



Rural Wheels

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Rural Wheels is a unique transport scheme for people in rural areas. It provides transport from home to your nearest town or Public Transport connection.

August 2023

It can be used for a variety of purposes such as:

- Attending doctor/dentist/opticians appointments
- Shopping
- Visiting people in hospital
- Visiting friends etc

Rural Wheels uses a smart card system that stores points to pay for your travel instead of cash, and a central booking system to plan your journeys. You must apply for your smart card before you can use Rural Wheels.

Transport is provided by operators who may have availability between other work for the council. Every effort will be made to provide transport, however, there may be occasions when this is not possible.

Eligibility

Anyone living in the designated area can join the scheme. See overleaf for maps of your area to determine whether you live in the eligible area. Every user aged 18 or over will need a smart card. Children and young people under 18 can only travel if accompanied by an adult.

How to join Rural Wheels

Please complete and return the attached application form to the Rural Wheels Service at the address shown overleaf, enclosing a cheque or postal order for £5 per adult, (payable to Westmorland and Furness Council).



You can also apply over the telephone by credit/debit card by calling **01228 226430**. Anyone under 18 wishing to travel should also be listed on the form.

Once your application has been received you will be issued with a Rural Wheels smart card. This is a credit card sized plastic card with an electronic chip that stores points to be used when you travel. One point is one penny so your £5 payment becomes 500 points.

How to pay for journeys

Transport will be charged at the subsidised rate of 45p (45points) per mile. You need to have your smart card with you when making your journey, as the driver will ask for it to deduct the necessary points. You will not need cash unless you intend to buy more points. Children under 5 travel for free. Children between 5 and 18 will be charged at the cost of 25 pence (25 points) per mile, which will be deducted from the adult's card. Passengers sharing transport will benefit from a reduced rate of 25p/mile. Passengers living more than 10 miles from their nearest town will be charged a maximum rate of £4.50 per single journey.



Are you eligible to join the Rural Wheels scheme?



How do I top up?

You can purchase in amounts of
£5, £10 or £20 at a time.



By car, with your transport provider.



By post. Send your Rural Wheels Card and cheque/postal order payable to cheque payable to **Westmorland and Furness Council**

The Rural Wheels Service,
Cumbria House,
107-117 Botchergate
Carlisle CA1 1RD

or **at the retailer outlets below:**

- Alston Local Links - **01434 382244**
- Appleby HUB (Fridays) - **017683 51640**
- Appleby Library - **01768 351170**
- Greystoke PO - **01768 483301**
- Kirkby Stephen Library - **01768 371775**
- Penrith Library - **01768 242100**
- Penrith Mobile Library - **01768 242100**

How to book your Rural Wheels journey

All journeys must be booked through the Planning Service which is available Monday to Friday, excluding bank holidays, 9.00am and 12 noon. Journeys can be booked up to two weeks in advance, and must not be booked later than 12 noon the day before you travel.

Transport is available Monday to Saturday between 8.30am and 6.00pm. You may use the service for up to two return journeys a week.

The planning service will ask you questions when you make your booking. The purpose of these are to:

- Determine if the journey request is eligible.
- Check if all or part of the journey could be made by public transport.
- Check if you have any other transport options.
- Arrange your journey and select the appropriate operator.

You may be asked to share transport and you may need to be flexible about the times you travel. You will be asked the following information:

- Your smart card identity number, which is found on the left hand corner of the card.
- The purpose of your journey.
- The number of passengers travelling.
- When and where you wish to go.
- Have you tried using the Voluntary Social Car Scheme or Public Transport?

If you require this information in another format (eg CD, audio cassette, braille or large type) or in another language, please telephone **01228 226430**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **01228 226430** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 **01228 226430**

Jeigu norėtumėte gauti šią informaciją savo kalba,
skambinkite telefonu **01228 226430**

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer **01228 226430**

Se quiser aceder a esta informação na sua língua,
telefone para o **01228 226430**

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 226430 numaralı telefonu arayınız

Contact details

Rural Wheels is funded by Westmorland and Furness Council. If you require any further information about Rural Wheels contact:

Tel: **01228 226430**
(local call rate)

Email: rural.wheels@westmorlandandfurness.gov.uk

[facebook.com/westmorlandandfurnesscouncil](https://www.facebook.com/westmorlandandfurnesscouncil)



Cheques or postal orders (£5 per person over 18) should be made payable to **Westmorland and Furness Council**. Post this application including £5 cheque/postal order to:

The Rural Wheels Service
Cumbria House
107-117 Botchergate
Carlisle
CA1 1RD

Application form

Number of applicants

Name(s) including title

Date(s) of birth

Address

Postcode

Telephone (including code)

Please list below any medical conditions or mobility problems you have, for example, if you are partially sighted or use walking aids etc.

Do you use a wheelchair Yes No

If yes, are you able to transfer to a seat? Yes No

If the wheelchair is powered, please provide make and model.

Emergency contact and telephone number