



Your Service Family Accommodation

Additional Needs & Disabled Adaptations – Guide 2

Applying for Adaptations for your Current SFA

Make an application for an adaptation to your property

If you require Additional Needs and Disabled Adaptations (ANDAs) to your current SFA please contact the NHP Helpdesk (Option 3 for Occupancy Services). After the Helpdesk has recorded your request you will be asked to provide a Medical and/or Occupational Therapist (OT) to support your request. Please be aware delays in providing a Medical or OT Report can cause delays in progressing your request.

The Occupational Therapy Service is a specialist service which, depending on your needs, will either be provided by your local Clinical Commissioning Group or your Local Authority (LA).

Further guidance on OT reports can be found at www.nhs.uk/conditions/occupational-therapy/Pages/Accessing-occupational-therapy.aspx

If there is an extended delay in the LA providing the OT report this may be recouped by CA as part of the works programme (this should be requested via the Helpdesk).

Arranging for the works to be undertaken

If you already have an existing Medical/OT/Specialist report and there has been no change in circumstances then this can be submitted for use taking into account any changes to family circumstances).

Please be aware any additional work outside the recommendation of your Medical and/or OT Report is unlikely to be approved.

CA will appoint an ANDA Focal Point who is responsible for arranging and managing the additional works and keeping you fully informed of decisions and progress regarding your application. They will provide you with regular updates and in turn you must keep them informed of any changes in your circumstances.

ANDAs vary considerably in scope, from fitting grab rails or handles through to SFA that need structural alterations, the installation of a through floor lift or a vast room. Sometimes they can involve providing hoists and lifting mechanisms or other specialist equipment. As a result, there are two distinct routes to enable the required ANDA to be installed to your SFA. These two routes are Minor and Major.

Minor Route Adaptations

Minor Route Adaptations

This route applies to simple requests; they may include fitting grab rails and handles, installing ramps and changing carpets for vinyl flooring, etc. These will mainly be works for which no external approvals such as Planning Permission is required but will also depend on other factors such as whether the works can be undertaken safely with the occupants in residence. Other factors which determine how quickly the works can be provided include things like obtaining specialist equipment from suppliers which have a long order period.

Your ANDA Focal Point will keep you fully informed of when the works to your property will be carried out. For Minor Route adaptations the target for undertaking these works will be between 4 to 6 weeks.

Major Route Adaptations

Major Route Adaptations

This route will apply to complex requests; an adaptation which requires external approvals such as LA Planning Permission will be undertaken using this route. Your ANDA Focal Point will contact you to discuss both the programme and explain how the works will be carried out. For example, if the works involve a large extension requiring 4 to 6 months to get the external approvals and undertake the works, it may be practical and beneficial to your family if some initial minor works are carried out in advance of the main works.

As the extent of works under the Major Route varies it is not possible to give timeframes for how long they will take to complete, however your ANDA Focal Point will keep you fully informed of progress. You may of course contact your ANDA Focal Point, via the Helpdesk, at any time should you have concerns.

Adaptation Work Completed

Once the adaptations are complete the DIO and ANDA Focal Point will inspect the work and jointly confirm it has been satisfactorily completed in accordance with the requirement.

Withdrawn on 19 May 2021

Latest guidance is on the

GOV.UK website