



Cumberland
Council



Rural Wheels

April 2024

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.

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 central booking system to plan and pay for your journeys. You must apply for your membership 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 membership. 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. Anyone under 18 wishing to travel should also be listed on the form. Once your application has been received and is accepted, you will be issued with a Welcome Pack and a Rural Wheels membership number to use when booking Journeys.

How to pay for journeys

Transport will be charged at the subsidised rate of 50 pence per mile. Once your journey has been confirmed by the operator, you will be contacted by the Booking Service to make payment over the phone via Debit/Credit card. Carers and Children under 5 travel for free. Children between 5 and 18 will be charged at the cost of 25 pence per mile. Passengers sharing transport will benefit from a reduced rate of 25p/mile.

Find out more at cumberland.gov.uk

How to book your Rural Wheels journey

All journeys must be booked through the Booking 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 Booking 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:

- For your Membership number, which is found on your Welcome letter.
- 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 norétumète 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 Cumberland Council. If you require any further information about Rural Wheels contact:

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

Email: rural.wheels@cumberland.gov.uk

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



Please post your completed application form to

**Rural Wheels Team
Cumberland Council
PO Box 415
Carlisle
CA1 9GU**

Application form

Number of applicants

Name(s) including title

Date(s) of birth

Address

Postcode

Telephone (including code)

Email

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

Date

Signature