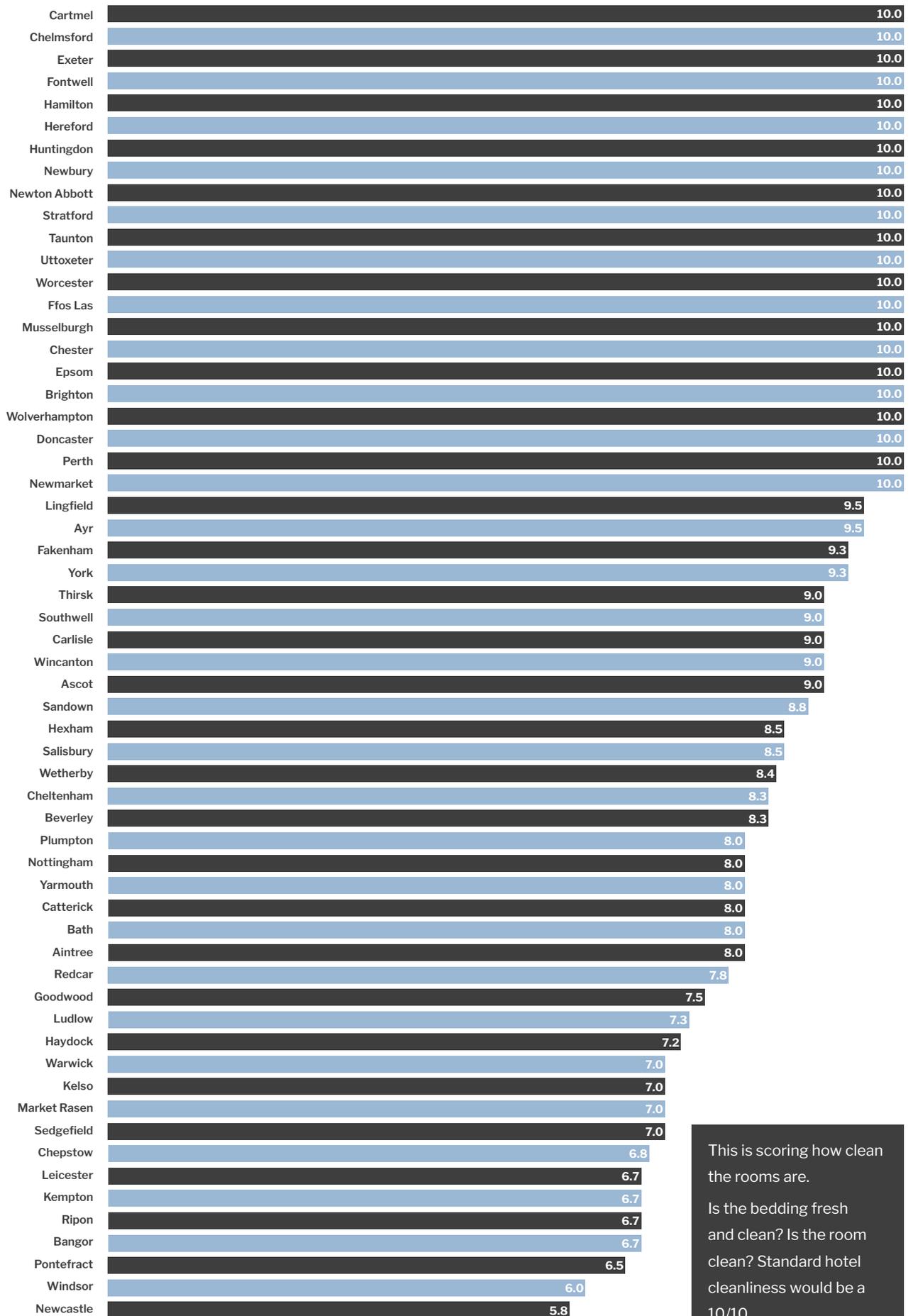
This is judging the quality of the room. 10/10 would be a hotel style room, en-suite bathroom, kettle, wardrobe, mirror, good lighting, towels, toiletries and a TV.

Overnight Accommodation: Numbers to a Room



This is scoring for on the occasion staff have stayed or inspected the course, how many people to a room?
 10/10 would be a single occupancy room
 6/10 would be two in a room
 5/10 three in a room
 4/10 four in a room
 0/10 five or more in a room

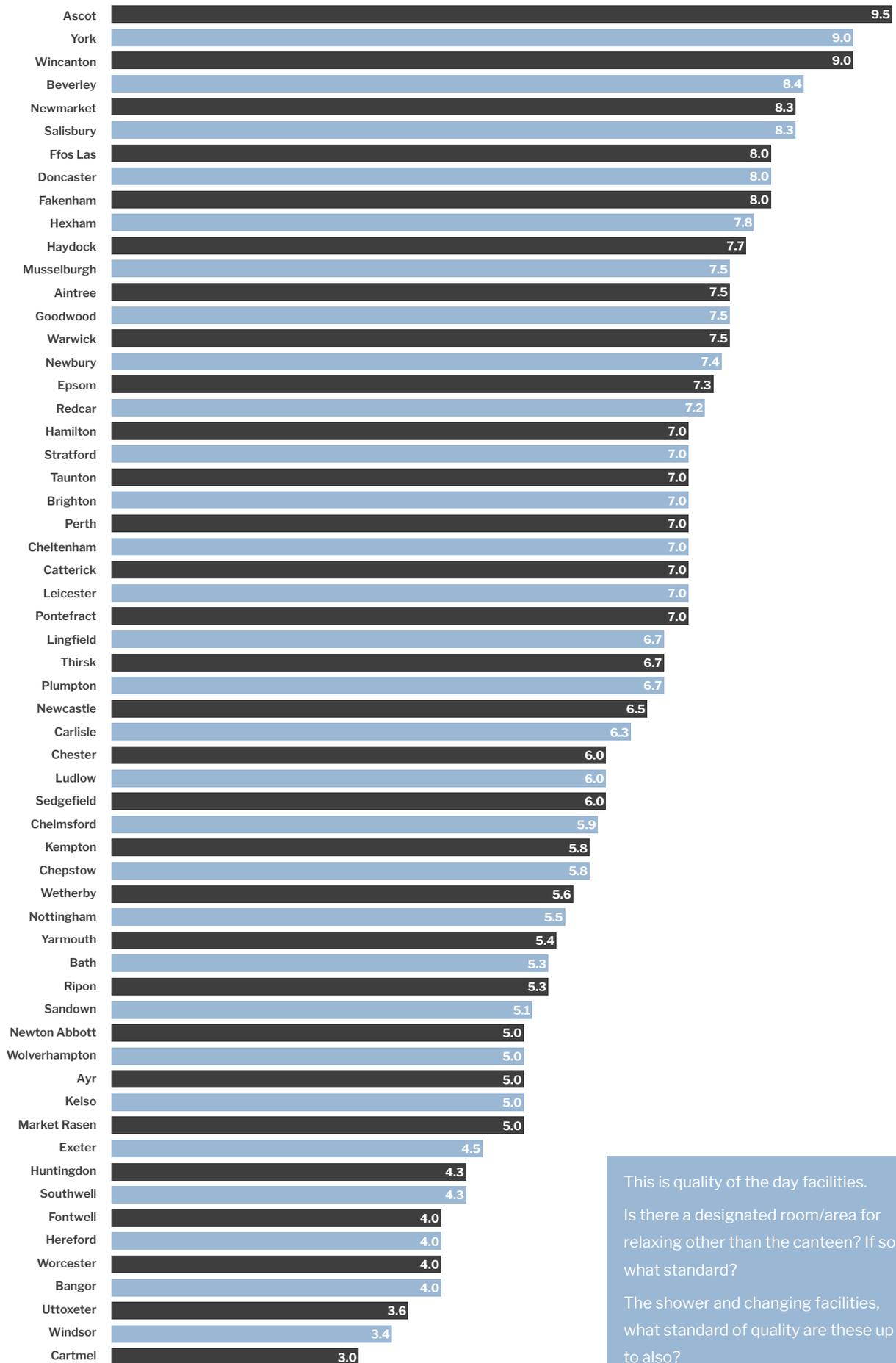
Overnight Accommodation: Cleanliness



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

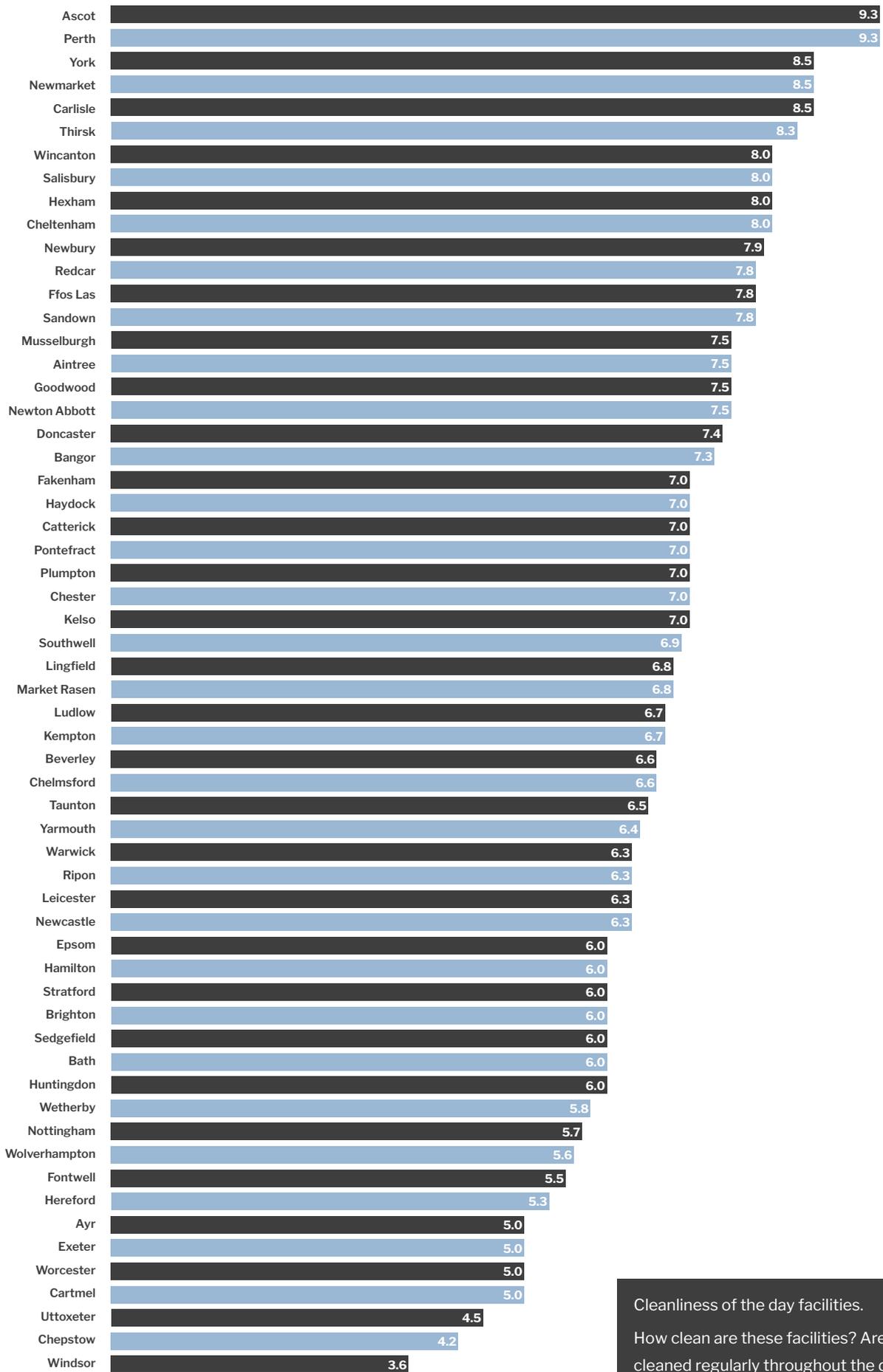


This is quality of the day facilities.

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

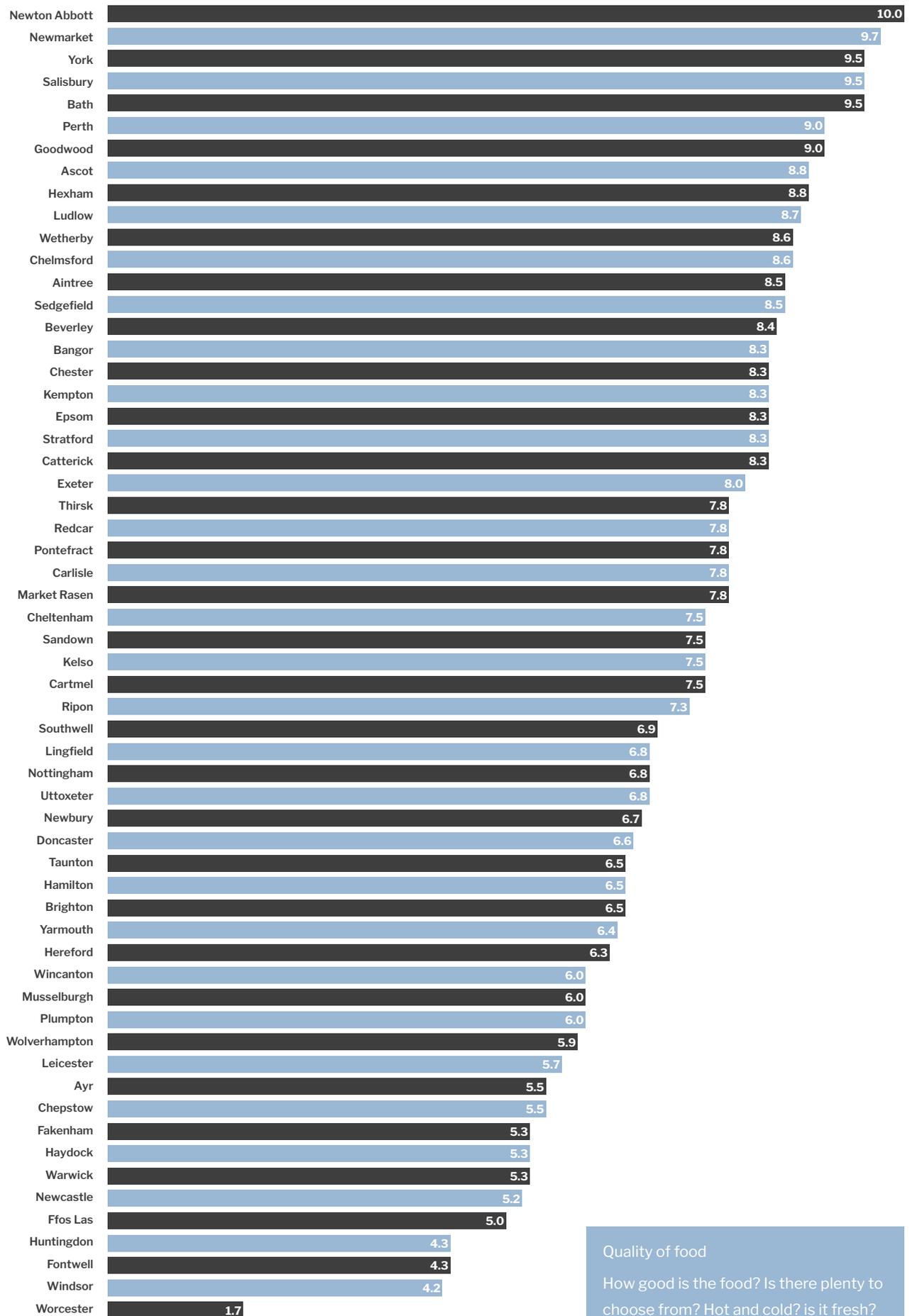
The shower and changing facilities, what standard of quality are these up to also?

Day Facilities: Cleanliness



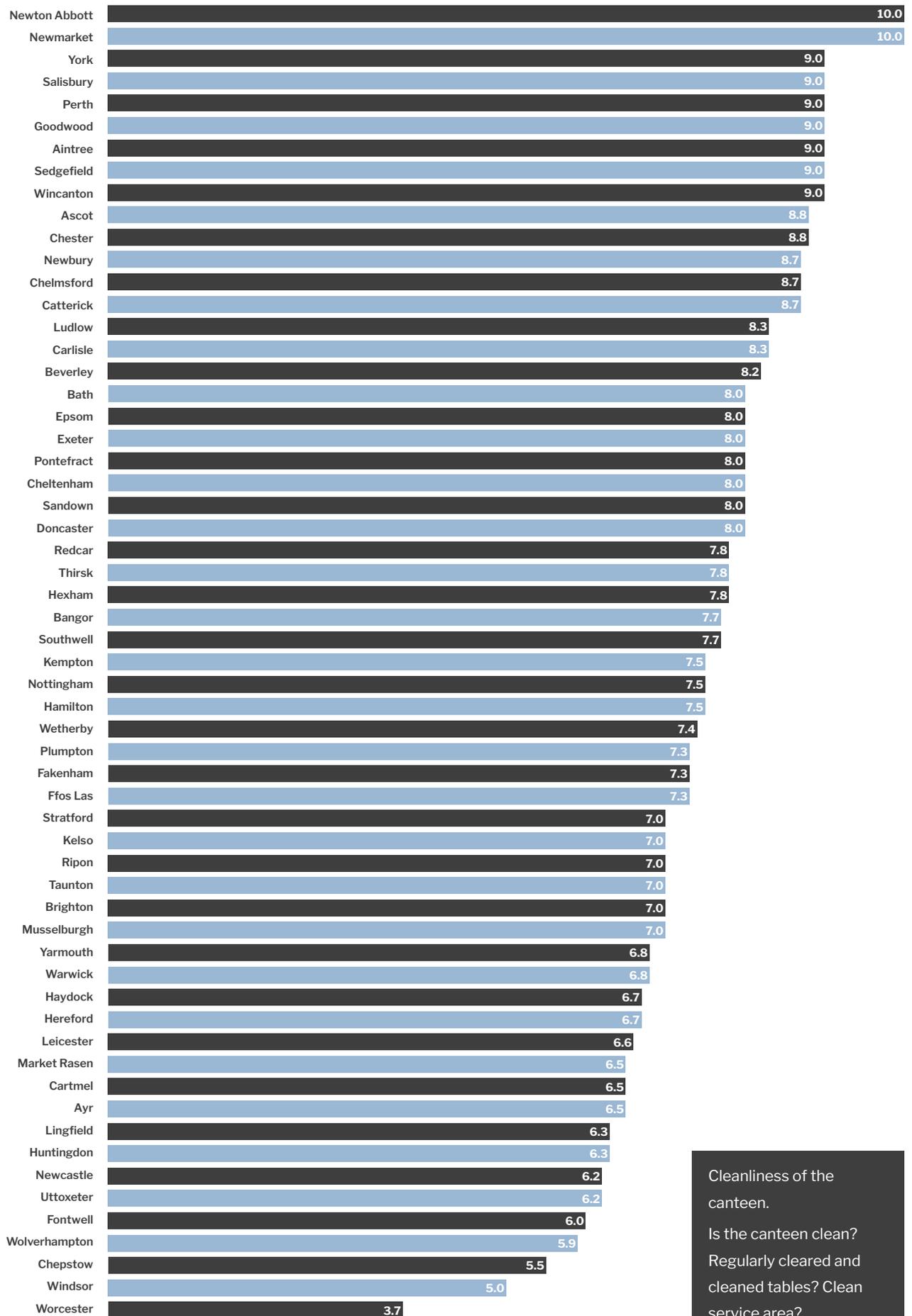
Cleanliness of the day facilities.
How clean are these facilities? Are they cleaned regularly throughout the day?

Canteen: Quality



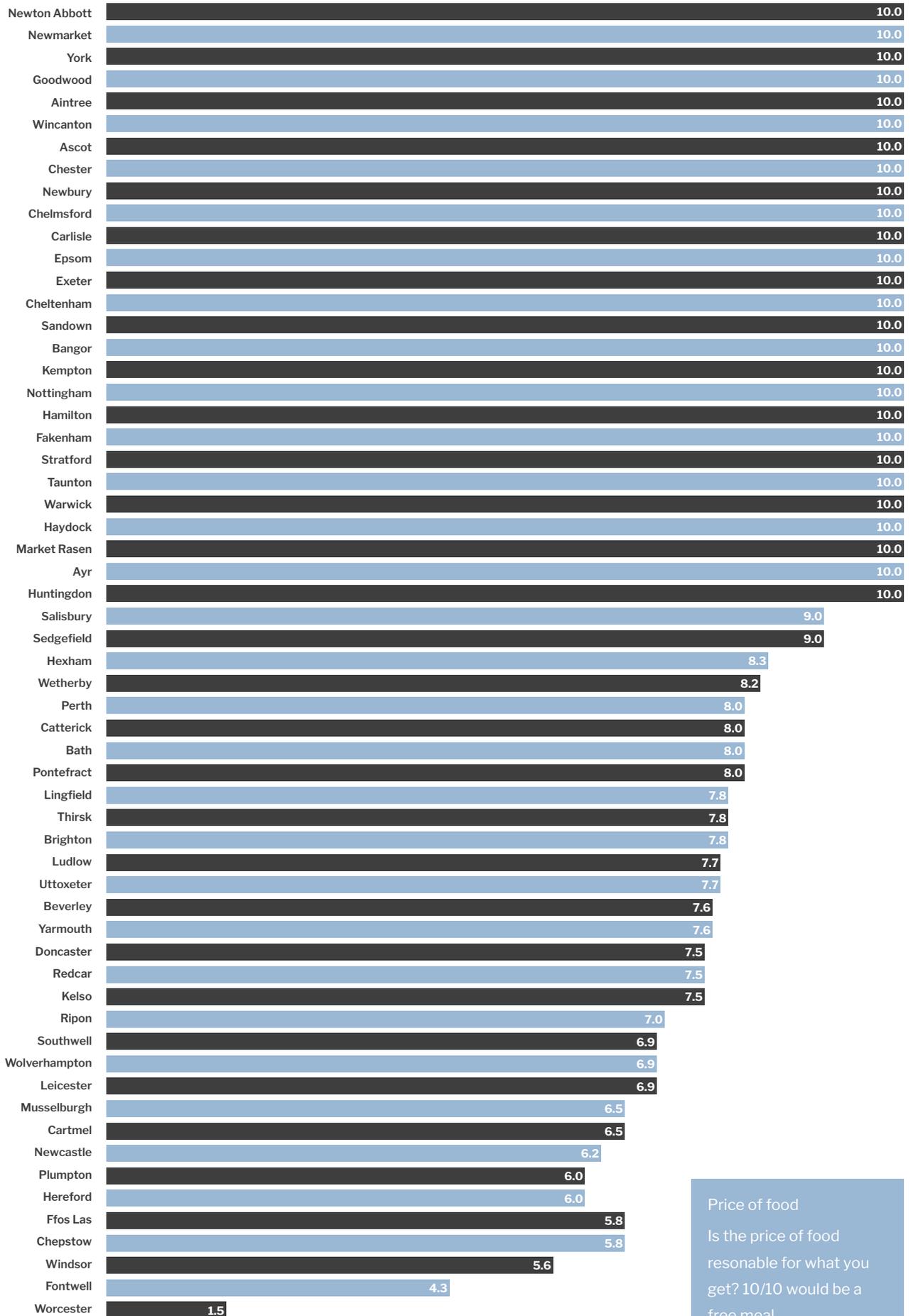
Quality of food
 How good is the food? Is there plenty to choose from? Hot and cold? Is it fresh?

Canteen: Cleanliness



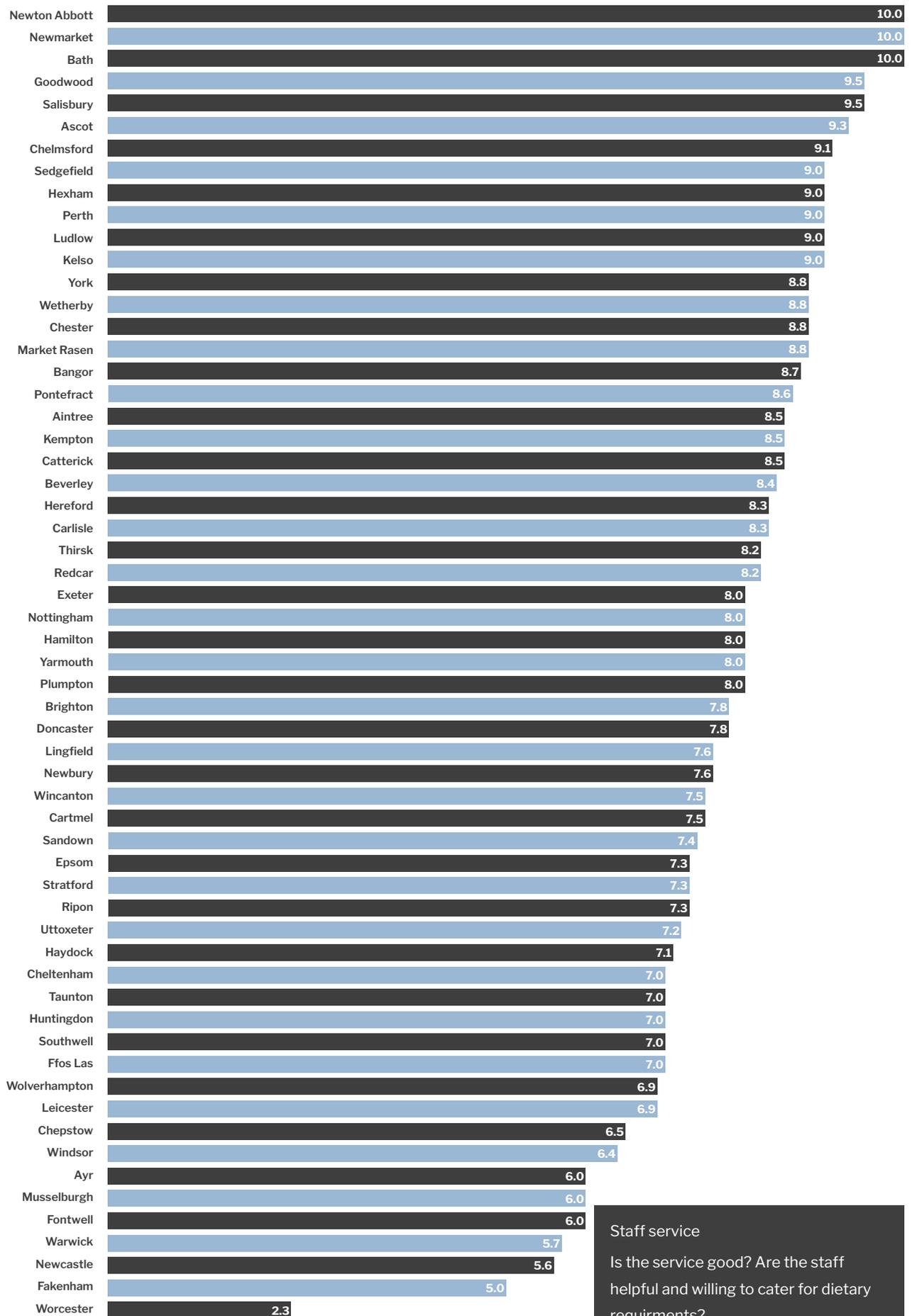
Cleanliness of the canteen.
Is the canteen clean?
Regularly cleared and cleaned tables? Clean service area?

Canteen: Cost



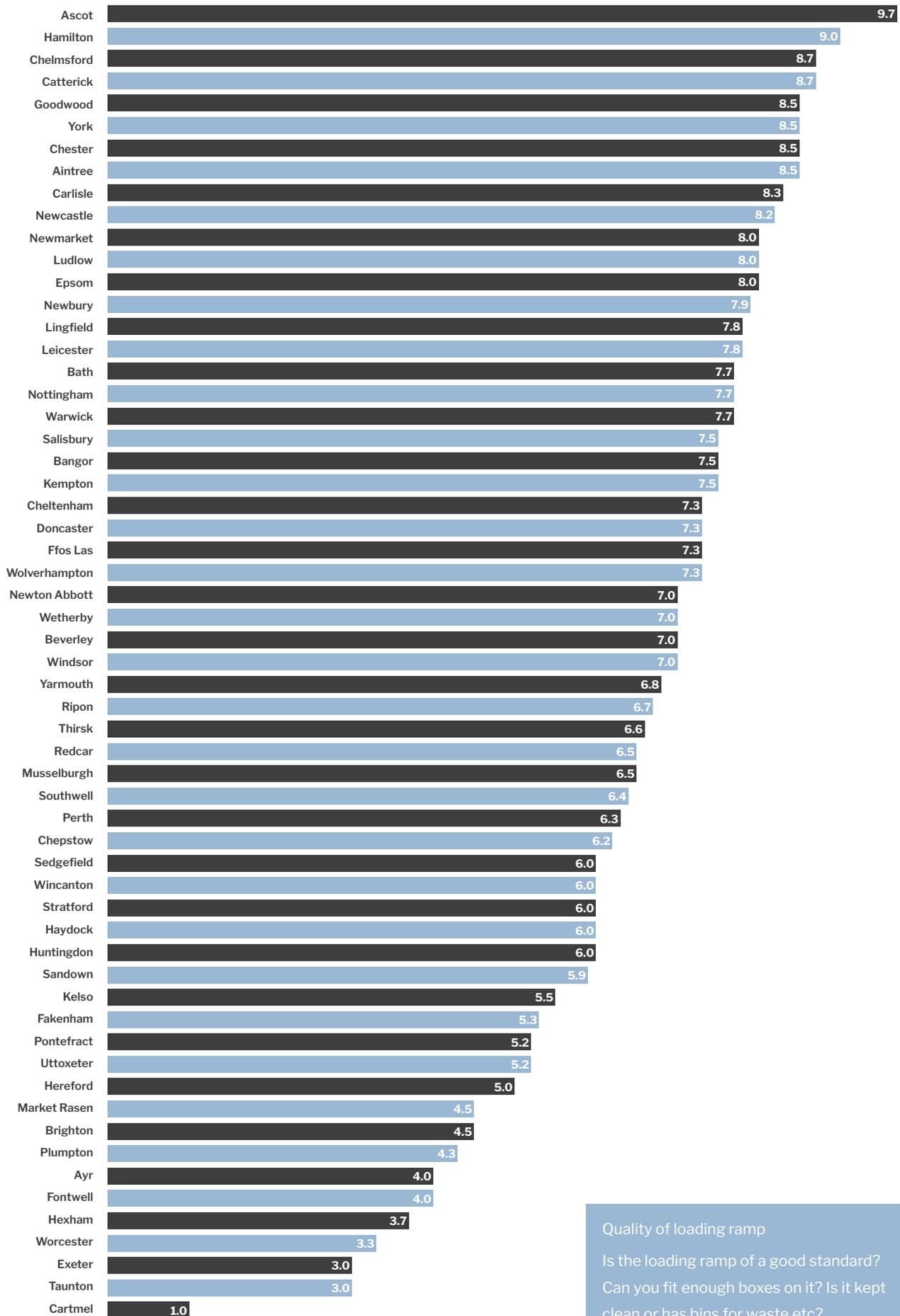
Price of food
Is the price of food reasonable for what you get? 10/10 would be a free meal.

Canteen: Service



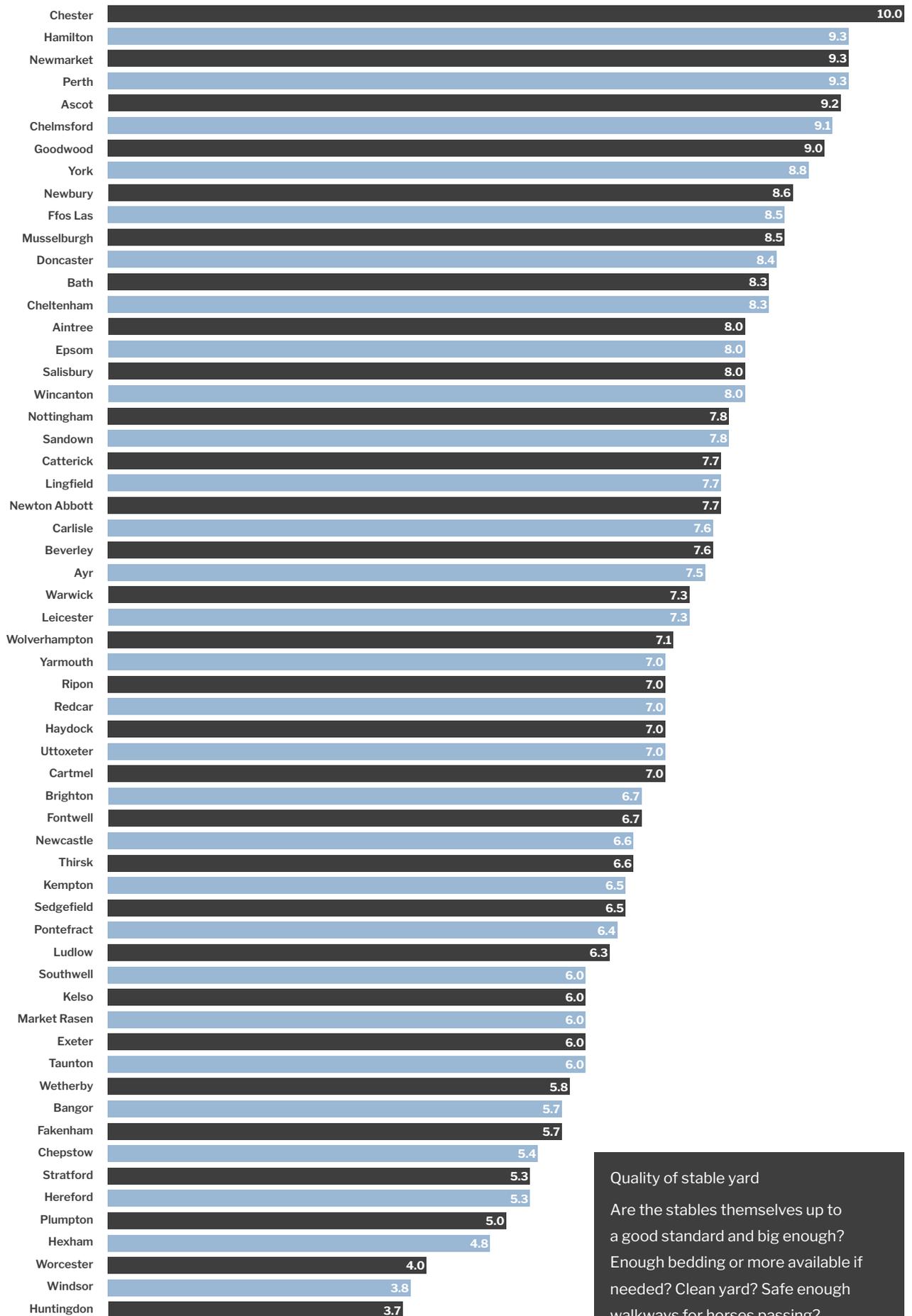
Staff service
 Is the service good? Are the staff helpful and willing to cater for dietary requirements?

Stable Yard: Loading Ramp



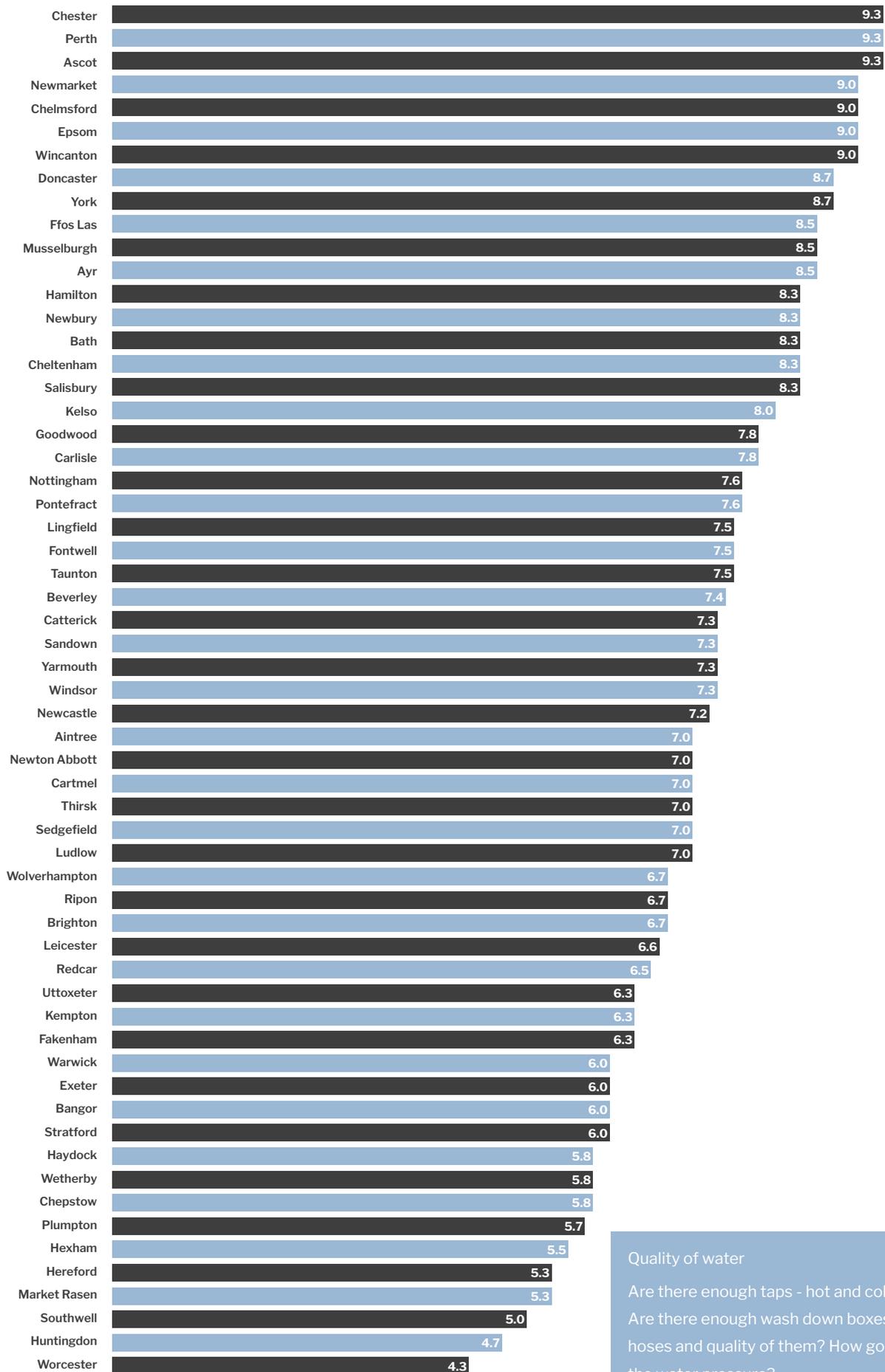
Quality of loading ramp
 Is the loading ramp of a good standard?
 Can you fit enough boxes on it? Is it kept clean or has bins for waste etc?

Stable Yard: Quality



Quality of stable yard
 Are the stables themselves up to a good standard and big enough? Enough bedding or more available if needed? Clean yard? Safe enough walkways for horses passing?

Stable Yard: Water



Scores Overview

	Overnight Accommodation			Day Facilities		Canteen				Stable Yard			Scores	
	Quality	Numbers	Cleanliness	Quality	Cleanliness	Quality	Cleanliness	Cost	Service	Loading	Quality	Water	Total	Diff 2018
Course	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12		
Aintree	7.0	5.0	8.0	7.5	7.5	8.5	9.0	10.0	8.5	8.5	8.0	7.0	94.5	5.0
Ascot	7.3	6.7	9.0	9.5	9.3	8.8	8.8	10.0	9.3	9.7	9.2	9.3	106.9	-0.7
Ayr	9.3	6.3	9.5	5.0	5.0	5.5	6.5	10.0	6.0	4.0	7.5	8.5	83.2	-4.3
Bangor	5.3	6.7	6.7	4.0	7.3	8.3	7.7	10.0	8.7	7.5	5.7	6.0	83.8	18.3
Bath	7.0	9.0	8.0	5.3	6.0	9.5	8.0	8.0	10.0	7.7	8.3	8.3	95.2	14.8
Beverley	8.0	9.3	8.3	8.4	6.6	8.4	8.2	7.6	8.4	7.0	7.6	7.4	95.1	13.3
Brighton	9.5	8.0	10.0	7.0	6.0	6.5	7.0	7.8	7.8	4.5	6.7	6.7	87.3	6.7
Carlisle	8.8	8.0	9.0	6.3	8.5	7.8	8.3	10.0	8.3	8.3	7.6	7.8	98.4	2.5
Cartmel	10.0	10.0	10.0	3.0	5.0	7.5	6.5	6.5	7.5	1.0	7.0	7.0	81.0	22.5
Catterick	8.0	9.0	8.0	7.0	7.0	8.3	8.7	8.0	8.5	8.7	7.7	7.3	96.1	8.7
Chelmsford	10.0	10.0	10.0	5.9	6.6	8.6	8.7	10.0	9.1	8.7	9.1	9.0	105.6	-0.2
Cheltenham	8.0	6.0	8.3	7.0	8.0	7.5	8.0	10.0	7.0	7.3	8.3	8.3	93.8	0.5
Chepstow	5.3	6.8	6.8	5.8	4.2	5.5	5.5	5.8	6.5	6.2	5.4	5.8	69.4	11.3
Chester	9.8	9.0	10.0	6.0	7.0	8.3	8.8	10.0	8.8	8.5	10.0	9.3	105.4	4.6
Doncaster	9.5	7.7	10.0	8.0	7.4	6.6	8.0	7.5	7.8	7.3	8.4	8.7	96.9	2.7
Epsom	9.7	9.0	10.0	7.3	6.0	8.3	8.0	10.0	7.3	8.0	8.0	9.0	100.7	17.3
Exeter	10.0	10.0	10.0	4.5	5.0	8.0	8.0	10.0	8.0	3.0	6.0	6.0	88.5	0.5
Fakenham	8.0	5.0	9.3	8.0	7.0	5.3	7.3	10.0	5.0	5.3	5.7	6.3	82.3	2.3
Ffos Las	9.3	9.3	10.0	8.0	7.8	5.0	7.3	5.8	7.0	7.3	8.5	8.5	93.7	-0.3
Fontwell	10.0	10.0	10.0	4.0	5.5	4.3	6.0	4.3	6.0	4.0	6.7	7.5	78.3	20.3
Goodwood	4.3	4.3	7.5	7.5	7.5	9.0	9.0	10.0	9.5	8.5	9.0	7.8	93.9	9.2
Hamilton	10.0	10.0	10.0	7.0	6.0	6.5	7.5	10.0	8.0	9.0	9.3	8.3	101.7	23.2
Haydock	4.2	3.0	7.2	7.7	7.0	5.3	6.7	10.0	7.1	6.0	7.0	5.8	77.1	0.2
Hereford	10.0	10.0	10.0	4.0	5.3	6.3	6.7	6.0	8.3	5.0	5.3	5.3	82.3	-6.8
Hexham	8.0	6.8	8.5	7.8	8.0	8.8	7.8	8.3	9.0	3.7	4.8	5.5	86.7	10.7
Huntingdon	10.0	10.0	10.0	4.3	6.0	4.3	6.3	10.0	7.0	6.0	3.7	4.7	82.3	21.8
Kelso	6.0	9.0	7.0	5.0	7.0	7.5	7.0	7.5	9.0	5.5	6.0	8.0	84.5	3.5
Kempton	8.0	8.0	6.7	5.8	6.7	8.3	7.5	10.0	8.5	7.5	6.5	6.3	89.8	0.3
Leicester	6.0	10.0	6.7	7.0	6.3	5.7	6.6	6.6	6.9	7.8	7.3	6.6	83.4	11.8
Lingfield	9.0	10.0	9.5	6.7	6.8	6.8	6.3	7.8	7.6	7.8	7.7	7.5	93.6	6.3
Ludlow	5.3	6.0	7.3	6.0	6.7	8.7	8.3	7.7	9.0	8.0	6.3	7.0	86.3	-2.7
Market Rasen	6.3	6.3	7.0	5.0	6.8	7.8	6.5	10.0	8.8	4.5	6.0	5.3	80.2	2.6
Musselburgh	10.0	9.0	10.0	7.5	7.5	6.0	7.0	6.5	6.0	6.5	8.5	8.5	93.0	1.3
Newbury	10.0	10.0	10.0	7.4	7.9	6.7	8.7	10.0	7.6	7.9	8.6	8.3	103.0	6.0
Newcastle	5.8	6.5	5.8	6.5	6.3	5.2	6.2	6.2	5.6	8.2	6.6	7.2	76.0	-6.0
Newmarket	6.0	6.0	10.0	8.3	8.5	9.7	10.0	10.0	10.0	8.0	9.3	9.0	104.8	9.0
Newton Abbott	10.0	10.0	10.0	5.0	7.5	10.0	10.0	10.0	10.0	7.0	7.7	7.0	104.2	0.2
Nottingham	6.5	10.0	8.0	5.5	5.7	6.8	7.5	10.0	8.0	7.7	7.8	7.6	91.1	5.7
Perth	10.0	6.7	10.0	7.0	9.3	9.0	9.0	8.0	9.0	6.3	9.3	9.3	103.0	1.5
Plumpton	7.0	10.0	8.0	6.7	7.0	6.0	7.3	6.0	8.0	4.3	5.0	5.7	81.0	40.0
Pontefract	6.0	10.0	6.5	7.0	7.0	7.8	8.0	8.0	8.6	5.2	6.4	7.6	88.1	4.6
Redcar	5.7	6.8	7.8	7.2	7.8	7.8	7.8	7.5	8.2	6.5	7.0	6.5	86.7	9.3
Ripon	5.3	7.0	6.7	5.3	6.3	7.3	7.0	7.0	7.3	6.7	7.0	6.7	79.7	1.2
Salisbury	7.8	6.0	8.5	8.3	8.0	9.5	9.0	9.0	9.5	7.5	8.0	8.3	99.3	18.9
Sandown	10.0	6.8	8.8	5.1	7.8	7.5	8.0	10.0	7.4	5.9	7.8	7.3	92.2	6.1
Sedgefield	6.0	6.0	7.0	6.0	6.0	8.5	9.0	9.0	9.0	6.0	6.5	7.0	86.0	13.5
Southwell	10.0	8.7	9.0	4.3	6.9	6.9	7.7	6.9	7.0	6.4	6.0	5.0	84.7	4.1
Stratford	10.0	10.0	10.0	7.0	6.0	8.3	7.0	10.0	7.3	6.0	5.3	6.0	93.0	37.5
Taunton	10.0	10.0	10.0	7.0	6.5	6.5	7.0	10.0	7.0	3.0	6.0	7.5	90.5	6.5
Thirsk	8.8	9.7	9.0	6.7	8.3	7.8	7.8	7.8	8.2	6.6	6.6	7.0	94.2	-0.6
Uttoxeter	10.0	10.0	10.0	3.6	4.5	6.8	6.2	7.7	7.2	5.2	7.0	6.3	84.4	8.4
Warwick	6.5	10.0	7.0	7.5	6.3	5.3	6.8	10.0	5.7	7.7	7.3	6.0	86.0	13.2
Wetherby	6.0	9.2	8.4	5.6	5.8	8.6	7.4	8.2	8.8	7.0	5.8	5.8	86.6	8.3
Wincanton	8.0	8.0	9.0	9.0	8.0	6.0	9.0	10.0	7.5	6.0	8.0	9.0	97.5	-2.5
Windsor	2.5	10.0	6.0	3.4	3.6	4.2	5.0	5.6	6.4	7.0	3.8	7.3	64.8	-7.3
Wolverhampton	6.0	8.0	10.0	5.0	5.6	5.9	5.9	6.9	6.9	7.3	7.1	6.7	81.1	3.8
Worcester	10.0	10.0	10.0	4.0	5.0	1.7	3.7	1.5	2.3	3.3	4.0	4.3	59.8	-11.7
Yarmouth	8.0	9.5	8.0	5.4	6.4	6.4	6.8	7.6	8.0	6.8	7.0	7.3	87.1	5.8
York	8.3	7.5	9.3	9.0	8.5	9.5	9.0	10.0	8.8	8.5	8.8	8.7	105.8	11.3

Overall Scores & Star Rating

★
5 Star

★
4 Star

★
3 Star

★
2 Star

★
1 Star

Ascot	106.92	0
York	105.83	9
Chelmsford	105.65	-1
Chester	105.42	1
Newmarket	104.83	3
Newton Abbott	104.17	-3
Newbury	103.05	0
Perth	103.00	-4
Hamilton	101.67	31
Epsom	100.67	19
Salisbury	99.25	25
Carlisle	98.35	-3
Wincanton	97.50	-7
Doncaster	96.86	-2
Catterick	96.08	7
Bath	95.17	21
Beverley	95.10	14
Aintree	94.50	-1
Thirsk	94.25	-9
Goodwood	93.92	6
Cheltenham	93.83	-7
Ffos Las	93.67	-9
Lingfield	93.60	0
Musselburgh	93.00	-9
Stratford	93.00	34
Sandown	92.23	-2
Nottingham	91.07	-2
Taunton	90.50	-1
Kempton	89.83	-13
Exeter	88.50	-10
Pontefract	88.07	-3
Brighton	87.33	3
Yarmouth	87.15	0
Hexham	86.67	13
Redcar	86.67	8
Wetherby	86.60	5
Ludlow	86.33	-18
Sedgefield	86.00	11
Warwick	86.00	9
Southwell	84.67	-8
Kelso	84.50	-7
Uttoxeter	84.43	4
Bangor	83.83	11
Leicester	83.36	7
Ayr	83.17	-24
Huntingdon	82.33	9
Fakenham	82.33	-9
Hereford	82.25	-30
Wolverhampton	81.09	-5
Cartmel	81.00	6
Plumpton	81.00	9
Market Rasen	80.17	-10
Ripon	79.67	-14
Fontwell	78.33	3
Haydock	77.06	-10
Newcastle	76.00	-26
Chepstow	69.35	1
Windsor	64.75	-8
Worcester	59.83	-7

Most Improved 2018-2019

1st Plumpton, improved by 40 points

2nd Stratford, improved by 37.50 points

3rd Hamilton, improved by 23.25 points

In each individual area, the most improved were

Area	Category	Course	Improved Points
Overnight Accommodation	Quality	Cartmel	+7 to 10.00
	Numbers	Plumpton	+9 to 9.00
	Cleanliness	Plumpton	+6 to 8.00

Day Facilities	Quality	Stratford	+5 to 7.00
	Cleanliness	Plumpton	+5 to 7.00

Canteen	Quality	Stratford	+5.33 to 8.33
	Cleanliness	Huntingdon	+3.83 to 6.33
	Cost	Stratford	+4.50 to 10.00
	Service	Stratford	+4.33 to 7.33

Stable Yard	Loading Ramp	Catterick	+5.07 to 8.67
	Quality	Cartmel	+5.00 to 7.00
	Water	Taunton	+4.50 to 7.50

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 racecourse or a national organisation.

From the 2019 racecourse ratings we can confirm that a staggering 81% of racecourses improved their facilities during the year. Of the 11 racecourses that did not show an overall improvement 3 of them scored less than 2018 by less than only 1 point. It should also be noted that in the 2018 edition of the racecourse ratings the lowest score was 41 points, in 2019, using the same formula the lowest score was 59.83. Further evidence of the improvements is underpinned by Plumpton, which scored 41 points last year, moving from a one-star racecourse to a 3-star racecourse, scoring 81 points in 2019 and going up 8 places on the leader board.

NARS will continue to develop the racecourse ratings with a view to further seeking improvements where our members feel there is room for improvement. This exercise 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 11 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 racecourse that have achieved a 5-star rating, of the top ten, eight are independently owned.

As well as the 15 Jockey Club owned racecourses independent racecourses offering Free Food are as follows;

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

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



George McGrath, NAORS Chief Executive



nars

National Association of Racing Staff