



nars

National Association of Racing Staff



Racecourse Ratings 2022

Covering:

Overnight Accommodation

Day Facilities

Canteen

Stable Yard



Introduction

This publication is the first full year's report since the Covid pandemic.

In keeping with the other NARS Racecourse Ratings this report is based on the NARS appointed racecourse inspectors' findings. The inspections focus on the facilities for both staff and their horses.

The research is to understand what racecourses offer staff in terms of the quality of the canteens, day facilities, overnight facilities, and stable yard facilities.

Each of the 10 racecourse inspectors are allocated 6 racecourses (5 for one RCI), all RCIs are provided with an iPad and a check list. The RCI is charged with highlighting any concerns and ensuring they are followed up on their second visit to the course. We have data dating back to 2018 when we first started our RCI inspections and every report on every racecourse is downloaded on the RCIs iPad. The RCIs also have laminated name badges which makes it easy for the racing staff to identify them and raise any issues they have encountered at the racecourses.

The work of the RCIs has led to significant improvements across the board. In 2019 the lowest rated racecourse was Worcester with 59 points. It was along with Windsor and Chepstow rated a 1-star racecourse for staff and horses in the stable yard.

In 2022 there are no racecourses with just one star and the lowest rated racecourse, Windsor, still achieved a score of 72 and was just one of three racecourses to have 2 stars, with every other racecourse scoring three, four and five stars. The top-rated racecourse is York, which will not surprise any member of racing staff, and scored 118 points out of a maximum of 120, a staggering achievement.

Once NARS have compiled all the RCI scores (they must have attended the racecourse in the last 6 months) they are all asked to attend a meeting towards the end of the year where we go through every individual score, twelve of them, on every racecourse. The purpose of this is to maintain consistency and to invite any other views from other RCIs who have been to that racecourse and wish to offer an opinion. Below are the 4 main headings.

- 1** Overnight facilities, to be judged on quality, cleanliness, and whether the rooms are single occupancy or single and en-suite.
- 2** Day facilities, to be judged on quality and cleanliness and whether there is an area away from the canteen to relax.
- 3** Canteen, to be judged on quality and choice offered, cleanliness, price, and service.
- 4** Stable yard, to be judged on loading ramp, stable yard, washdown facilities and water pressure.

In total, there are 12 subheadings and therefore 120 points on offer.

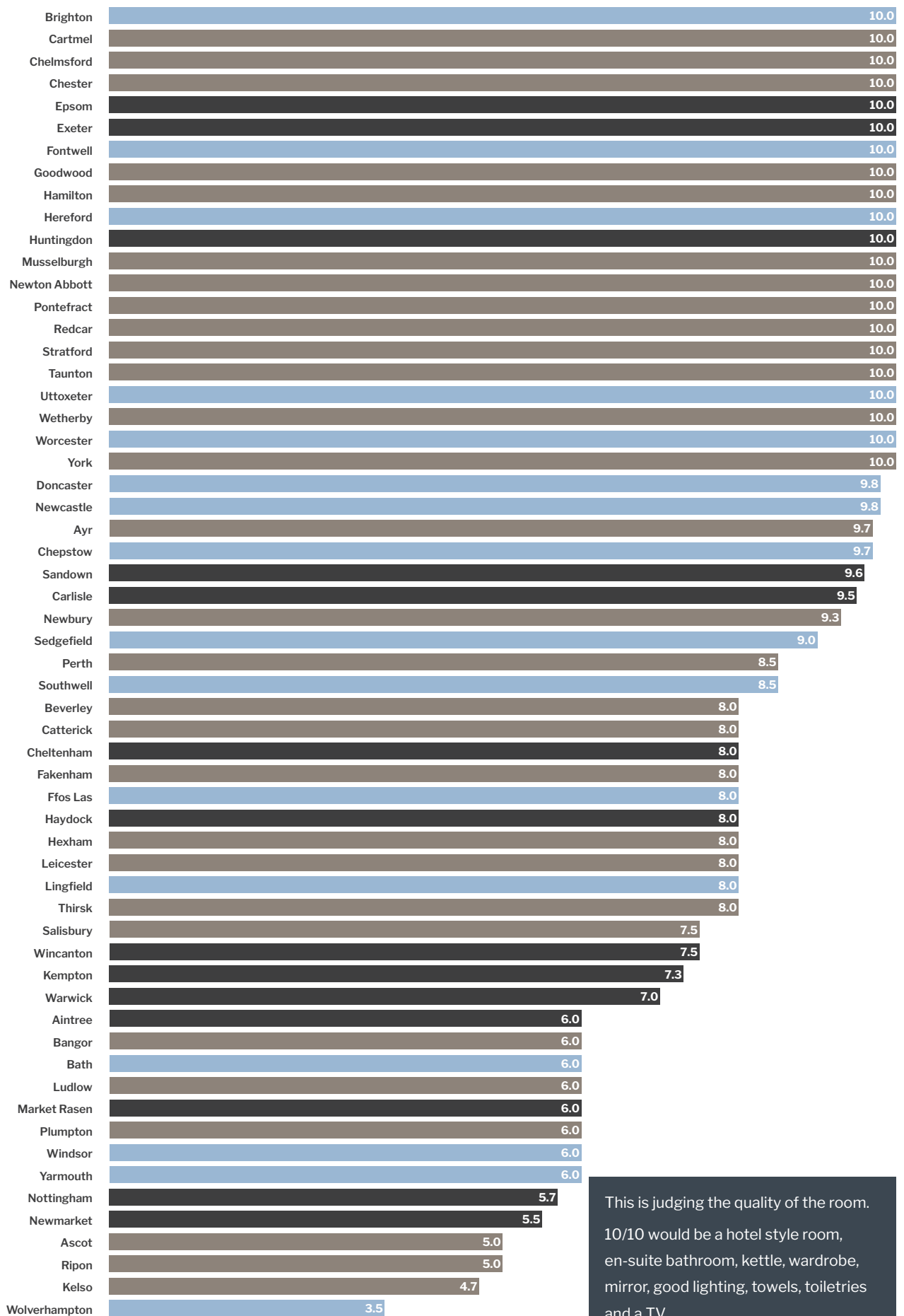
Star ratings are based on the following.

- 1** 100 points or more, 5 stars.
- 2** 90 points to 99.99, 4 stars.
- 3** 80 points to 89.99, 3 stars.
- 4** 70 points to 79.99, 2 stars

Any score below 70 would be a 1 star.

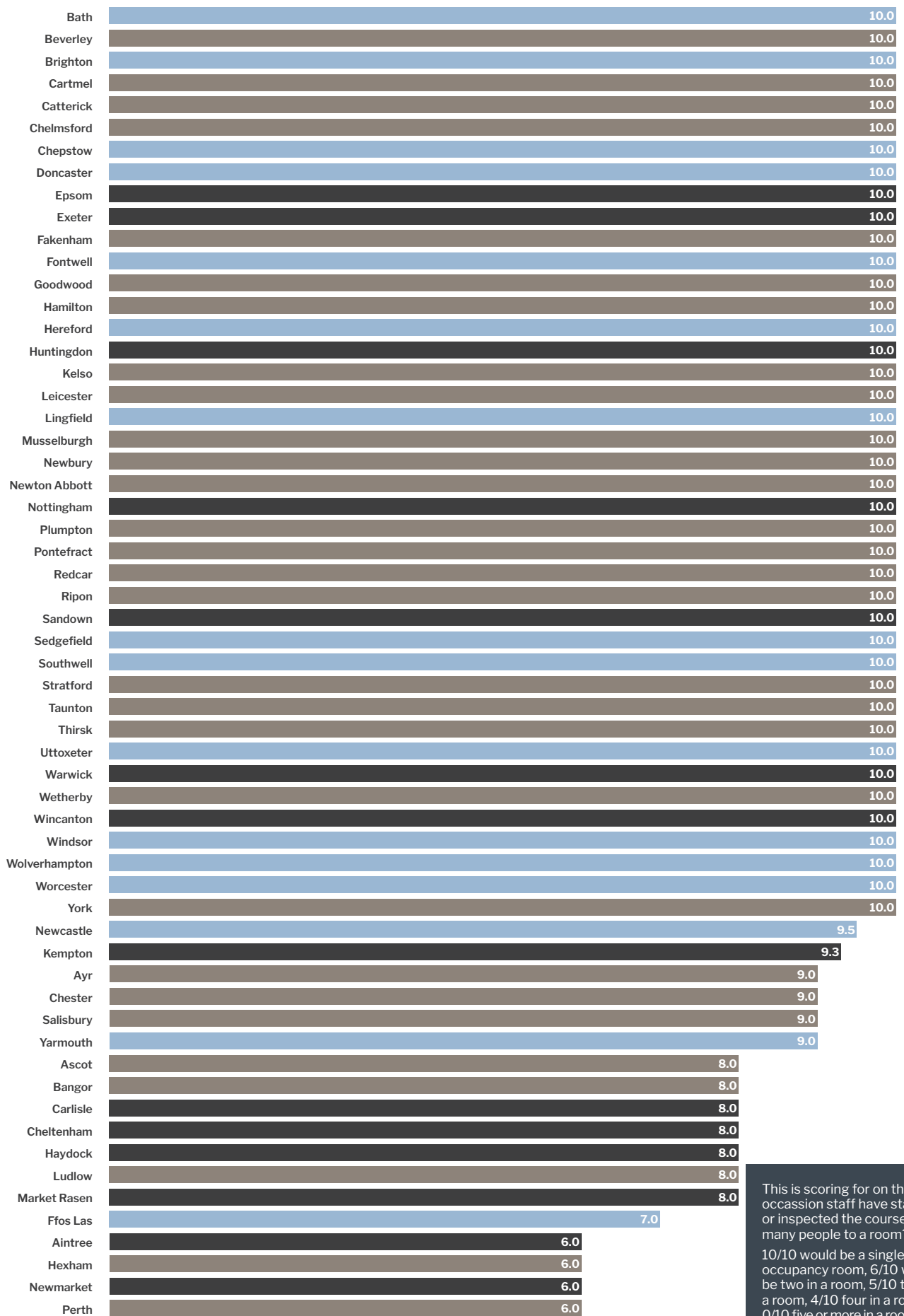
NARS and its members owe a great deal of gratitude to the RCIs, without whom we would not have been able to achieve such improvements. Our Racecourse inspectors are, Pete McCulloch, Greg Davis, Julia Bennet, Mark Ellwood, Fran Brown, Sarah Guest, Helen Halliwell, Sarah Peacock, Jo Meadowcroft and Cheryl Powell. We will continue strive to make improvements on behalf of our members and the horses they look after.

Overnight Accommodation: Quality



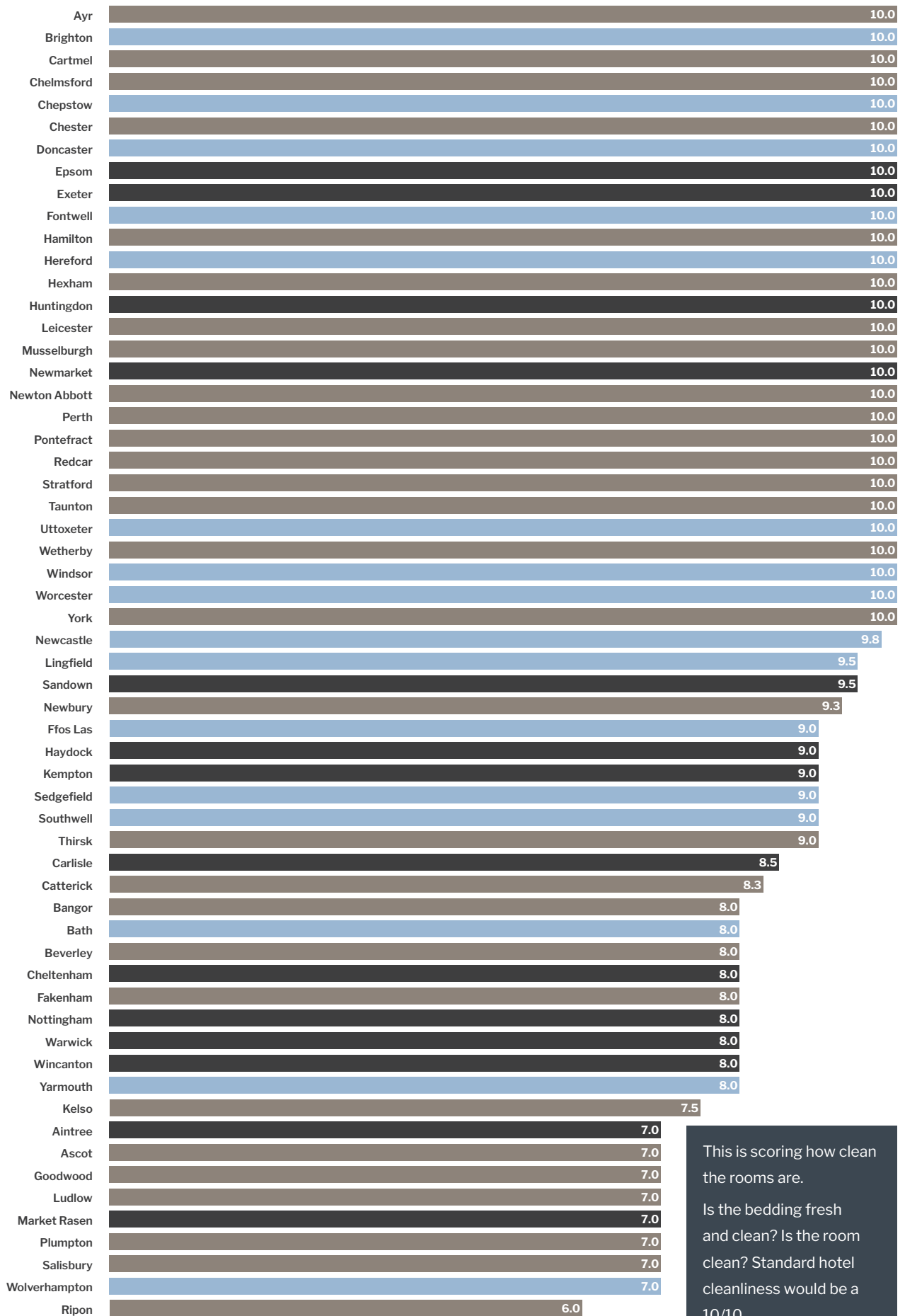
This is judging the quality of the room.
10/10 would be a hotel style room,
en-suite bathroom, kettle, wardrobe,
mirror, good lighting, towels, toiletries
and a TV.

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

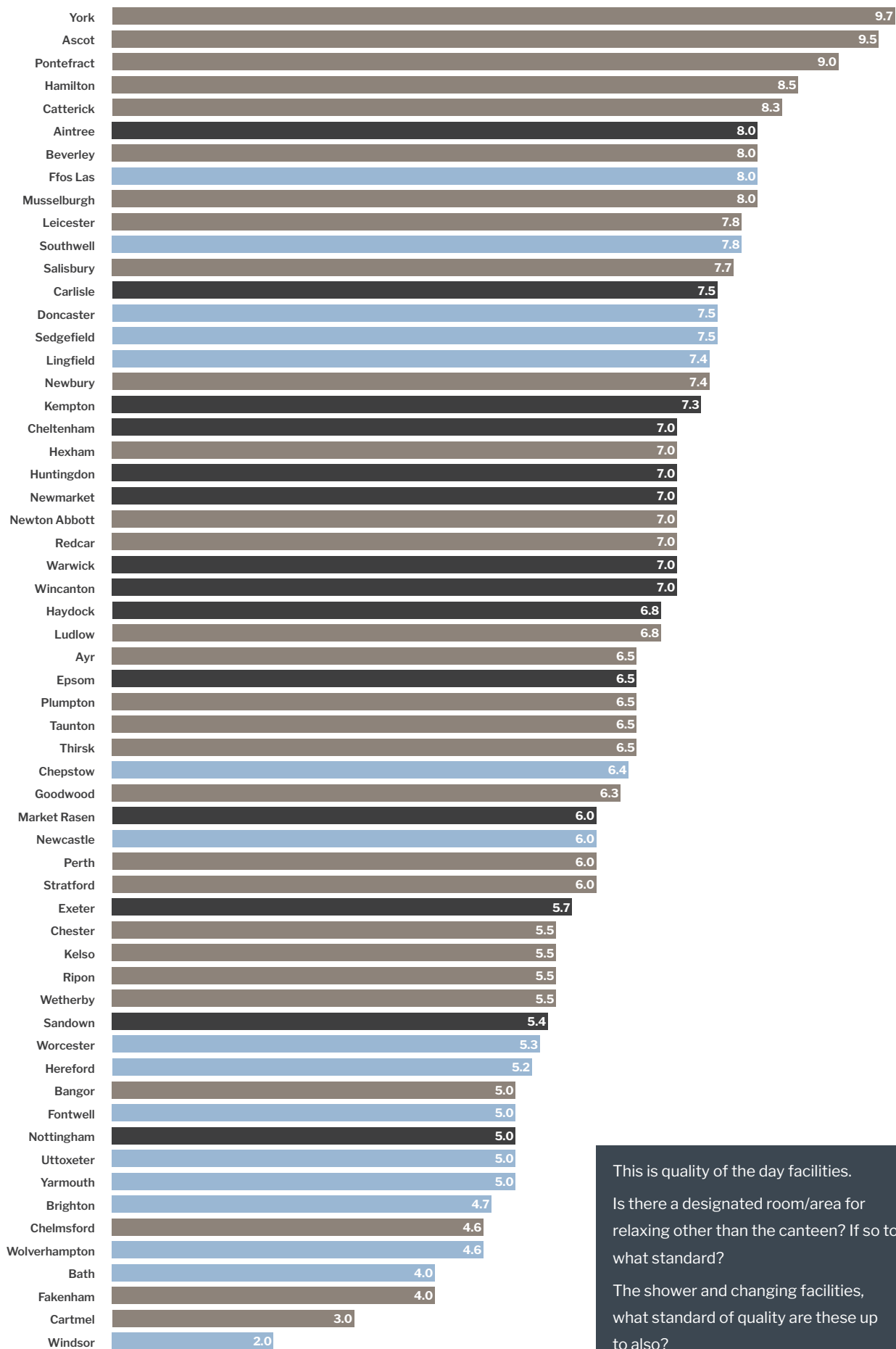
Overnight Accommodation: Cleanliness



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

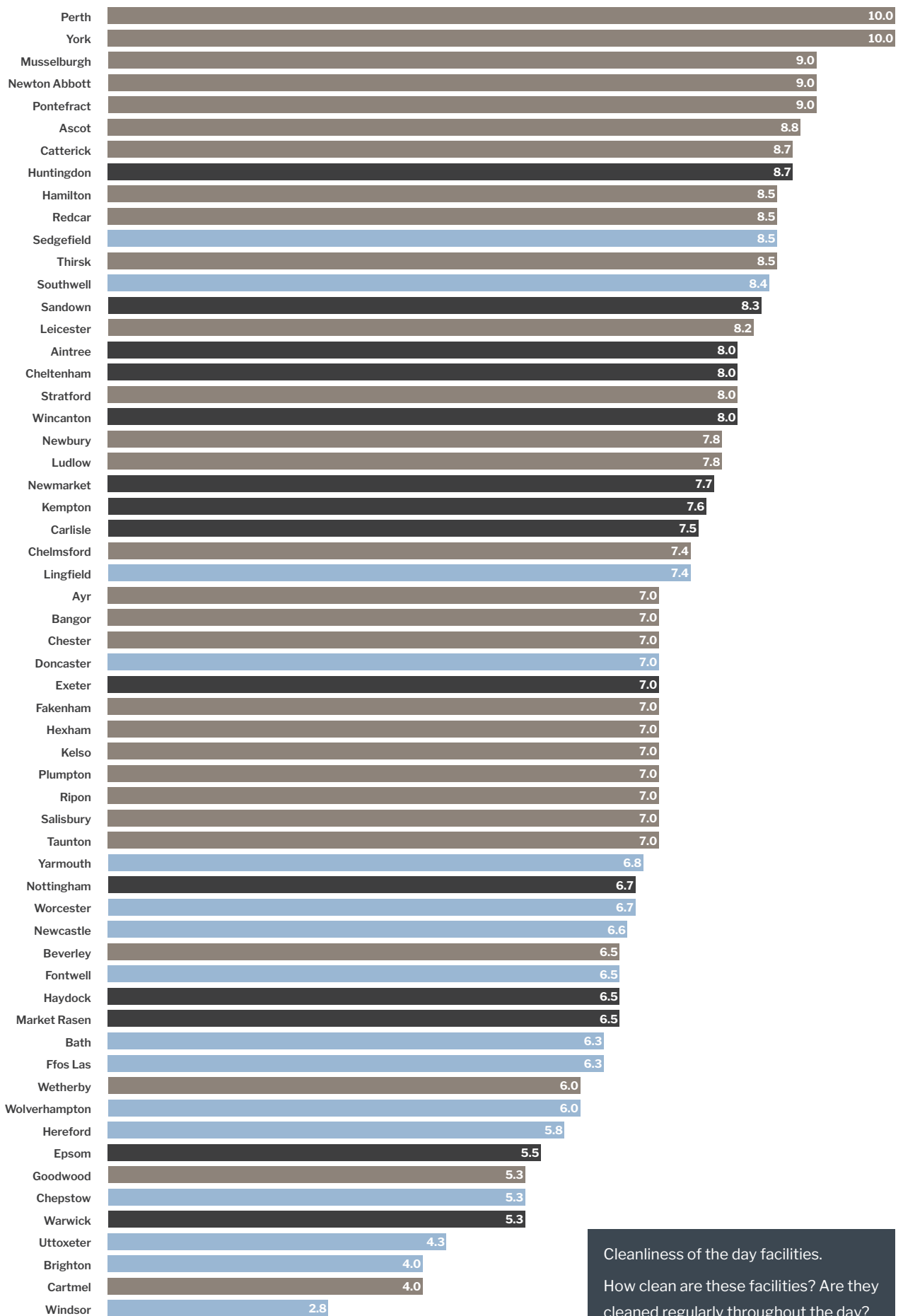


This is quality of the day facilities.

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

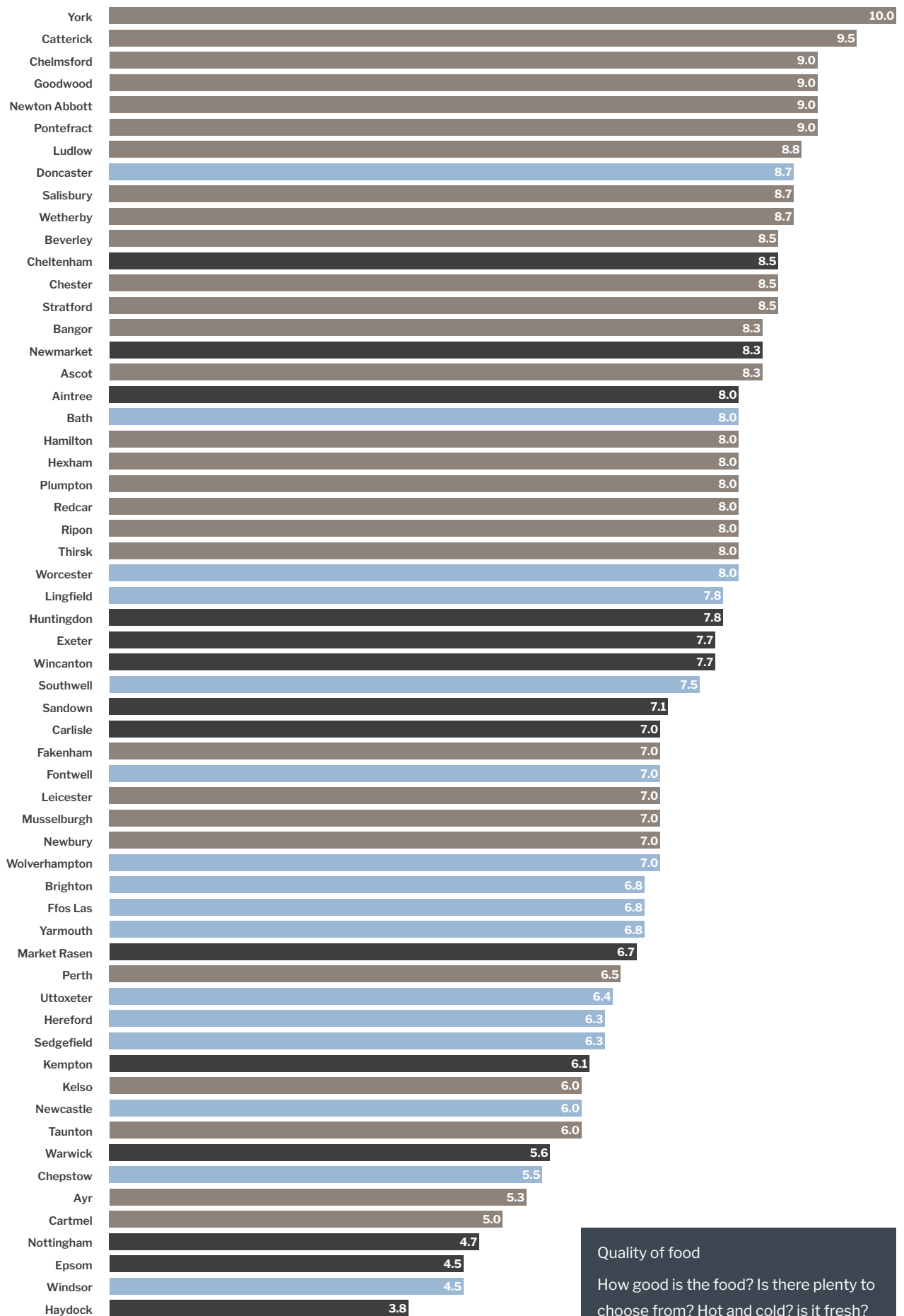
The shower and changing facilities, what standard of quality are these up to also?

Day Facilities: Cleanliness



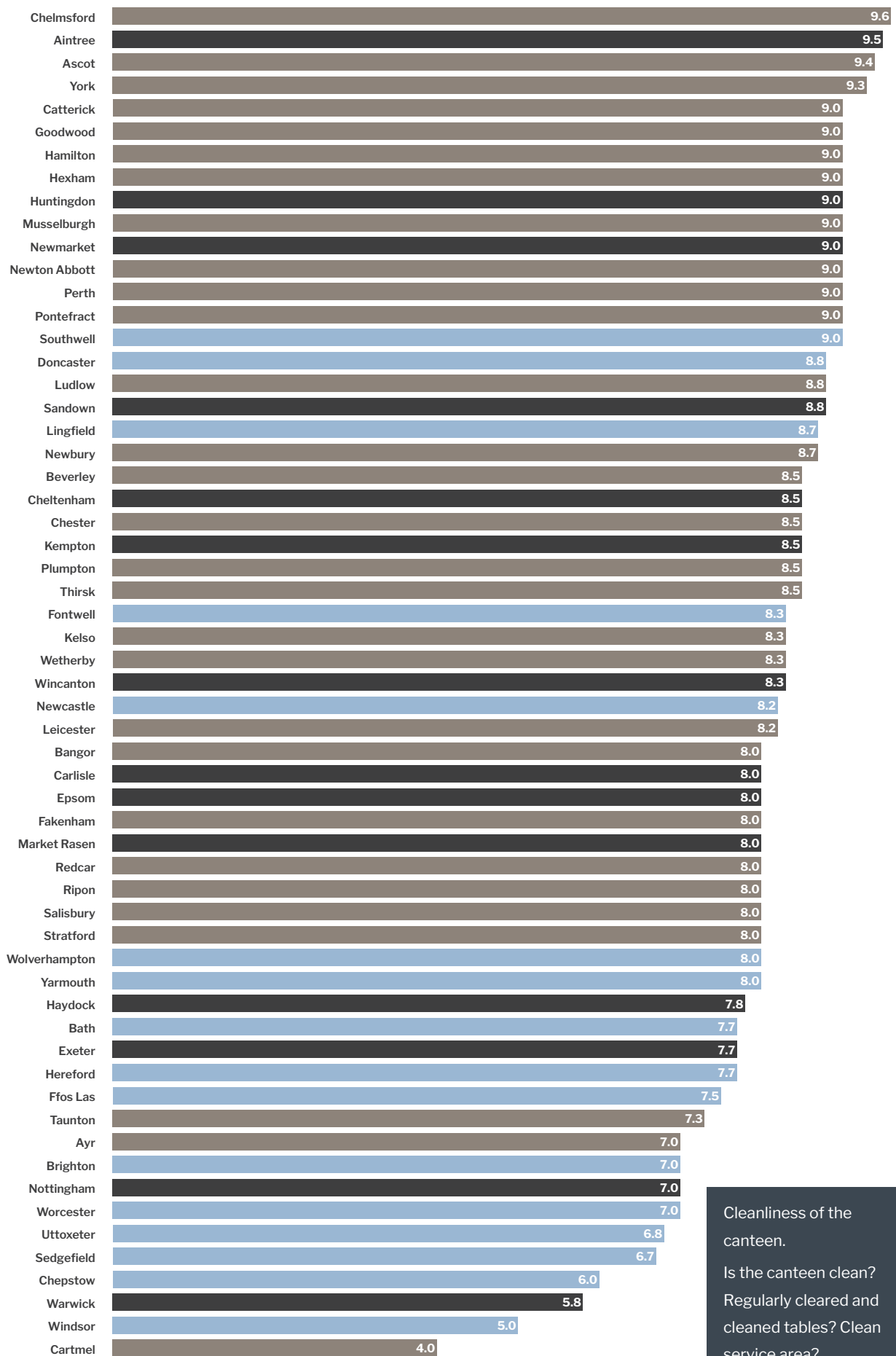
Cleanliness of the day facilities.
How clean are these facilities? Are they cleaned regularly throughout the day?

Canteen: Quality



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

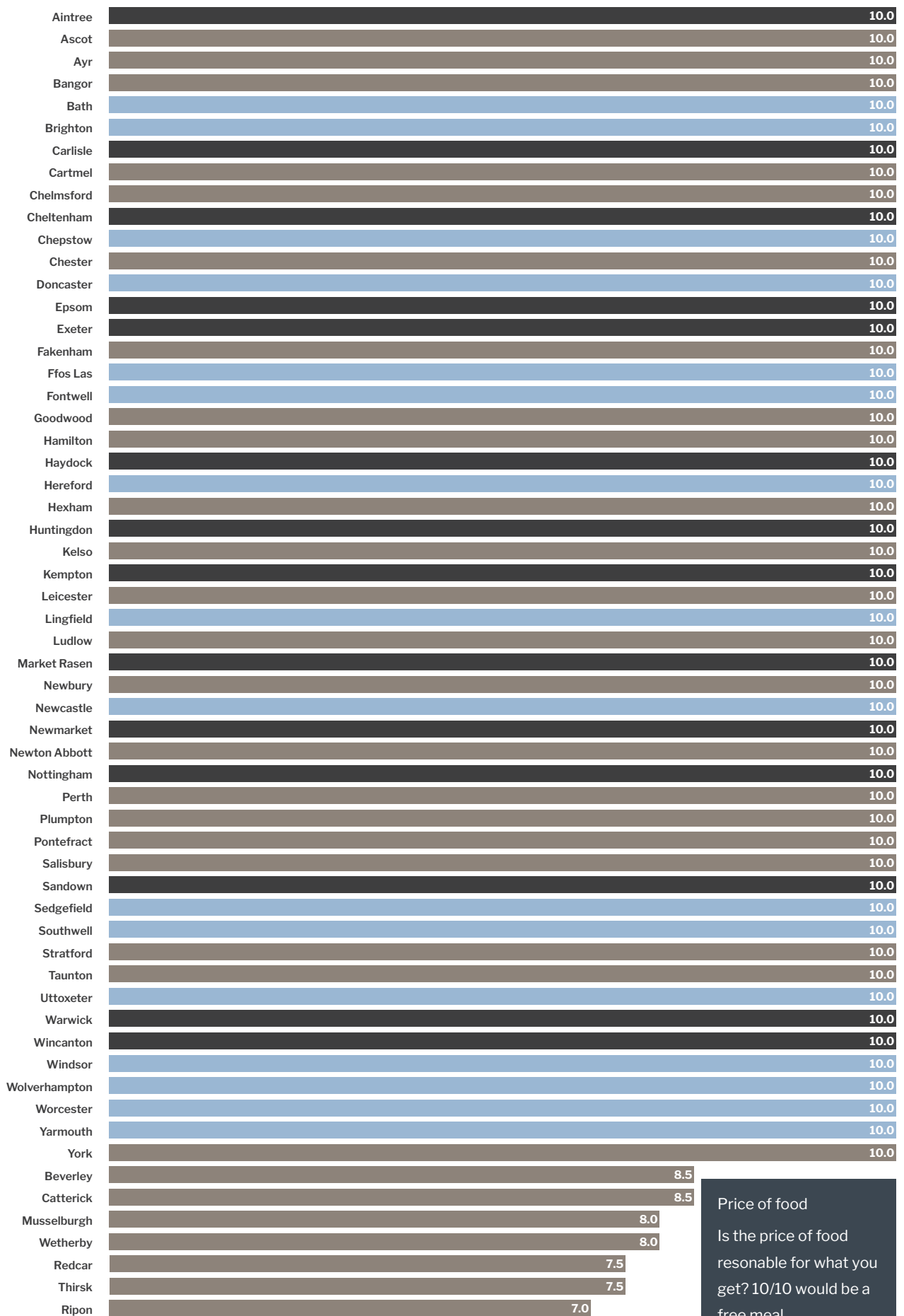
Canteen: Cleanliness



KEY ● JOCKEY CLUB ● ARENA RACING COMPANY ● INDEPENDENT

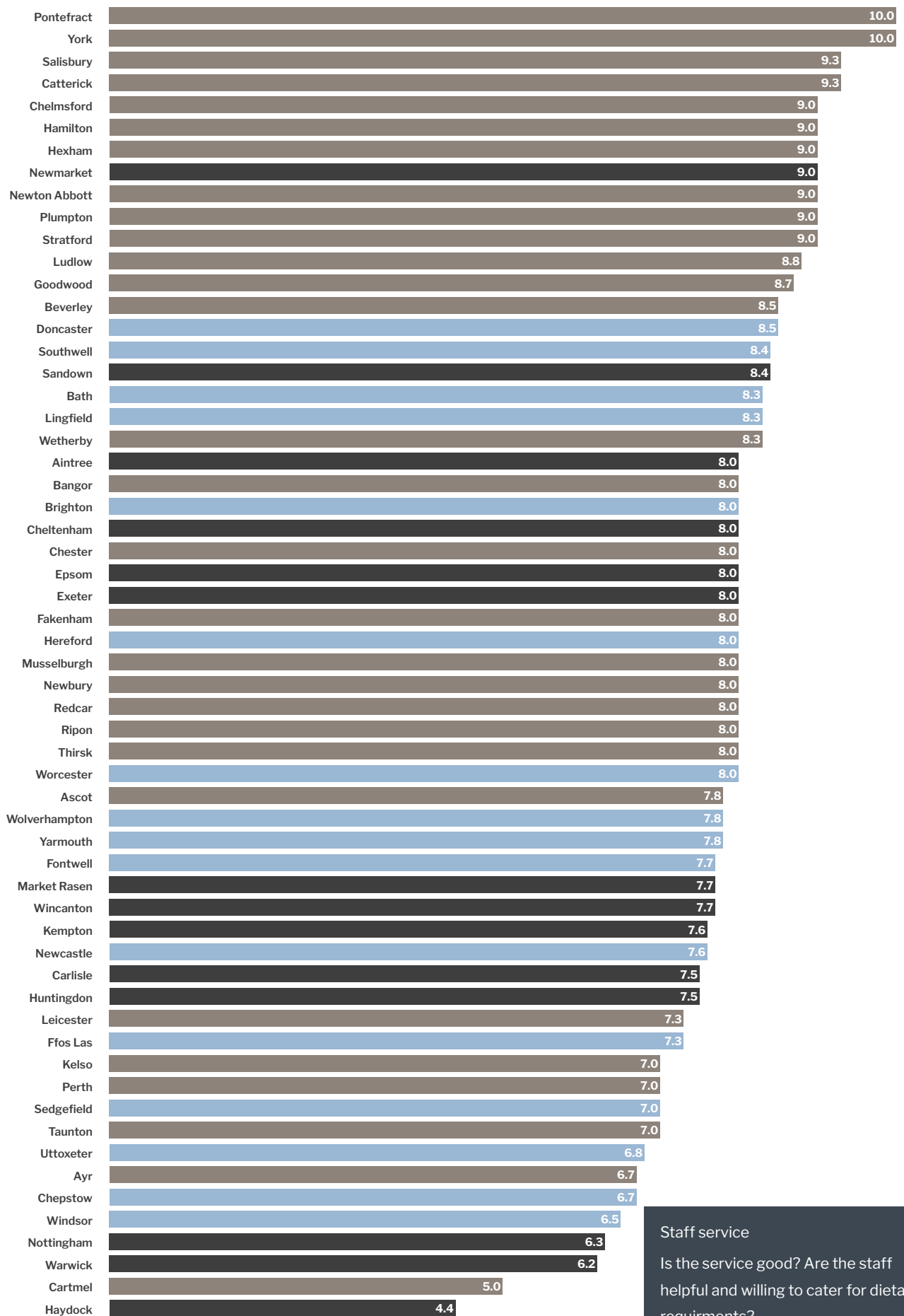
Cleanliness of the canteen.
Is the canteen clean?
Regularly cleared and cleaned tables? Clean service area?

Canteen: Cost



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

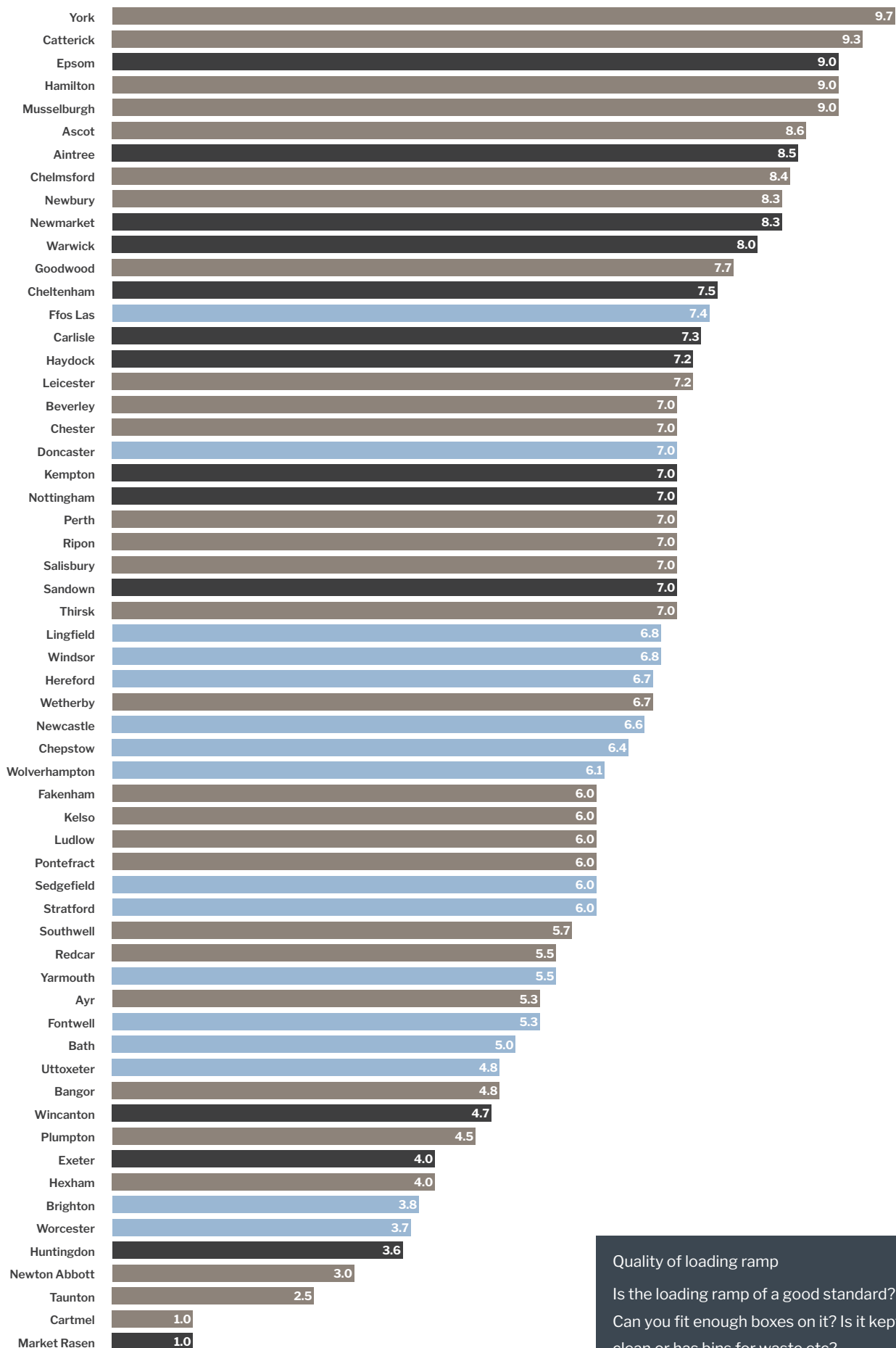
Canteen: Service



Staff service

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

Stable Yard: Loading Ramp

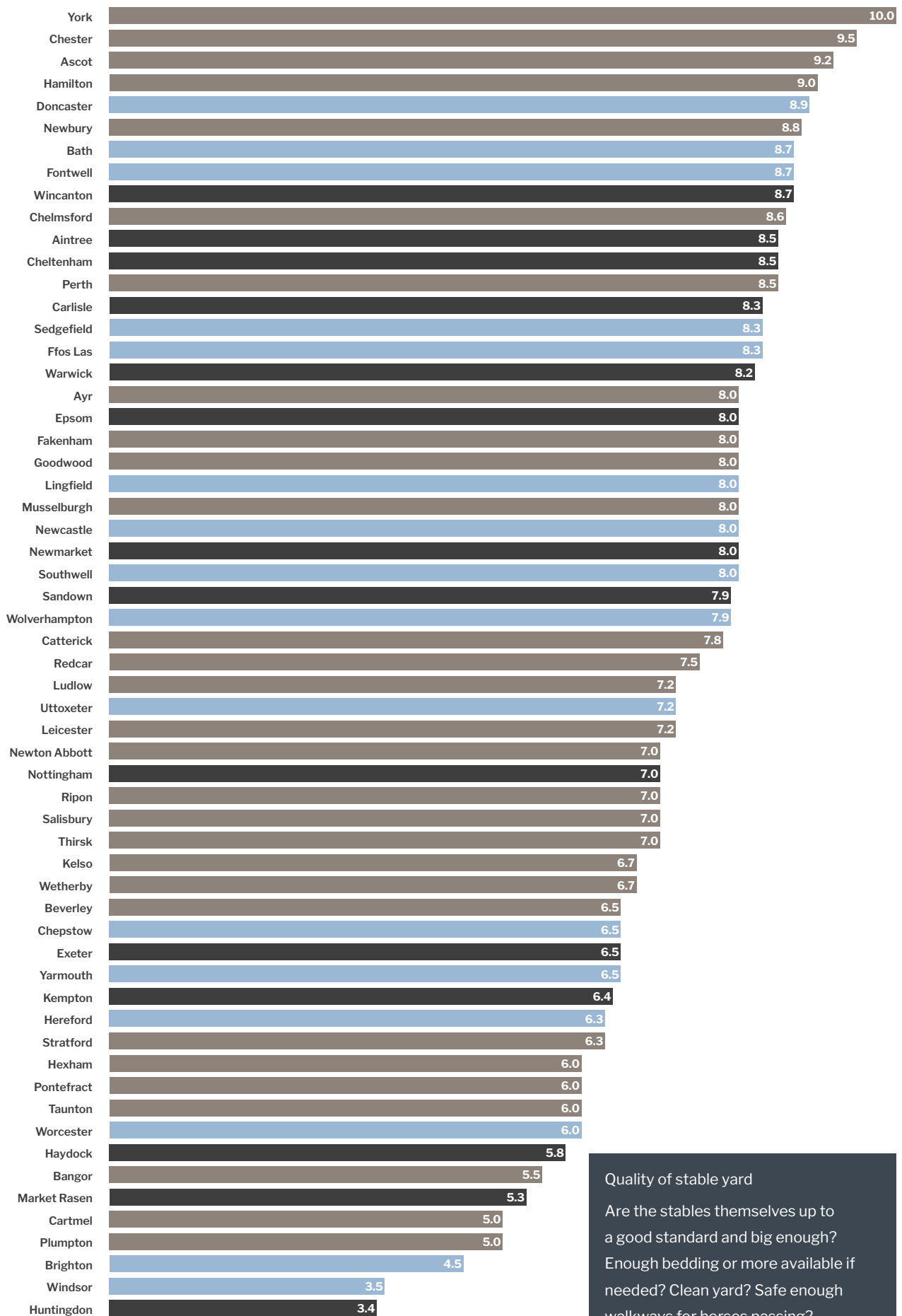


Quality of loading ramp

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?

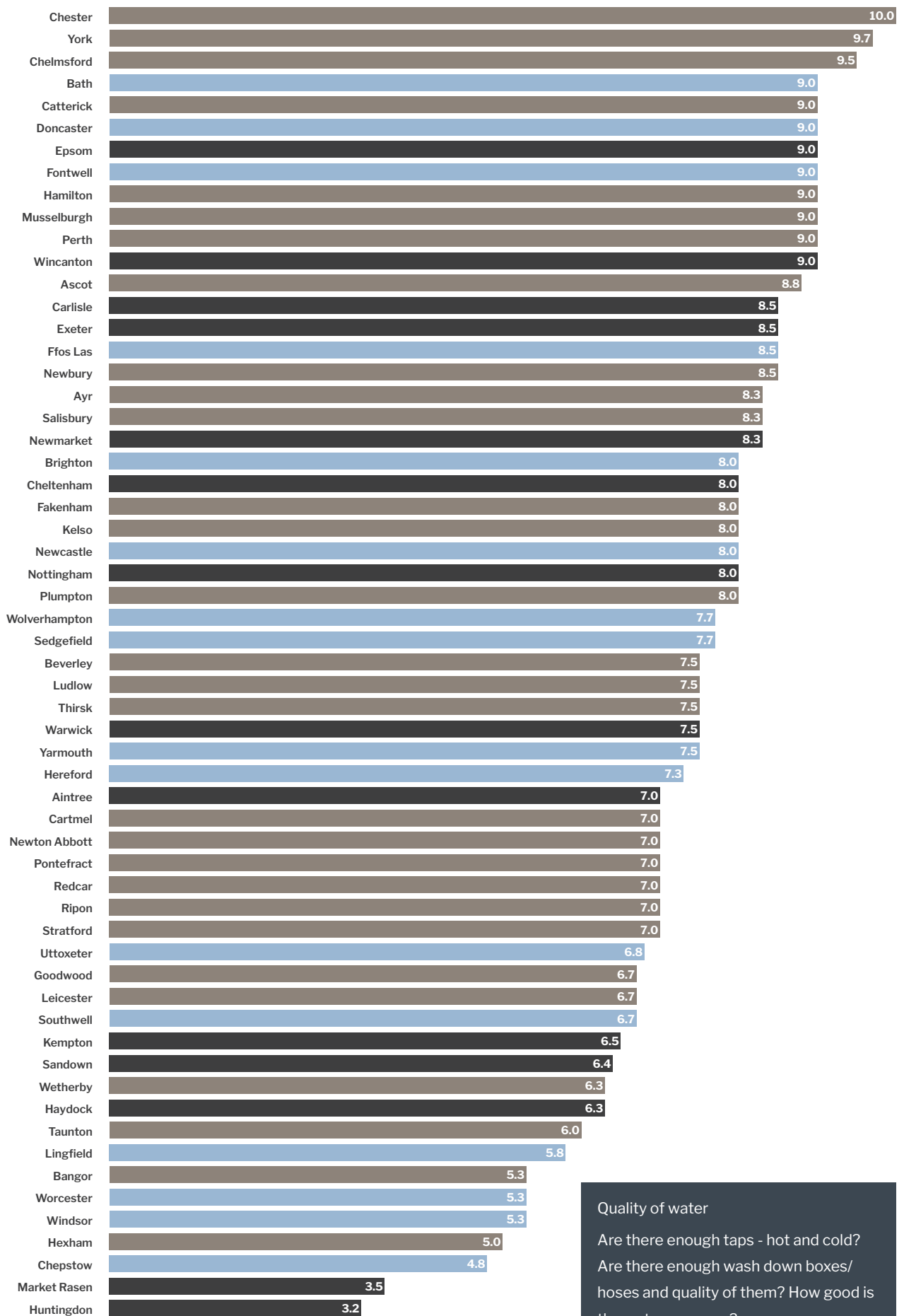
KEY ● JOCKEY CLUB ● ARENA RACING COMPANY ● INDEPENDENT

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



Quality of water

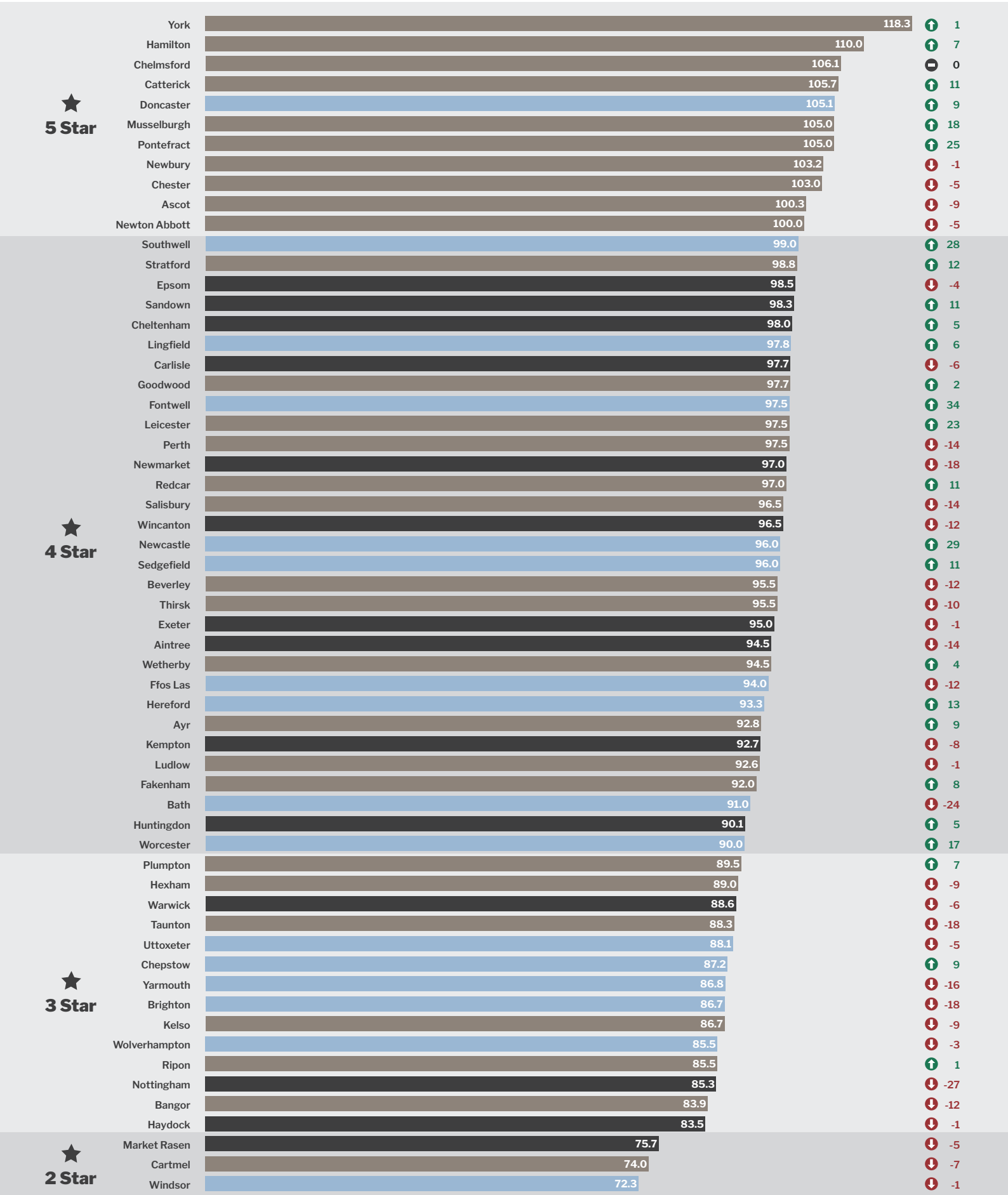
Are there enough taps - hot and cold?

Are there enough wash down boxes/ hoses and quality of them? How good is the water pressure?

Scores Overview

	Overnight Accommodation			Day Facilities		Canteen				Stable Yard			Scores	
Course	Quality	Numbers	Cleanliness	Quality	Cleanliness	Quality	Cleanliness	Cost	Service	Loading	Quality	Water	Total	Diff 2019
Aintree	6.0	6.0	7.0	8.0	8.0	8.0	9.5	10.0	8.0	8.5	8.5	7.0	94.5	0.0
Ascot	5.0	8.0	7.0	9.5	8.8	8.3	9.4	10.0	7.8	8.6	9.2	8.8	100.3	-6.6
Ayr	9.7	9.0	10.0	6.5	7.0	5.3	7.0	10.0	6.7	5.3	8.0	8.3	92.8	9.7
Bangor	6.0	8.0	8.0	5.0	7.0	8.3	8.0	10.0	8.0	4.8	5.5	5.3	83.9	0.1
Bath	6.0	10.0	8.0	4.0	6.3	8.0	7.7	10.0	8.3	5.0	8.7	9.0	91.0	-4.2
Beverley	8.0	10.0	8.0	8.0	6.5	8.5	8.5	8.5	8.5	7.0	6.5	7.5	95.5	0.4
Brighton	10.0	10.0	10.0	4.7	4.0	6.8	7.0	10.0	8.0	3.8	4.5	8.0	86.7	-0.7
Carlisle	9.5	8.0	8.5	7.5	7.5	7.0	8.0	10.0	7.5	7.3	8.3	8.5	97.7	-0.7
Cartmel	10.0	10.0	10.0	3.0	4.0	5.0	4.0	10.0	5.0	1.0	5.0	7.0	74.0	-7.0
Catterick	8.0	10.0	8.3	8.3	8.7	9.5	9.0	8.5	9.3	9.3	7.8	9.0	105.7	9.6
Chelmsford	10.0	10.0	10.0	4.6	7.4	9.0	9.6	10.0	9.0	8.4	8.6	9.5	106.1	0.5
Cheltenham	8.0	8.0	8.0	7.0	8.0	8.5	8.5	10.0	8.0	7.5	8.5	8.0	98.0	4.2
Chepstow	9.7	10.0	10.0	6.4	5.3	5.5	6.0	10.0	6.7	6.4	6.5	4.8	87.2	17.9
Chester	10.0	9.0	10.0	5.5	7.0	8.5	8.5	10.0	8.0	7.0	9.5	10.0	103.0	-2.4
Doncaster	9.8	10.0	10.0	7.5	7.0	8.7	8.8	10.0	8.5	7.0	8.9	9.0	105.1	8.2
Epsom	10.0	10.0	10.0	6.5	5.5	4.5	8.0	10.0	8.0	9.0	8.0	9.0	98.5	-2.2
Exeter	10.0	10.0	10.0	5.7	7.0	7.7	7.7	10.0	8.0	4.0	6.5	8.5	95.0	6.5
Fakenham	8.0	10.0	8.0	4.0	7.0	7.0	8.0	10.0	8.0	6.0	8.0	8.0	92.0	9.7
Ffos Las	8.0	7.0	9.0	8.0	6.3	6.8	7.5	10.0	7.3	7.4	8.3	8.5	94.0	0.3
Fontwell	10.0	10.0	10.0	5.0	6.5	7.0	8.3	10.0	7.7	5.3	8.7	9.0	97.5	19.2
Goodwood	10.0	10.0	7.0	6.3	5.3	9.0	9.0	10.0	8.7	7.7	8.0	6.7	97.7	3.8
Hamilton	10.0	10.0	10.0	8.5	8.5	8.0	9.0	10.0	9.0	9.0	9.0	9.0	110.0	8.3
Haydock	8.0	8.0	9.0	6.8	6.5	3.8	7.8	10.0	4.4	7.2	5.8	6.3	83.5	6.4
Hereford	10.0	10.0	10.0	5.2	5.8	6.3	7.7	10.0	8.0	6.7	6.3	7.3	93.3	11.1
Hexham	8.0	6.0	10.0	7.0	7.0	8.0	9.0	10.0	9.0	4.0	6.0	5.0	89.0	2.3
Huntingdon	10.0	10.0	10.0	7.0	8.7	7.8	9.0	10.0	7.5	3.6	3.4	3.2	90.1	7.8
Kelso	4.7	10.0	7.5	5.5	7.0	6.0	8.3	10.0	7.0	6.0	6.7	8.0	86.7	2.2
Kempton	7.3	9.3	9.0	7.3	7.6	6.1	8.5	10.0	7.6	7.0	6.4	6.5	92.7	2.9
Leicester	8.0	10.0	10.0	7.8	8.2	7.0	8.2	10.0	7.3	7.2	7.2	6.7	97.5	14.1
Lingfield	8.0	10.0	9.5	7.4	7.4	7.8	8.7	10.0	8.3	6.8	8.0	5.8	97.8	4.2
Ludlow	6.0	8.0	7.0	6.8	7.8	8.8	8.8	10.0	8.8	6.0	7.2	7.5	92.6	6.2
Market Rasen	6.0	8.0	7.0	6.0	6.5	6.7	8.0	10.0	7.7	1.0	5.3	3.5	75.7	-4.5
Musselburgh	10.0	10.0	10.0	8.0	9.0	7.0	9.0	8.0	8.0	9.0	8.0	9.0	105.0	12.0
Newbury	9.3	10.0	9.3	7.4	7.8	7.0	8.7	10.0	8.0	8.3	8.8	8.5	103.2	0.2
Newcastle	9.8	9.5	9.8	6.0	6.6	6.0	8.2	10.0	7.6	6.6	8.0	8.0	96.0	20.0
Newmarket	5.5	6.0	10.0	7.0	7.7	8.3	9.0	10.0	9.0	8.3	8.0	8.3	97.0	-7.8
Newton Abbott	10.0	10.0	10.0	7.0	9.0	9.0	9.0	10.0	9.0	3.0	7.0	7.0	100.0	-4.2
Nottingham	5.7	10.0	8.0	5.0	6.7	4.7	7.0	10.0	6.3	7.0	7.0	8.0	85.3	-5.7
Perth	8.5	6.0	10.0	6.0	10.0	6.5	9.0	10.0	7.0	7.0	8.5	9.0	97.5	-5.5
Plumpton	6.0	10.0	7.0	6.5	7.0	8.0	8.5	10.0	9.0	4.5	5.0	8.0	89.5	8.5
Pontefract	10.0	10.0	10.0	9.0	9.0	9.0	9.0	10.0	10.0	6.0	6.0	7.0	105.0	16.9
Redcar	10.0	10.0	10.0	7.0	8.5	8.0	8.0	7.5	8.0	5.5	7.5	7.0	97.0	10.3
Ripon	5.0	10.0	6.0	5.5	7.0	8.0	8.0	7.0	8.0	7.0	7.0	7.0	85.5	5.8
Salisbury	7.5	9.0	7.0	7.7	7.0	8.7	8.0	10.0	9.3	7.0	7.0	8.3	96.5	-2.8
Sandown	9.6	10.0	9.5	5.4	8.3	7.1	8.8	10.0	8.4	7.0	7.9	6.4	98.3	6.1
Sedgefield	9.0	10.0	9.0	7.5	8.5	6.3	6.7	10.0	7.0	6.0	8.3	7.7	96.0	10.0
Southwell	8.5	10.0	9.0	7.8	8.4	7.5	9.0	10.0	8.4	5.7	8.0	6.7	99.0	14.3
Stratford	10.0	10.0	10.0	6.0	8.0	8.5	8.0	10.0	9.0	6.0	6.3	7.0	98.8	5.8
Taunton	10.0	10.0	10.0	6.5	7.0	6.0	7.3	10.0	7.0	2.5	6.0	6.0	88.3	-2.2
Thirsk	8.0	10.0	9.0	6.5	8.5	8.0	8.5	7.5	8.0	7.0	7.0	7.5	95.5	1.3
Uttoxeter	10.0	10.0	10.0	5.0	4.3	6.4	6.8	10.0	6.8	4.8	7.2	6.8	88.1	3.6
Warwick	7.0	10.0	8.0	7.0	5.3	5.6	5.8	10.0	6.2	8.0	8.2	7.5	88.6	2.6
Wetherby	10.0	10.0	10.0	5.5	6.0	8.7	8.3	8.0	8.3	6.7	6.7	6.3	94.5	7.9
Wincanton	7.5	10.0	8.0	7.0	8.0	7.7	8.3	10.0	7.7	4.7	8.7	9.0	96.5	-1.0
Windsor	6.0	10.0	10.0	2.0	2.8	4.5	5.0	10.0	6.5	6.8	3.5	5.3	72.3	7.5
Wolverhampton	3.5	10.0	7.0	4.6	6.0	7.0	8.0	10.0	7.8	6.1	7.9	7.7	85.5	4.4
Worcester	10.0	10.0	10.0	5.3	6.7	8.0	7.0	10.0	8.0	3.7	6.0	5.3	90.0	30.2
Yarmouth	6.0	9.0	8.0	5.0	6.8	6.8	8.0	10.0	7.8	5.5	6.5	7.5	86.8	-0.4
York	10.0	10.0	10.0	9.7	10.0	10.0	9.3	10.0	10.0	9.7	10.0	9.7	118.3	12.5

Overall Scores & Star Rating



Most Improved 2019 – 2022

1st Worcester, improved by 30.2 points

2nd Newcastle, improved by 20.0 points

3rd Fontwell, improved by 19.2 points

In each individual area, the most improved were

Area	Category	Course	Improved Points
Overnight Accommodation	Quality	Goodwood	+5.7 to 10.0
	Numbers	Goodwood	+5.7 to 10.0
	Cleanliness	Windsor	+4.0 to 10.0

Day Facilities	Quality	Southwell	+3.5 to 7.8
	Cleanliness	Huntingdon	+2.7 to 8.7

Canteen	Quality	Worcester	+6.3 to 8.0
	Cleanliness	Worcester	+3.3 to 7.0
	Cost	Worcester	+8.5 to 10.0
	Service	Worcester	+5.7 to 8.0

Stable Yard	Loading Ramp	Musselburgh	+2.5 to 9.0
	Quality	Fakenham	+2.3 to 8.0
	Water	Exeter	+2.5 to 8.5

Conclusion

The ratings we have allocated racecourses are the work of the NARS appointed Racecourse Inspectors over the period starting in January 2022 to December of 2022.

The objective of this conclusion is to highlight the progress and good work that many racecourses have undertaken during 2022 and before. We acknowledge that the 2022 report will have been the first one since Covid and that Covid had a huge financial impact on racecourses. We are therefore delighted to see that despite all the challenges racecourses face most have continued to improve.

The lowest rated racecourse when we were last able to carry out full inspections was Worcester which scored 59 points in 2019, in 2022 they scored 90, an improvement of 31 points. In fact, the lowest rated racecourse in 2022 scored 72 points, 13 points more than in 2019, which highlights the overall improvements. In 2019 there were 3 racecourses with just one star and 4 with just 2 stars. In 2022 no racecourse scored one star, which is less than 70 points and there are just 3 racecourses with just 2 stars which is less than 80 points. The maximum score possible is 120 as each of the 12 subheadings are worth 10 points each. York managed a staggering 118 points, I am sure, as it is York, they will be disappointed to have dropped 2 points!

Our thanks go out to all of the Clerks of the Courses, who not only welcomed the RCI's and gave them their time, but who also actively engaged in the process and have done their very best. I also want to express my thanks to the RCIs of 2022 and the new additions to 2023.

The RCIs are Pete McCulloch, Greg Davis, Julia Bennet, Mark Ellwood, Fran Brown, Helen Halliwell, Jo Meadowcroft, Cheryl Powell, Sarah Peacock and Sarah Guest. Their work has made a significant impact to the working lives of every groom who goes racing. NARS is immensely proud and grateful for their efforts, as are the members.

There are only 7 racecourses that continue to charge racing staff for a meal, they are, Beverley, Catterick, Musselburgh, Redcar, Ripon, Thirsk and Wetherby. We will continue to engage with these courses with a view to bring them in line with the other 52 racecourses.



George McGrath, NAORS Chief Executive



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