APPENDIX B



A unique and caring Companion Driving Service Improving lives for people who may require additional support Adding an extra dimension to the service you currently offer

© Driving Miss Daisy



"I think that everything they do is marvellous. They take me to hospital appointments and shopping in the town, and every Friday my Daisy takes me to the hairdresser. They collect me from my door and help me in and out of the car; it's the little extras that count and they are so pleasant and friendly."

Barbara



Value added service

Driving Miss Daisy provides a trusted, safe and reliable community companion service for those people who find it difficult to get out and about. Our point of difference from other transportation providers is the companionship we give with each and every journey.

We offer so much more than travelling from A to B, we provide companionship and care for the elderly, children and people with disabilities, among many others for the duration of the service.

We collect clients, drive them to and from their destination and provide personal assistance as required, helping with anything from medical appointments to a trip to the hairdressers or make social outings possible and, most of all, enjoyable.

We can attend appointments with clients and deliver important information back to family members or carers if required. We're family when family can't be there.

Safety

Safety is of utmost importance to Driving Miss Daisy which is why we will only provide franchises to people who have met our strict qualification requirements.

It is our company policy to ensure that all Driving Miss Daisy Franchisees and companion drivers have met the same rigorous criteria. They are fully qualified to drive passengers, hold a private hire licence and have been police checked, as well as all vehicles being fully licensed with the relevant local authority.

Our training includes health and safety, Driving Miss Daisy values and high standards, understanding the clients' needs, vehicle familiarisation, driving capabilities, emergency responses and first aid.





"We really care about making every journey a pleasure, and all our companion drivers are safety checked, licensed and first aid accredited for peace of mind."



"My Daisy took me to London to meet my Grandson. The car was easy to get in and out of and was extremely comfortable." Jocelyn

Reasons to use Driving Miss Daisy

- 1. A unique and caring Companion Driving Service enabling your clients to get out and about in their communities with improved ease.
- 2. Adding an extra dimension to the service you currently offer (i.e. wrap around support) and a synergy which complements our mutual organisations.
- 3. Keeping people independent is at the core of the Driving Miss Daisy philosophy and vision. Combatting people feeling house-bound, isolated and lonely whether in residential, care home, sheltered provision or at home.
- 4. Shared marketing possibilities creating greater joint brand awareness and a variety of media opportunties. In turn, this will enhance your organisation and its service offering.
- 5. Improving lives for people who may require additional support, which may in turn improve formal regulatory outcomes by those such as Care Quality Commission, highlighting good practice and innovation.

The Driving Miss Daisy Story

A number of years ago Melanie Harper started driving her Aunt Trish to appointments in New Zealand. Trish no longer drove herself and enjoyed the companionship of Melanie driving her to appointments. After a while Melanie and her husband Jack started thinking about providing the service on a wider scale.

Whilst researching the business idea, Melanie and Jack discovered a Canadian business, also called Driving Miss Daisy® and they travelled to Canada to see for themselves how it worked. This convinced them to launch Driving Miss Daisy NZ Ltd in 2009 and it now operates across the country.

Paul and Ada Nuth had been on holiday in New Zealand from the UK when they spotted a 'Daisy' car parked on a driveway. Paul was intrigued and immediately grasped the business concept; this motivated him to talk to Jack and Melanie in order to push the business forwards in the UK and offer the opportunity on a much wider scale.

Following its UK launch in early 2015, Driving Miss Daisy was established in six counties in just six months and has continued to grow rapidly.





"We're family when family can't be there."



"Driving Miss Daisy keeps me independent. I like to go shopping and to the hairdressers, and they took me and my friend to meet my sister and brother-in-law." **Betty**

Vision

To be a household name, positively impacting across the nation, by offering our clients independence, security and brightening up their day.

Mission

We provide a professional, safe friendly and reliable service, ensuring independence and peace of mind for our clients and their families.

Values

Integrity - To be open, honest and trustworthy, acting with the upmost integrity at all times.

Empathy - To provide a caring, considerate and respectful environment, compassionate to all.

Professionalism - To be reliable, smart, accurate and appealing in every way.

Safety - The care and safety of everyone will be paramount around everything we do.

Fun - To brighten up the day, by always incorporating laughter, cheerfulness, enthusiasm and positivity.

0333 014 6211 info@drivingmissdaisyuk.co.uk www.drivingmissdaisyuk.co.uk



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