

## Proposal from Driving Miss Daisy Ltd

1. Once approved in principle by the Elected Body we will establish an office in the Winchester CC domain - most likely in the Wickham area.
2. The specific requests for dispensation are few and asked for given there is not a category that we fit into:
  - i. In essence to not be labelled as a taxi service. We are very closely aligned with the Health, Well Being and Social Services sector.
  - ii. Be exempt for wearing the taxi plates on the outside of the vehicles understanding that a smaller version is likely to be required for the left front window.
  - iii. Acceptance of the vehicle colour and daisy signage which exists primarily for clinical reasons given the large number of people we support living with dementia.
  - iv. Transfer of existing licensed vehicles (with Portsmouth CC) at the point of their annual renewal. These will be few in number (circa. 6) - details will be passed separately including Reg No and mileage. Our vehicles rarely do more than circa. 18k miles per annum. We do appreciate they will need to be tested. We do only use small WAVs (Citroen Berlingo or similar).
  - v. To be exempted from Taxi geographical knowledge tests.
  - vi. All newly acquired WAVs will comply fully with the Council's requirements with respect to suitability and age criteria.
3. Following are explanatory in nature to explain the nature of our services which hopefully will support our dispensation requests. Our business plan is to establish a Hampshire wide Regional License centred in Winchester CC area. From Portsmouth CC we already have services which operate in Winchester, East Hampshire, Haven't, Gosport, Fareham and soon to be Basingstoke and the New Forrest. Having 13 Operator's licenses for the County given the diverse requirements is not something we are prepared to contemplate.
4. The organisational policy differences is in truth exasperating and very difficult to governance hence a county by county approach.
5. We understand the need to be licensed given the law of land legislation (hire and reward). It may be helpful for me to highlight the following should there be any doubt:
  - i. All enquiries requests for help and support are handled nationally via our Client Services Centre at Port Solent (nr Portsmouth). These are often complex and sensitive and require a pre engagement visit in a similar way to that which a Care Company would undertake.
  - ii. We only use small Wheelchair Vehicles (Citroen Berlingo's or similar size which are generally 2 to 4 years old when we acquire them as they exit from the Motobility System.
  - iii. We will acquire EV equivalent or those with other technologies that may come to the fore (ie Hydrogen) when they become available and are fit for purpose.
  - iv. We do offer on demand services.
  - v. Never on any circumstances is telephony (including hands free or other forms of communications (radio's) used in a Driving Miss Daisy vehicle. A mobile telephone is

issued to each member of staff allocated to each vehicle which is carried for emergency purposes and then only when the vehicle is stopped with engine off.

- vi. Our engagements are planned advance, very rarely on the day in question. This can be weeks, months and sometimes a year or more in advance.
  - vii. Our staff (all employed) are well trained which includes but not limited to:
    - Wheelchair handling
    - First Aid Level 2
    - Safe Guarding
    - All are either Dementia Friends or Champions
    - Positive support for elderly and frail people especially in getting in and out of vehicles or transferring from a wheelchair when they can or choose to sit in car seat rather than be anchored in their wheel chair.
    - Specialist training for support Kidney Dialysis patients
6. The nature of the clients we serve is broad with the common requirement for support at either end of the transport part on an engagement. These include but are not limited to:
- i. Anyone who is disenfranchised from society requiring support
  - ii. People isolated and the lonely
  - iii. Those living with the various types of Dementia or other cognitive challenges
  - iv. Those living with physical and cognitive disabilities across the age range.
  - v. Non emergency medical appoints to Hospitals and Primary Care settings
  - vi. The NHS Ambulance Service for non acute patients using only our small WAV vehicles (i.e. home to a Renal Centre for Kidney Dialysis)
  - vii. NHS Hospital Trusts for our Hospital to Home service which means having usually 2 of our vehicles at 15 minutes notice controlled by the Discharge Teams. The Driving Miss Daisy practitioner & driver goes up to ward to assist the person out of hospital and into the vehicle. There is a link with the family or caring other in making sure the home environment is safe (safe guarding).
  - viii. We are not a Care Company but are engaged in all things which are not domiciliary care or the administering of drugs.
  - ix. The request for support often comes from the families, NHS entities, Care Sector (Residential, Visit and Live In).
  - x. We do undertake non emergency transfers from Care environments to hospitals various.
  - xi. Specialist leisure. An example is a key account we are engaged with (Limitless Travel) which is a company which provides services to the specific client community we serve. Specifically recent engagement was an elderly couple in Aberdeenshire (one living with dementia with the other as carer). In short a complex journey involving an overnight stop and 2 of our service centres with the destination being Southampton.

In essence our plan is have our Regional HQ for Hampshire in the Winchester domain for reasons outlined here and also because the County Council is based there. Currently our national HQ is at Port Solent and the intent over time is move this into Winchester once we find suitable premises.