

The Complete Package

If St. John is engaged at your event, you can expect certain standards from us. We pride ourselves that we provide a professional service. This complete package includes:

- A dedicated Senior Officer that you may contact at any time regarding the services we would provide.
- Pre-event support offering recommendations and advice for all of your first aid needs and responsibilities.
- Written confirmation of the services we intend to provide detailing responsibilities.
- An agreed fixed price with no hidden charges
- Thorough pre-event planning in consultation with the local authority and the promoters and/or producers. (as appropriate)
- Production of an Operational Plan produced in accordance with the requirements of the entertainment licence and circulated to all relevant agencies. (where necessary)
- Close liaison with the emergency services before and during the event.
- If you have any concerns, we have a formal complaints procedure to ensure an expedient resolution to any problem
- Notification of any RIDDOR reportable incident immediately to the event safety officer.
- Peace of mind that a dedicated trained team of competent staff will deal with casualties in a professional and caring manner
- A full written report following the event detailing the number and types of casualty who receive treatment.
- Casualty records held for at least 7 years, which are easily available to assist with any insurance claims that may follow the event

For further information contact our County HQ - countyhq@merseyside.sja.org.uk