

Frequently Asked Questions



Can anyone apply? If you live in Shropshire, Telford & Wrekin and are in need of assistance getting to work, we would encourage you to apply. If you are looking for work, you are welcome to apply, but will only be offered a loan of equipment when you have the firm offer of a job. Applying is quick and easy and can be done directly online. If you wish, give us a call before applying and talk through your situation. We will always try and help applicants with travel advice or point them in the right direction if they are not eligible for our scheme. Before loaning a vehicle, we will always look into your situation in detail.

How much does it cost? You can apply and receive travel advice free of charge. If you are loaning a vehicle, you will need to pay a non-refundable start-up fee and monthly fees. Our rates are heavily subsidised to allow us to support clients experiencing financial hardship and to enable them to save for their own transport once they are in work. See our website for our charges.

How far can I travel on bicycle/electric bike/50cc scooter/125cc scooter? It depends! We look with you at your route, health, times of travel & long term plans when deciding which form of travel best meets your needs. Generally we do not suggest going further than 40 miles a day (20 miles each way) on a 50cc moped. We have had clients with health conditions travelling 4 miles a day on an electric bike and others riding 20 miles a day on a push bike. Electric bikes will go about 30 miles on a single charge, depending on the setting you use. It takes a few hours to fully charge a battery.

Can I have a 125cc scooter? Again it depends on your circumstances and the distance travelled. We try and loan what a client needs, this may not be their first choice. With 125cc scooters usually people need to be over 25 with road experience.

Do I have to pedal an electric bike? Yes, but the electric motor provides assistance so that pedalling is little or no effort. Our electric bikes have 4 settings– electrics off, economy, normal and sport. Most people will cycle on the 'normal' setting and use 'sport' for going uphill.

Can I have driving lessons? Unfortunately we cannot provide driving lessons. However, many of our clients use two-wheeled transport whilst taking driving lessons and saving for a car.

I have a car/moped but it has broken down. Can I get help to fix it? We do not usually provide assistance with the cost of repairing vehicles. However, we may be able to point you in the right direction, for example by referring you to a credit union or suggesting a small grant scheme. We do very occasionally help with repair costs when clients are referred by another agency (eg Jobcentre, County Training) that is aware of their situation and where there are no other options.

If you have any other questions, please call us on 01743 237885 or 01743 237883.