

Crewe Town Council

Events Medical Cover 2024-2027

Appendix A - Specification

1. Introduction

This document forms part of the tender documents dated 12th January 2024 and must be read in conjunction with all other documents within the tender pack.

1. General Requirements

Crewe Town council are seeking to contract a preferred medical cover provided for all events in 2024 – 2027. A provisional events programme has been provided that we are seeking medical assessment, planning and delivering for. Assessment, planning and delivery must be done in line with the purple guide guidance.

The medical provided will be required to:

* Plan and deliver a safe, effective and resilient medical service to the event. A delivery plan must be provided to the events manager at least 4 weeks prior to each event. The plan should include capacity for unexpected contingencies.
* Provide sufficient appropriately skilled, experienced and equipped staff to provide the service.
* Be able to provide staff and equipment for all tiers of event from tier 1 – 4.
* Identify a named individual to oversee all aspects of service delivery. At large events, this person should not have any other hands-on role
* Attend pre event planning meetings for larger events
* Provide a direct contact for bookings and planning as well as a named contact for the day of events.
* Produce a medical report for each person they provide medical care to from assessment only to providing treatment or referring to NHS.
* Provide medical reports for each event with in 48 working hours of the event ending.

1. Specification of Services

The successful medical provider must have appropriate insurances and will be expected to work with the events manager to provide a medical plan including a contingency plan, details of the allocated teams professional levels and proof of their qualifications and RAMS for each event.

We require a variety of different levels of cover for our events but your team should be made up of staff with at least the following professional qualifications and licences:

* First Aiders (3 day First Aid at Work minimum)
* First Responders (FREC3/FROS/ASCFR Minimum)
* Emergency Care Assistants
* Health Care Assistants
* Ambulance Technicians (IHCD or AAP)
* Paramedics (HCPC Registered)
* Nurses (NMC Registered)
* Doctors (GMC Registered)

All staff must be enhanced DBS checked.

All staff must undergo regular proficiency tests and have up to date training.

All equipment, infrastructure and vehicles are expected to be of professional standard and quality. A proven strict service and audit schedule must be in place.

The successful provider should have capacity to be completely self-sufficient with communications, power, heating, lighting etc to be able to provide service in any environment.

Post event, medical reports must be provided to the town council within 48 working hours

Our current provisional events programme for 2024 - 2027 includes events ranging from tier 1 to tier 4.

Provisional events medical cover is needed for are outlined below (please note this may change, there may be more or fewer events).

|  |  |  |
| --- | --- | --- |
| Tier of Event | Approx How many events a year in this tier in 2024 – 2027 | Event and Date/Times if confirmed event |
| **Tier 1 events (below 500 attendees expected)** | 21 (total 63) | Operation Spring, Summer and Autumn  Crewe Town Centre  Date TBC  11:00am – 15:00pm |
| **Tier 2 events (500 - 2000 attendees expected)** | 8 (total 24) | Operation Summer x 6  Queens Park Crewe  Date TBC  9:00am – 17:00pm  Heritage Fair  Crewe Heritage Centre  Saturday 14th September  11:00am – 15:00pm  Tree of Light Service  Crewe Cemetery  Friday 6th December  16:30pm – 19:30pm |
| **Tier 3 events (2001 - 5000 attendees expected)** | 5 (total 15) | Remembrance Sunday  Crewe Town Centre  Sunday 10th November  10:00am – 13:00pm  Music Events x 4  Dates and times TBC  Approx. 7 hours including build and break |
| **Tier 4 events (5001 – 10,000 expected)** | 1 (total 3) | Crewe Christmas Light switch on  Saturday 30th November  Crewe Town Centre  Event Build 7:00am – 14:00pm  Event 14:00pm – 19:00pm  Event Break 19:00pm – 22:00pm |

1. Performance Management

*Performance will be measured against agreed events medical plans*

*Performance management will be carried out at periodic regular meetings and reporting after each event.*

* 1. Record Management

*Event medical reports should be submitted no later than 48 working hours after each event.*

* 1. Contract Management

The contract will be managed by the Events Manager.

It will be managed against requirements identified within the tender submission document

4.3 Key Performance Indicators

As well as the KPIs identified by the tender submission document, the following KPIs will also be included:

1. Assessment and planning for events medical cover
2. Meeting deadlines for providing documentation for each event
3. Delivery of medical cover at events
4. Medical reporting post event