

Rural Wheels, Village Wheels and Community Wheels

Rural Wheels

Rural Wheels provides door-to-door transport for people who do not have, or are unable to access scheduled transport.

The service can be used for a variety of purposes including:







- Making connections with buses or trains
- Doctor, Dentist or Optician appointments
- Visiting friends or family in hospital
- Shopping
- Visiting friends or family

It does not duplicate other County Council transport provision and therefore cannot be used for transport to day care, school, nursery or college and cannot be used for hospital appointments/treatment if Patient Transport is available. If you need transport to get you to your hospital appointment please check your eligibility for Patient Transport by contacting the Patient Transport Service run by North West Ambulance on 0800 032 3240.

Rural Wheels uses a 'Smartcard' to pay for travel and a central booking system to plan journeys. Passengers need to apply for the Smartcard before they are able to travel. The value of the Smartcard can be topped up with the transport provider or alternatively at local post offices, libraries and mobile libraries. Transport requests must be booked by telephone before noon the day before travelling and passengers may be asked to be flexible about their travel time and also to share transport which will be at a reduced fare.

To apply online please use the following link or alternatively download the application form from the table below. You can return your downloaded application by post or alternatively contact the Rural Wheels coordinator on 0845 602 3786 to apply over the telephone.






Rural Wheels Online Application [📄](#)

Title	Date	Size
 Rural Wheels Allerdale	29/08/2014	1635k
 Rural Wheels Barrow	29/08/2014	1276k
 Rural Wheels Carlisle	29/08/2014	1472k
 Rural Wheels Copeland	29/08/2014	1195k
 Rural Wheels Eden	29/08/2014	1432k
 Rural Wheels South Lakes	29/08/2014	1448k

Village Wheels

Provides a timetabled service for communities to their nearest town and uses the Rural Wheels membership scheme, planning service for booking and smartcard for payment.

To find out more about individual Village Wheels schemes please use the links below. As Village Wheels is not a registered bus service passengers are unable to use their concessionary NOWcards.

Title	Date	Size
 Village Wheels Broughton - Ulverston	27/05/2014	752k
 Village Wheels Buttermere - Cockermouth	27/06/2012	1026k
 Village Wheels Gleaston - Ulverston	19/12/2013	728k
 Village Wheels Grizebeck - Ulverston	27/05/2014	753k
 Village Wheels Levens - Milnthorpe	19/12/2013	321k

Community Wheels

Following the allocation of Government funding specifically to develop Community Transport services, 6 new accessible minibuses have been purchased by Cumbria County Council. These will enhance the fleet of Community Minibuses available countywide and their usage will be prioritised to provide regular transport, driven by volunteer drivers in areas where scheduled bus services are not sustainable.

A partnership approach will see the County Council and a local steering group, drawn from the local community working together to deliver the service; each partner has specific roles and responsibilities:

Cumbria County Council will.....

Provide the minibus asset and retain ownership of the vehicle.

Work with the community through the steering group to develop the service that meets evidenced need

Support the recruitment of volunteer drivers

Ensure volunteer drivers are Disclosure & Barring Service (DBS) checked (formerly Criminal Records Bureau CRB) and ensure volunteer drivers are trained to MIDAS standard and have full vehicle familiarisation.

Ensure that the community minibuses are legal, roadworthy and in the correct location. The day to day aspects of this will be delivered by Cumbria Community Transport on behalf of the County Council.

Monitor usage, and provide information to the steering group regarding cost of provision and income generated.

The "Community" will....

Form a steering group and take ownership of the service

Work with the County Council to develop, support and promote the service

Recruit a pool of volunteer drivers from their community to drive the minibus.

- Drivers need to be less than 76 years of age with a full driving license.
- If they passed their test after 1997 they will also need Category D1 on their license (funding available)
- Volunteer mileage expenses are covered at 45p per mile.

Passengers need to be registered with the Council's Rural Wheels service and should pre-book their seat on the transport. This is because of the Section 19 permit legislation under which community minibuses can operate and the need for users of the vehicle to be part of a "membership" scheme.

Passenger fares generated offset the County Council's running costs in providing the minibus. Fares are paid by Rural Wheels smartcard at a rate of 25p per mile. Concessionary NoWcards can't be used on "Community Wheels" services as they are not scheduled bus services.

The minibuses are also available for hire to "not-for-profit" groups through Cumbria Community Transport. This helps to generate additional income and enhance the service viability.

Lakes & Lyth Community Wheels

The first Community Wheels started on 18th September 2013 in the Lakes and Lyth area providing Wednesday morning transport into Kendal from Crook, Winster, Crosthwaite, Underbarrow and Brigsteer. For more information, please see the leaflet below.

Title	Date	Size
 Community Wheels Customer Leaflet	12/08/2014	1047k



Opportunities

Development Opportunities

If you would like to know more about Community Wheels and discuss how this could be a solution to some of your communities transport needs or if you are interested in volunteering as a minibus driver please contact the Integrated Transport Team on 07788 396194.

Transport Providers Opportunities

Are you a Private Hire or Hackney Carriage License holder? If you would like to know more about becoming a Rural Wheels operator, please contact the Rural Wheels Officer using the details below.

Name

The Rural Wheels Officer

Address

Community Transport
Parkhouse Building
Kingmoor Business Park
Carlisle
CA6 4SJ

Phone

0845 602 3786

Email

Community Transport

Voluntary Car Scheme



Minibuses & Section 19 Permits



Rural, Village & Community Wheels



Dial-A-Ride



Quick Links

- [Bus Timetables](#)
- [Journey Planner](#)
- [Budget & Buses](#)
- [Dial-A-Ride](#)
- [Passenger Transport Maps](#)
- [Go Cumbria Bus Timetable Guide](#)
- [Concessionary Travel - ENCTS](#)
- [Rail Services](#)
- [Ferry Services](#)
- [Voluntary Car Scheme](#)
- [Rural Wheels & Village Wheels](#)
- [Community Minibuses](#)
- [Information for Transport Operators](#)
- [Useful Links](#)
- [Contact Us !\[\]\(69baca079ef3ab6f03d58fd7e9f950f1_img.jpg\)](#)

Cheques or postal orders (£5 per person over 16) should be made payable to Cumbria County Council. Post this application including £5 cheque/postal order to:

The Rural Wheels Service
Cumbria County Council
Parkhouse Building
Baron Way
Kingmoor Business Park
Carlisle
CA6 4SJ

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.

Rural Wheels

Barrow

April 2014

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 16 or over will need a smart card. Children and young people under 16 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 Cumbria County Council).

You can also apply over the telephone by credit/debit card by calling **0845 6023786** or online at cumbria.gov.uk/ruralwheels

Anyone under 16 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 36p (36points) 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 16 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 £3.60 per single journey.



Contact details

Rural Wheels is funded by Cumbria County Council. If you require any further information about Rural Wheels contact:

Tel: **0845 6023786**
(local call rate)

Email: integrated.transport@cumbria.gov.uk

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

If you require this information in another format (eg CD, audio cassette, braille or large type) or in another language, please telephone **0845 602 3786**.

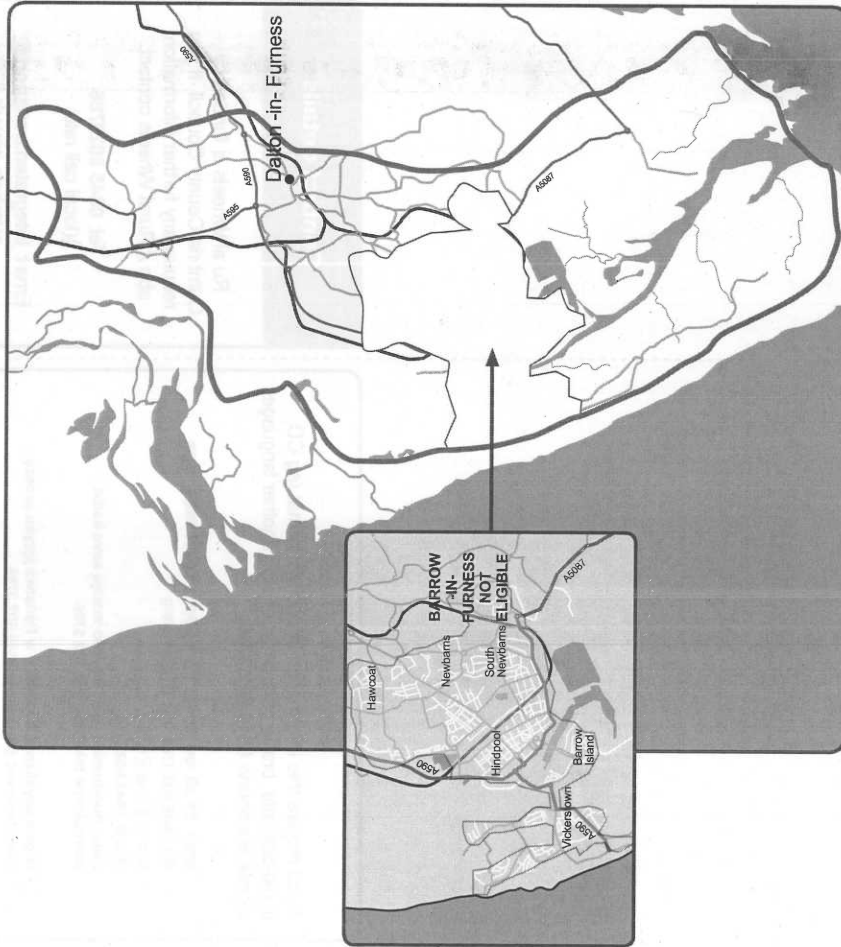
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如果您希望通过外语了解此信息,
请拨打 **0845 602 3786**

Jeigu norėtumėte gauti šią informaciją savo kalba,
skambinkite telefonu **0845 602 3786**

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer **0845 602 3786**

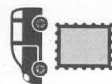
Se quiser aceder a esta informação na sua língua,
telefone para o **0845 602 3786**
Bu bilgilyi kendi dilinizde görmek istiyorsanız lütfen
0845 602 3786 numaralı telefonu arayınız

Are you eligible to join the Rural Wheels scheme?



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

How do I top up?



By car, with your transport provider.
By post. Send your Rural Wheels Card and cheque/postal order payable to Cumbria County Council to:

Rural Wheels, Environment, Integrated Transport Team, The Courts, Carlisle, CA3 8NA.

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 4.30pm. 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?



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