

ASSIST Service



The Assist Service, provided by Mansfield District Council, is a person-centred housing support service designed to help residents lead independent lives. It is particularly useful for those who may feel vulnerable due to ill health, age, disability, or isolation.

Anyone can use the Assist Service. There is a minimum contract term of 12 months.

The Assist Service offers two main tiers of support:

- **Standard Support** – A lifeline service – to provide emergency 24hr assistance to vulnerable tenants
- **Enhanced Support** - In addition to the standard lifeline, we can provide support tailored to an individual client's needs

Please note that the ASSIST Service does not provide personal care or medical assistance

Standard Service



Our standard service package includes a digital lifeline. This equipment aims to give vulnerable people reassurance and the confidence to live safely and independently in their own homes.

Once a call has been activated, our team will assess the situation and, where appropriate, we will contact your nominated emergency contacts or the emergency services, providing peace of mind you and your loved ones at the push of a button.

Also included in your plan:

- Yearly visits to check your equipment
- General help and guidance
- We will arrange an engineer to visit when you report any issues with your equipment.

This is chargeable at £6.37 per week.



Enhanced Service



Our Enhanced Service offers the benefits of the Lifeline plus additional support with tasks such as:

- Light meal preparation- limited to small meals such as toast, a sandwich, soup or microwaveable meals
- Collecting prescriptions
- Support to accessing local services, such as online shopping, hairdressers, gardeners, social groups etc
- Befriending
- Help with letters and forms
- Signposting to other agencies, both within Mansfield District Council and external partners
- Administrative support with bills
- Weekly visits
- Welfare checks (During office hours only)


This list is not exhaustive please call our office for any further requirements.


The Enhanced Support Service is provided following an assessment visit from one of our team to identify your individual needs. You can access as much or as little of the service as they need.

This service is chargeable at £15.55 per week.

Contact Us

If you need any further information, we are happy to help.

 Call our team on **01623 463076** to arrange an assessment. For a call back please text your contact details to 07907 870383.

 For any other enquiries email assistadmin@mansfield.gov.uk.

Our office is open Monday to Thursday 8am to 5pm and 8am to 4.30pm Friday.

If you would like this leaflet to be made available in other formats, such as Braille, Larger Font or a language please let us know.



Mansfield
District Council