



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Pwyllgor Trwyddedu Cyffredinol

Lleoliad: Siambr y Cyngor, Neuadd y Ddinas, Abertawe

Dyddiad: Dydd Gwener, 13 Mawrth 2020

Amser: 10.00 am

Cadeirydd: Y Cyngorydd Penny Matthews

Aelodaeth:

Cynghorwyr: C Anderson, J P Curtice, N J Davies, P Downing, S J Gallagher, P Lloyd, H M Morris, C L Philpott, B J Rowlands, L G Thomas a/ac L V Walton

Agenda

Rhif y Dudalen.

- | | | |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1 | Ymddiheuriadau am absenoldeb. | |
| 2 | Derbyn datgeliadau o fuddiannau personol a rhagfarnol. | |
| 3 | Cofnodion:
Cymeradwyo a llofnodi cofnodion y cyfarfod(ydd) blaenorol fel cofnod cywir | 1 - 3 |
| 4 | Gwahardd y cyhoedd. | 4 - 7 |
| 5 | Deddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976 - Cais yn Brifathro i Drwyddedu Cerbyd Hurio Preifat - Driving Miss Daisy Ltd. | 8 - 41 |
| 6 | Deddf Cyfrifoldebau Heddluoedd Tref 1847 - Deddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976 - Cais am Drwydded Cerbyd Hacni a Gyrrwr Hurio Preifat - JAG. | 42 - 56 |
| 7 | Deddf Cyfrifoldebau Heddluoedd Tref 1847 - Deddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976 - Cais am Drwydded Yrru Gyfyngedig ar gyfer Cerbyd Hacni a Hurio Preifat - SLLD. | 57 - 62 |
| 8 | Deddf Cyfrifoldebau Heddluoedd Tref 1847 - Deddf Llywodraeth Leol (Darpariaethau Amrywiol) 1976 - Trwydded Cerbyd Hacni a Gyrrwr Hurio Preifat - SLP. | 63 - 71 |
| 9 | Deddf Cyfrifoldebau Heddluoedd Tref 1847 - Deddf Llywodraeth | 72 - 78 |

**Leol (Darpariaethau Amrywiol) 1976 - Cais i Adnewyddu Trwydded
Cerbyd Hacni - SAT.**

Cyfarfod nesaf: Dydd Gwener, 17 Ebrill 2020 ar 10.00 am

Huw Evans

**Huw Evans
Pennaeth Gwasanaethau Democrataidd
Dydd Iau, 5 Mawrth 2020**

Cyswllt: Gwasanaethau Democrataidd - Ffon: (01792) 636923

Agenda Item 3



City and County of Swansea

Minutes of the **General Licensing Committee**

Council Chamber - Guildhall, Swansea

Friday, 14 February 2020 at 10.00 am

Present: Councillor P M Matthews (Chair) Presided

Councillor(s)

C Anderson
P Downing
H M Morris

Councillor(s)

J P Curtice
S J Gallagher
C L Philpott

Councillor(s)

N J Davies
P Lloyd
L G Thomas

Officer(s)

Lyndsay Thomas
Yvonne Lewis
Richard Jenkins
Samantha Woon
Lisa Elias

Principal Lawyer
Team Leader, Licensing
Licensing Officer
Democratic Services Officer
Senior Licensing Assistant

Apologies for Absence

Councillor(s): B J Rowlands and L V Walton

55 Disclosures of Personal and Prejudicial Interest.

In accordance with the Code of Conduct adopted by the City and County of Swansea, no interests were declared.

56 Minutes:

Resolved that the Minutes of the General Licensing Committee held on 10 January, 2020, be agreed as a correct record.

57 Exclusion of the Public.

The Committee was requested to exclude the public from the meeting during the consideration of the items of business identified in the recommendations to the report on the grounds that it involved the likely disclosure of exempt information as set out in the exclusion paragraph of 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information)(Variation)(Wales) Order 2007, relevant to the item of business as set out in the report.

The Committee considered the Public Interest Test in deciding to exclude the public from the meeting for the items of business where the Public Interest Test was relevant, as set out in the report.

Resolved that the public be excluded for the following items of business.

(Closed Session)

58 Town Police Clauses Act 1847 and Local Government (Miscellaneous Provisions) Act 1976 - Application for the Grant of a Hackney Carriage and Private Hire Driver's Licence - MSR.

The Team Leader, Licensing, detailed the background in respect of MSR.

MSR, accompanied by Mr W, Solicitor, explained the circumstances relating to the incident, made suggestions as to why MSR was now safe and suitable to hold a hackney carriage and private hire driver's licence and answered Members' questions.

Resolved that MSR's application for the Grant of a Hackney Carriage and Private Hire Driver's Licence be **Refused** as the MSR had not satisfied the members he was a fit and proper person to hold a licence.

59 Town Police Clauses Act 1847 and Local Government (Miscellaneous Provisions) Act 1976 - Application for the Grant of a Hackney Carriage and Private Hire Driver's Licence - MAA.

The Team Leader, Licensing, detailed the background in respect of MAA.

MAA explained the circumstances relating to the application and answered Members' questions.

Resolved that MAA's application for the Grant of a Hackney Carriage and Private Hire Driver's Licence be **Granted** until 25/06/2020.

60 Town Police Clauses Act 1847 and Local Government (Miscellaneous Provisions) Act 1976 - Hackney Carriage and Private Hire Driver's Licence - Hackney Carriage Vehicle Licence - MHIF.

The Team Leader, Licensing, detailed the background in respect of MHIF.

MHIF, accompanied by Mr S, Solicitor and Mr F, explained the circumstances relating to the offense and answered Members' questions.

Resolved that:

- 1) MHIF's Hackney Carriage and Private Hire Driver's Licence be **Revoked** as the MHIF did not satisfy the Members he was safe and suitable to retain the licence.
- 2) No action would be taken in respect of MHIF's Vehicle Licence.

61 Immediate Action Update/Results of Appeals.

The Immediate Action Update/Results of Appeals was **noted**.

The meeting ended at 1.00 pm

Chair

Agenda Item 4



Report of the Chief Legal Officer

General Licensing Committee – 13 March 2020

Exclusion of the Public

Purpose:	To consider whether the Public should be excluded from the following items of business.	
Policy Framework:	None.	
Consultation:	Legal.	
Recommendation(s):	It is recommended that:	
1)	The public be excluded from the meeting during consideration of the following item(s) of business on the grounds that it / they involve(s) the likely disclosure of exempt information as set out in the Paragraphs listed below of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007 subject to the Public Interest Test (where appropriate) being applied.	
	Item No's.	Relevant Paragraphs in Schedule 12A
	6, 7, 8, & 9	12 & 13
Report Author:	Democratic Services	
Finance Officer:	Not Applicable	
Legal Officer:	Tracey Meredith – Chief Legal Officer (Monitoring Officer)	

1. Introduction

- 1.1 Section 100A (4) of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007, allows a Principal Council to pass a resolution excluding the public from a meeting during an item of business.
- 1.2 Such a resolution is dependant on whether it is likely, in view of the nature of the business to be transacted or the nature of the proceedings that if members of the public were present during that item there would be disclosure to them of exempt information, as defined in section 100I of the Local Government Act 1972.

2. Exclusion of the Public / Public Interest Test

- 2.1 In order to comply with the above mentioned legislation, Cabinet will be requested to exclude the public from the meeting during consideration of the item(s) of business identified in the recommendation(s) to the report on the

grounds that it / they involve(s) the likely disclosure of exempt information as set out in the Exclusion Paragraphs of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007.

- 2.2 Information which falls within paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended is exempt information if and so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
- 2.3 The specific Exclusion Paragraphs and the Public Interest Tests to be applied are listed in **Appendix A**.
- 2.4 Where paragraph 16 of the Schedule 12A applies there is no public interest test. Councillors are able to consider whether they wish to waive their legal privilege in the information, however, given that this may place the Council in a position of risk, it is not something that should be done as a matter of routine.

3. Financial Implications

- 3.1 There are no financial implications associated with this report.

4. Legal Implications

- 4.1 The legislative provisions are set out in the report.
- 4.2 Councillors must consider with regard to each item of business set out in paragraph 2 of this report the following matters:
 - 4.2.1 Whether in relation to that item of business the information is capable of being exempt information, because it falls into one of the paragraphs set out in Schedule 12A of the Local Government Act 1972 as amended and reproduced in Appendix A to this report.
 - 4.2.2 If the information does fall within one or more of paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended, the public interest test as set out in paragraph 2.2 of this report.
 - 4.2.3 If the information falls within paragraph 16 of Schedule 12A of the Local Government Act 1972 in considering whether to exclude the public members are not required to apply the public interest test but must consider whether they wish to waive their privilege in relation to that item for any reason.

Background Papers: None.

Appendices: Appendix A – Public Interest Test.

Public Interest Test

No.	Relevant Paragraphs in Schedule 12A
12	Information relating to a particular individual.
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 12 should apply. Their view on the public interest test was that to make this information public would disclose personal data relating to an individual in contravention of the principles of the Data Protection Act. Because of this and since there did not appear to be an overwhelming public interest in requiring the disclosure of personal data they felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
13	Information which is likely to reveal the identity of an individual.
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 13 should apply. Their view on the public interest test was that the individual involved was entitled to privacy and that there was no overriding public interest which required the disclosure of the individual's identity. On that basis they felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
14	Information relating to the financial or business affairs of any particular person (including the authority holding that information).
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 14 should apply. Their view on the public interest test was that:</p> <ul style="list-style-type: none"> a) Whilst they were mindful of the need to ensure the transparency and accountability of public authority for decisions taken by them in relation to the spending of public money, the right of a third party to the privacy of their financial / business affairs outweighed the need for that information to be made public; or b) Disclosure of the information would give an unfair advantage to tenderers for commercial contracts. <p>This information is not affected by any other statutory provision which requires the information to be publicly registered.</p> <p>On that basis they felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>

No.	Relevant Paragraphs in Schedule 12A
15	<p>Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.</p>
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 15 should apply. Their view on the public interest test was that whilst they are mindful of the need to ensure that transparency and accountability of public authority for decisions taken by them they were satisfied that in this case disclosure of the information would prejudice the discussion in relation to labour relations to the disadvantage of the authority and inhabitants of its area. On that basis they felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
16	<p>Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.</p>
	<p>No public interest test.</p>
17	<p>Information which reveals that the authority proposes:</p> <p>(a) To give under any enactment a notice under or by virtue of which requirements are imposed on a person; or</p> <p>(b) To make an order or direction under any enactment.</p>
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 17 should apply. Their view on the public interest test was that the authority's statutory powers could be rendered ineffective or less effective were there to be advanced knowledge of its intention/the proper exercise of the Council's statutory power could be prejudiced by the public discussion or speculation on the matter to the detriment of the authority and the inhabitants of its area. On that basis they felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>
18	<p>Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime</p>
	<p>The Proper Officer (Monitoring Officer) has determined in preparing this report that paragraph 18 should apply. Their view on the public interest test was that the authority's statutory powers could be rendered ineffective or less effective were there to be advanced knowledge of its intention/the proper exercise of the Council's statutory power could be prejudiced by public discussion or speculation on the matter to the detriment of the authority and the inhabitants of its area. On that basis they felt that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider this factor when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.</p>



Cyngor **Abertawe**
Swansea Council

**Report of the Licensing and
Food & Safety Manager
General Licensing Committee
13th March 2020**

Local Government (Miscellaneous Provisions) Act 1976 – Request in Principal to Licence a Private Hire Vehicle – Driving Miss Daisy Ltd

1.0 Request

- 1.1 Driving Miss Daisy is promoted as a companion and driving service. A brochure detailing the company operation is attached at **Appendix A** to this report.
- 1.2 A request in principal has been received from Miss Cherry Simmonds, Director of Operations, Driving Miss Daisy Ltd, to licence blue rear wheelchair accessible vehicles as private hire vehicles in Swansea.
- 1.3 It is proposed that the vehicles would also display a white daisy on the front bonnet, a white daisy on each front door, below the windows, details of the company and telephone number on both rear doors below the windows, white daisies on each rear panel and white daisies and signage on the rear of the vehicle.
- 1.4 The proposed vehicles and signage will therefore not comply with the Council's existing licensing criteria in respect of the colour and the guidelines for advertising.

2.0. Legislation Relating To The Licensing Of Private hire Vehicles

- 2.1 The powers relating to the licensing of private hire vehicles are contained in Section 48 of the Local Government (Miscellaneous Provisions) Act 1976:

Licensing of private hire vehicles

48 (1) Subject to the provisions of this part of this Act, a district council may on the receipt of an application from the proprietor of any vehicle for the grant in respect of such vehicle of a licence to use the vehicles as a private hire vehicle, grant in respect thereof a vehicle licence:

Provided that a district council shall not grant such a licence unless they are satisfied –

- (a) that the vehicle is –
 - (i) suitable in type, size and design for use as a private hire vehicle;
 - (ii) not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage;
 - (iii) in a suitable mechanical condition;
 - (iv) safe; and
 - (v) comfortable

that there is in force in relation to the use of the vehicle a policy of insurance or such security as complies with the requirements of Part VI of the Road Traffic Act 1988, and shall not refuse such a licence for the purpose of limiting the number of vehicles in respect of which such licences are granted by the council.

- (2) A district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary including, without prejudice to the generality of the foregoing provisions of this sub-section, conditions requiring or prohibiting the display of signs on or from the vehicle to which the licence relates’.
- (3) In every vehicle licence granted under this section there shall be specified—
 - (a) the name and address of—
 - (i) the applicant; and
 - (ii) every other person who is a proprietor of the private hire vehicle in respect of which the licence is granted, or who is concerned, either solely or in partnership with any other person, in the keeping, employing or letting on hire of the private hire vehicle;

- (b) the number of the licence which shall correspond with the number to be painted or marked on the plate or disc to be exhibited on the private hire vehicle in accordance with subsection (6) of this section;
 - (c) the conditions attached to the grant of the licence; and
 - (d) Such other particulars as the district council consider reasonably necessary.
- (4) Every licence granted under this section shall -
- (a) be signed by an authorised officer of the council which granted it;
 - (b) relate to not more than one private hire vehicle; and
 - (c) remain in force for such period not being longer than one year as the district council may specify in the licence.
- (5) Where a district council grant under this section a vehicle licence in respect of a private hire vehicle they shall issue a plate or disc identifying that vehicle as a private hire vehicle in respect of which a vehicle licence has been granted.
- (6) (a) Subject to the provisions of this Part of this Act, no person shall use or permit to be used in a controlled district as a private hire vehicle in respect of which a licence has been granted under this section unless the plate or disc issued in accordance with subsection (5) of this section is exhibited on the vehicle in such manner as the district council shall prescribe by condition attached to the grant of the licence.
- (b) If any person without reasonable excuse contravenes the provisions of this subsection he shall be guilty of an offence.
- (7) Any person aggrieved by the refusal of a district council to grant a vehicle licence under this section, or by any conditions specified in such a licence, may appeal to a magistrates' court.

2.2 It is evident from section 48 above that the Council are not under a duty to issue a licence once an application has been made, they have discretion. Section 48(1)(a) and (b) also includes specific situations where a council must not grant a licence.

3.0 Existing Private Hire Vehicle Conditions/Criteria

- 3.1 The Council has developed a highly visible, readily identifiable fleet, which caters for all elements of the community and in relation to private hire vehicles the following conditions are relevant to this request:

Condition 9. *All vehicles must be coloured white;*

Condition 25. *Vehicle plates and stickers must be securely fixed to the vehicle. The vehicle plate is to be fixed to the bumper bar or boot lid/rear door between centre line and the offside of the vehicle. Stickers must be affixed to the front near and offside doors of the vehicle. The plate and stickers must be kept clearly visible at all times. The vehicle plate must be returned to the Council on expiry of the licence.*

Condition 27. *All private hire vehicles must display signs, stating the company name and telephone number, and they must be securely fixed to the vehicle adjacent to the door stickers displaying the licence number of the vehicle.*

- h. Any advertisement approved shall be placed on the back passenger doors only, below the windows. All "identification signs" displaying the company details, must be displayed on the front door of the vehicle only, below the window and must not obscure the sign displaying the licence number of the vehicle. Any company logo, advertising the Operator's or Proprietor's own taxi or private hire business, which has been approved in accordance with the guidelines may be displayed on the front bonnet, rear of the vehicle and/or the back passenger doors only."*

4.0 Issues for Consideration/concerns

- 4.1 Officers have discussed and explained with a representative of Driving for Miss Daisy, that the Authority has a well established colour policy for both hackney carriage and private hire vehicles.

A proposal was suggested by officers, that the company comply with the existing private hire vehicle colour of white;

- to display their logo of a white daisy on a blue background on the front bonnet;
- to place the Council's licence door decal on each front door;
- to display the details of the company and telephone number on a blue background on both rear doors below the windows; and

- to place a white daisy on a blue background on the rear of the vehicle alongside the company logo/details.

This proposal was declined by the company for consideration.

- 4.2 The proposal is that the use of the vehicles will not be restricted but a full private hire service, open to all members of the public.
- 4.3 As Members are aware, the Council currently requires that all hackney carriages are black and private hire vehicles are white. This colour requirement is unique to Swansea Council and has been in place for hackney carriages since before Local Government Reorganisation (LGR) in 1996 and since 1998 in respect of private hire vehicles.
- 4.4 These requirements were originally brought in as a measure to ensure public safety so that the public can readily identify that such vehicles are licensed and therefore safe to use.
- 4.5 The existing colour policy is also supported by both the hackney carriage and private hire trades in Swansea.
- 4.6 The existing colour policy is now well established and is of assistance to officers of South Wales Police and Licensing Officers of the council for enforcement purposes.
- 4.7 The existing colour policy is frequently promoted for the benefit of schools, colleges, University and the general public by way of literature and local radio.
- 4.8 Officers consider that the introduction of a blue coloured vehicle for use as a private hire vehicle will potentially undermine and be detrimental to the existing, well established colour requirements that were introduced as a public safety measure and accepted by the trade.
- 4.9 Members may wish to note that a request 'in principal' does not carry a right to appeal under section 48 or section 52 of the Local Government (Miscellaneous Provisions) Act 1976.

5.0 Recommendation

5.1 It is recommended that Members after careful consideration of the report and hearing from representatives of Driving Miss Daisy:

- Approve the request in principal and exempt the applications from Driving Miss Daisy from Condition number 9 by permitting the vehicles to be blue in colour exhibiting white daisies. Or
- Refuse the request in principal, giving full reasons for this decision.

The Licensing Committee's instructions are requested.

Background Papers:	Licence Application
Contact Officer:	Kath Thomas
Extension:	5600
Legal Contact:	Craig Davies

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We provide a caring, safe and reliable companion and driving service. Our point of difference from other transportation providers is the companionship you get with each and every journey. For example, if required, we will attend doctor's appointments with you and transmit relevant information back to family members, assist with shopping, or ensure children safely attend sports practices or music lessons. Special requirements are catered for including assistance with a walker or wheelchair.

OUR VALUES:

We believe any company should have strong values that drive its business. In our case we believe in the following:



Integrity: To be open, honest and trustworthy, acting with the utmost 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.

REASONS TO USE DRIVING MISS DAISY:

1. INDEPENDENCE – No longer will you need to rely on friends and family to take you out and about! Your companion driver can take you wherever you need to go – medical appointments, shopping, visiting friends, transporting your children to school or after-school activities if you're working, the airport, or even simply a scenic drive!

2. SAFE & SECURE – We know how important it is to feel safe and secure so all Driving Miss Daisy companion drivers are Police Checked (DBS, PVG or similar) and hold current first aid certificates, dementia friends, moving and handling positively certificates, to maximise your peace of mind.

3. RELIABLE – We are a pre-booked service. We understand your needs and will provide you with a reliable and trustworthy service. We will confirm the pickup time and guarantee we'll be on time or will always ring if we happen to be delayed. Our cars are maintained to the highest standards and are very reliable.

4. FRIENDLY & PERSONAL – Our drivers chose this business because they enjoy being around people and our regular customers feel reassured knowing exactly who will be driving them. Many times we hear comments such as, "it's like driving with a friend".

5. COST EFFECTIVE FOR A SUPERIOR SERVICE - We are very competitively priced and will pre-quote so you always know ahead of time exactly what the price will be.

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USE DRIVING MISS DAISY FOR:

- Keeping your independence
- Getting to and from air or sea ports for your much needed holiday
- Arranging and taking you to a number of appointments such as medical, hairdressers, social clubs
- Organising day trips to visit places you really want to see
- Assisting with social engagements with friends or a theatre trip perhaps
- Supporting you taking your pets to the vets
- Driving you to weddings, receptions, and funerals
- Booking short breaks with a companion to support you
- Safe and reliable journeys taking your children to and from their after-school activities
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WE'RE FAMILY WHEN FAMILY CAN'T BE THERE



Driving Miss Daisy changes lives by allowing people to live the life they choose, the best way they can. Our service enables people to stay mobile and independent and we are a trusted companion service to children and adults alike. We are often described as being family when family can't be there.

Read some of our heart-warming stories.

"I can't recommend Driving Miss Daisy highly enough. My parents are elderly and my Mum walks with difficulty and a lot of pain. Because of this, at my Son's wedding last week we needed a rolator, crutches and a wheel chair. Joanne didn't bat an eyelid. Everything went in the back of the car with ease. My parents were delivered on time and picked up on time. They were made to feel really comfortable. Joanne is a lovely, calm, thoughtful, smiley lady. For my parents to be happy to use her again is praise indeed. It takes a lot for my Mum to feel at ease

nowadays – and I felt very confident leaving Mum in Joanne's care. Thank you Joanne."

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Bob was ever so grateful to be able to attend his Grandson's wedding. It has been very difficult to get about as he has been in a rehabilitation centre for a month and only just got home the week before the wedding. He has no feeling in his right leg and very little control over it, and he has to use a walker and lots of hands on help to get out of the house and into his wheelchair. In his words "I don't know what we'd have done without you (Esther)". It was a lovely day for them and I enjoyed it too!

A big thank you to Charlie, Driving Miss Daisy Exeter, for taking me on a lovely little trip out to a garden centre. I need to have things done a certain way, and he was more than obliging. Terrific service, thank you!"

Contact made through a networking event led to a rare outing for husband and wife. Husband lives in a nursing home and lives with dementia, whilst the wife still lives at home, albeit with mobility issues, requiring a mobility scooter.

The wife wanted to take her husband for an outing outside of the normal routine of the home, so we collected her from home, then him from the nursing home and took them to Whitehall Garden Centre for lunch and a browse. They enjoyed their trip so much and when I spoke to Mrs L that evening she was just gushing about what a fantastic day she had had, to spend time with her husband away from the home. She was thrilled that he was able to put his hands through a waterfall, smell candles, touch and smell the plants and how he enjoyed his lunch of fishcakes. "It is wonderful to have such a caring, professional service available to me. Today couldn't have happened without Driving Miss Daisy". They had not been out together in over a year and she is now busy planning her next outing.



I (Elaine, Client Services Centre) have just taken a lovely call from a lady. She called to say "Thank You". You took her to the hearing aid clinic and when you arrived it was pouring with rain, but you got an umbrella out to make sure she stayed dry, and stayed with her while she waited to be seen. Then you took her home again and made sure she got back indoors safe and sound. She said it was a pleasure to meet you and will be giving your number out to people at her club and other places she visits.

Well what an eventful day today has been , firstly picking the ladies up from their cruise at Southampton Docks , England this morning and then home in time to take two more lovely ladies to a special wedding at the Fox Inn Stourton.

This is how one of our Daisies describes their 'job':

"People ask so what do you do as a daisy, transporting and providing a companion service doesn't quite cut it

There's an Evening Gazette bought for the lady who doesn't always remember on her way home

There's the slice of cake that is a known favourite of one customer that gets delivered if Daisy has passed Cherry Hill Nurseries.....

There's the text to make sure a lady is coping post op.....

Talking to one lady about her dementia. Listening. Understanding. Hearing her. Hearing fears and dreams, hearing her determination to live, live, live

Settling someone back in their home, slippers on, kettle on - winner.....

Knowing you've made a difference when someone you've met is leaving their home for the first time in over a year because you can provide the service they need.....

Families trusting you with their loved ones, knowing you'll go the extra mile.....

Being part of so many lives, being a confidant, an advisor, a listener without even realising it.

My 'work' makes me smile. I am making a difference."

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RATES

Our pricing is very competitive – you'll be surprised at how cost-effective our service is!

Our rates are based on time and are quoted for each individual journey. As quotes are priced by the Franchisee in each area, there may be variations from region to region.

Please call us for a quote or more details.

We look forward to hearing from you!



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**Driving
Miss Daisy®**

We're There For You

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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.

All Driving Miss Daisy Franchise Owners and companion drivers are fully qualified to drive passengers and have met the same rigorous Driving Miss Daisy safety criteria. All drivers hold a private hire license and have been police checked (DBS, PVG or similar) and all vehicles are fully licensed and licensed with the relevant authority.

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



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A number of years ago, Melanie Harper started driving her Aunt Trish to appointments in Havelock North, New Zealand. Trish no longer drove herself and she enjoyed the companionship of Melanie driving her to her appointments. In 2008 Melanie and her husband Jack started thinking about providing the service on a broader scale across New Zealand and developed a business system which they named Driving Miss Daisy.

After extensive research they registered Driving Miss Daisy NZ Ltd and trademarked the brand in New Zealand, Australia, the UK and Europe. The business was officially launched on 5th May 2009 and they now have in excess of 75 franchises successfully operating across New Zealand.

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Simultaneously to this, they incorporated DMD International and in 2014 they launched Driving Miss Daisy UK with Driving Miss Daisy Australia starting soon.

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There are now numerous franchises across the UK offering this unique and wonderful service to a rapidly growing number of people in a broad range of communities.



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Many of our vehicles have been converted to our own stringent specifications enabling wheelchair accessibility. All of our cars are safe, secure and spacious, with room to fit a folded wheelchair, walker or folding mobility scooter in the boot of the car. The interior is clean and comfortable with good, wide access to the seats, which are of an optimum height to allow easy manoeuvring in and out of the vehicle – as well as having the added bonus of extra assistance from your friendly driver if you require.

Ideal for transporting children and small pets as well as adults, our Daisy cars are ideally suited to transporting you in comfort and style.

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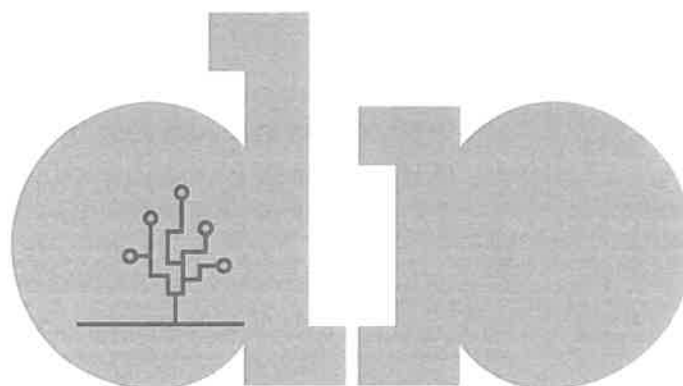
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TRAVEL PARTNERSHIPS



dementia adventure®

Dementia Adventure are a registered charity dedicated to supporting people with dementia to get outdoors, connect with nature, themselves and their community, and retain a sense of adventure in their lives.

By raising funds we can significantly reduce the cost of our fully supported dementia holidays and could make a holiday possible for somebody who might otherwise not be able to afford to take a break. We can also provide free dementia training for family carers and do research into the benefits of outdoor activity.

Through our training and consultancy services we work with other organisations to help equip them with the evidence, skills and confidence to give people greater choices and live better with dementia.

Our work is grounded in research and we collaborate with academic institutions and the public sector to advance and contribute to the growing evidence-base for being physically active with nature and the benefits it brings to people living with dementia.

By focusing on what people can do, rather than what they can't, we support them to get outdoors, connect with nature, themselves and their community. Since 2009 we have trained thousands of individuals and organised many supported dementia holidays—making a huge difference to people with dementia and their carers.

Web: www.dementiaadventure.co.uk

Phone: [01245 237 548](tel:01245237548)



As the award-winning accessible holiday specialists, Enable Holidays will create the perfect holiday for you... all tailor-made to your specific needs.

Whether you're looking for an overseas beach holiday, a disabled-friendly cultural city break or an accessible adventure in an exotic destination, you can leave all the planning to the experts at Enable Holidays.

The 'Enablers' arrange everything from airport assistance and adapted transfers to guaranteed adapted rooms in accessible hotels, apartments and villas. Even special accessible excursions.

Each holiday and accommodation is personally checked by Enable before adding it to the collection. So, you can always be confident of getting exactly what you pay for when choosing Enable Holidays – the leading accessible travel company.

Web: www.enableholidays.com

Phone: [0871 222 4939](tel:08712224939)



Disabled Cruise Club
explore with ease...



The Disabled Cruise Club is the UK's leading travel agency specialising in accessible cruise holidays.

We offer an amazing range of disabled-friendly cruises to wonderful destinations around the world – from the Mediterranean and the Norwegian Fjords, to the Caribbean, Canary Islands and even worldwide adventures!

As disabled cruise specialists, our agents have great knowledge of accessibility onboard and in-depth information on ports and locations which are suitable for wheelchair users.

We frequently check availability of accessible cabins on numerous sailings from all cruise lines, giving us the best insight into availability of sailings all over the world.

Our staff undergo frequent training, including cruise ship visits, to ensure we are up to date with the latest ships and facilities.

When booking a holiday with us, we guarantee all the adaptations we've discussed with you in writing, giving you peace of mind that your holiday is going to be suitable for your requirements.

Book with us for:

- Guaranteed adapted cabins – with wheelchair access, wheel-in showers, pull-down shower seats, grab rails, accessible sinks and more
- Financial protection – 100% financial protection, with flights protected by ATOL
- Exclusive sailings – we have pre-booked adapted cabins
- Cruise line promotions – we will check all the cruise lines to get you the best deal for your chosen destination
- Parking – we can arrange parking at the port
- Help and advice on accessible port excursions
- Monthly newsletter – full of cruise news, offers and promotions

Web: www.disabledcruiseclub.com

Phone: [0161 804 9898](tel:01618049898)

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limitless
travel



Driving
Miss Daisy®

We're There For You

Limitless Travel is your award winning accessible holiday and tour operator, providing friendly, supported and assisted holidays for anyone living with a disability or reduced mobility. Founded by Angus Drummond, who was diagnosed with Muscular Dystrophy in his early twenties, we are an organisation run by people with disabilities, for people with disabilities.

All our hotels, destinations and coaches are hand-picked and audited by our team, so you can feel confident our friendly, specialist travel advisors can book the perfect holiday to suit your needs. Be it a cultural break in Amsterdam, a beach holiday in Spain or a luxury coach trip in the UK – our team will do the hard work, so you don't have to.

Web: www.limitlesstravel.org

Phone: [0800 069 8060](tel:08000698060)

DisabledHolidays.com
— travel without limits —

The accessibility you need at prices you'll love...

DisabledHolidays.com is the UK's largest disability specialist travel agency, passionately committed to providing accessible holidays that exceed the needs and wishes of our disabled customers.

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With the largest choice of accessible holidays in the UK and abroad plus cruise, we have something for everyone. Our website will enable you to find wheelchair friendly holidays and accommodation for people with limited mobility or even pet friendly properties for people with hearing or visual impairments. We also take great care in arranging holidays for people with terminal illnesses understanding the privilege and weight of responsibility that comes with providing this service to the highest standard.



Accessible accommodation is **guaranteed** and with flights, adapted transfers, equipment hire and more, book with DisabledHolidays.com to truly travel without limits!

Web: www.disabledholidays.com

Phone: 0161 804 9898



MindforYou are a leading alternative to traditional respite for people living with dementia and their carers. We

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believe a diagnosis of dementia shouldn't mean holidays become a thing of the past. On our 5 day supported holidays, we encourage both of you to have new experiences, create new memories and spend quality time together.



MindforYou offer 13 destinations all over England, Scotland and Wales, staying in luxurious, dementia friendly holiday homes. With experienced, compassionate staff on hand to provide you with tailored support from 9am-9pm and remove the daily chores, allowing you time to enjoy each others company without a single thing to worry about!

Everything on our holidays is personalised to you, from your travel, to meals, support and excursions. We visit all guests prior to their holiday to understand their needs fully and allay any concerns. We think our visits are the main reason as to why 99% of our guests in 2018 rated us as very good/excellent when asked if their requirements were met whilst on a MindforYou Holiday.

Our guests report to us frequently of the benefits they receive from a MindforYou supported holiday. From the formation of fantastic new friendships with like minded people, creating support networks that last until way after the holiday. To increased self confidence amongst carers and carees, telling us how they have become more involved with their family and the community since returning back home, and even start trying new things. Finally better sleep and eating habits, some even telling us how they manage to sleep better than they do at home, and even reducing medication!

Web: www.mindforyou.co.uk



Mobility at Sea is the preferred supplier of mobility equipment from cruise ports in the South of England to a range of top cruise lines, including P&O, Cunard, Celebrity Cruises, Royal Caribbean, Fred. Olsen, Princess Cruises and more.



There will be no fuss as their experienced and professional team members will deliver your mobility equipment direct to your cabin if required, so it's ready and waiting when you board!

They can provide products to give you more independence whether that's a mobility scooter, powerchair, wheelchair, shower stool, bath lift, toilet raiser, or profiling bed. The website showcases many options but there are so many more solutions available.

Mobility at Sea also offer hires for UK holidays or if you are convalescing after an illness/ operation, but this will be subject to location. It could be that you need a portable mobility scooter for Marwell Zoo, a powerchair to check out the London sights, or a riser recliner for a hotel stay (please note that this is subject to a minimum hire period and T&C's apply).

Call the friendly team now to discuss how Mobility at Sea could make a difference enabling you to cruise, take a well-earned break or aid recovery by exceeding your expectations and assisting you in arranging any mobility equipment you require.

Web: www.mobilityatsea.co.uk

Phone: [0800 328 1699](tel:08003281699)



Sensory Traveller Holidays is an award winning inclusive tour operator, providing quality, bespoke accessible holidays and activities worldwide. Our signature 'Sensory Integration Holidays' provide a unique opportunity to experience inspirational activities that integrate elements from various types of expressive therapies (e.g., Dramatherapy, Music Therapy, Yoga, Mindfulness, Arts) that promote well-being and self-growth.

Our innovative service utilises the skills, experience and knowledge of a multidisciplinary team of experts (tourism and hospitality specialists, psychologists, therapists) to provide bespoke holidays and leisure activities at unique destinations. We customise all aspects of our clients' holidays (i.e., transportation, accommodation, meals and

activities) based on their preferences, requirements, aspirations and budget.

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The aim of our service is to offer meaningful holidays, to limit challenges associated with travelling transitions and to support our clients to explore the world without limits, creating unique memories.



**Driving
Miss Daisy**
We're There For You

Web: www.sensorytraveller.co.uk

Phone: [01522 857284](tel:01522857284)



We have been providing supported holidays for adults with learning disabilities for over 35 years.

We run holidays throughout the year, in the UK and across the globe to more exotic destinations. All our holidays are different, aiming to meet our holiday makers desires. From exciting adventure holidays to sightseeing, relaxing by the pool or beach, evening entertainment, learning about the local area and cultures and theatre outings.

On the holiday, the clients are involved in deciding the type and nature of the outings and activities they would like to do. There is something for everyone!

Our supporters are available to the holiday makers at all times and each individuals' needs are met to ensure they come away with lots of lovely memories and stories to tell.

For more information about us and our holidays please visit our website or call the office.

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Web: www.optionsholidays.co.uk

Phone: [01285 740 491](tel:01285740491)



Shearings Holidays is the UK's leading escorted tours operator, with over 115 years' experience of planning and providing holidays to over 200 destinations worldwide. Our diverse itineraries are expertly planned from start to finish and carefully curated with our customers in mind. Travel your way by Coach, Air, River and Self-drive.

What differentiates Shearings is the scope and diversity of our holidays, which cater to diverse tastes and budgets. We offer an unrivalled range of expertly planned itineraries throughout the year, with everything from 2-day weekend breaks to 24-day escorted tours.

Shearings also operates over 40 Hotels across the UK in Beautiful locations perfect for you next self-drive short break.

Every customer is important to us at Shearings Holidays. That's why we have Guest Services with friendly staff dedicated to make sure any additional requirements are met on holiday.

Web: www.shearings.com/

Call Guest Services on [01942 496507](tel:01942496507)

OTHER PARTNERSHIPS

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Access Care



**Driving
Miss Daisy®**

We're There For You

Do you have a family member that wants to remain living in their own home but would benefit from someone living in their house with them? Then our Live-in care service is the solution you are looking for. A viable alternative to a residential care home, live-in care is now a popular option for people across the UK who want to live in their own home, whilst receiving the care and support they need.

Our professional, yet friendly staff will help find a tailored solution for your family. We will listen to what you and your family would like and then we will find the perfect 'Live in Carer,' that's our promise to you.

We are here for:

- Emergency, urgent live-in care
- Short-term or Long-term
- Convalescent care
- Holiday cover & Holiday companionship

Access Care has been a Live-in care agency since 1994 (it's our 25th Birthday!) – we know what we are doing and we do it well. With plenty of Live-in Carers for you to choose from, and a team of 15 lovely ladies, all experts in their field here to help you at head office, we are small enough to retain our 'family feel' yet big enough to offer you exceptional customer service and attention to detail.

We know that arranging live-in care gives everyone in a family, true peace of mind, safe in the knowledge that parents and loved ones are being looked after; that they are comfortable, clean, warm and well-fed; that they are not lonely; they have a companion and friend with them who will enable them to laugh, to smile, and to make the most of every day.

Our Live-in care service enables continued involvement with the local community, friends, groups and other social activities. Live in Carers accompany their clients to appointments, church, family gatherings and even on holidays. A Live-in carer's role is to enable, support and help people to live the life they wish to live, where they wish to live, at home.

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Web: www.access-care.co.uk

Phone: [0800 980 3958](tel:08009803958)



www.agespace.org is "Mumsnet for the middle-aged", the one-stop online resource for anyone caring for or supporting elderly parents or relatives. We are the trusted guide on all matters later life and elderly care signposting to the best available resources and information.

Age Space is targeted at the millions of people aged over 45 who have a caring responsibility. We know how tough it can be to juggle a family, work, a busy life as well as looking after elderly parents. So we have tried to do some of the hard work for you. The website covers everything from care options to funding available for care, legal considerations such as Power of Attorney, along with lots of resources and support for those living with health conditions including Dementia. We also signpost and guide people to the fun things in life, from holidays and travel, to accessible resources such as Dementia-friendly film screenings.

Our busy forum is a great place to ask a question, or let off a bit of steam. We have expert content from a range of trusted sources, as well as personal blogs from people

already in the situation of caring for an elderly parent
 There is humour and frank conversations and
 straightforward, practical guidance. Age Space is building
 a nationwide network of local online hubs, providing local
 information and resources. Currently we are operating in
 Norfolk, Dorset, Sussex, Cheshire and Merseyside.



**Driving
Miss Daisy**
We're There For You

Listen to our podcasts at www.agespace.org/podcastor
 sign up for a newsletter, packed with useful information
 and resources. Follow us on twitter @agespace or find us
 on facebook as Age Space.

Agenda Item 6

By virtue of paragraph(s) 12, 13 of Schedule 12A
of the Local Government Act 1972
as amended by the Local Government (Access to
Information) (Variation) (Wales) Order 2007.

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Agenda Item 7

By virtue of paragraph(s) 12, 13 of Schedule 12A
of the Local Government Act 1972
as amended by the Local Government (Access to
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Agenda Item 8

By virtue of paragraph(s) 12, 13 of Schedule 12A
of the Local Government Act 1972
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Agenda Item 9

By virtue of paragraph(s) 12, 13 of Schedule 12A
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