

## Additional Needs & Disabled Adaptations (ANDA) Process Guidance for Service Family Accommodation (SFA)

Making an application for an adaptation to your SFA or moving to a new property

*The Service Person (SP) is advised to seek support with their ANDA application from their welfare team.*

### Moving to a new property

When completing your e1132 application (Application Form to Occupy Service Family Accommodation (SFA)) you must indicate on the form that you have additional needs and may require adaptations.

### Applying for adaptations to your current SFA

If you require an ANDA to your current SFA please contact the Amey Helpdesk (0800 707 6000 option 3).

You will be asked to provide an Occupational Therapist (OT) and/or medical report to support your request (please submit to [os.confidential@ameydefenceservices.co.uk](mailto:os.confidential@ameydefenceservices.co.uk)). This information can be provided by completing the DIO ANDA Assessment Form. Please note it is the SP's responsibility to provide up-to-date supporting medical evidence, from a suitably qualified medical professional, setting out all necessary and specific housing requirements. Complex adaptations will always require an OT report. Any delay in providing this can cause delays in progressing your request. If you already have an existing OT/medical/specialist report and there has been no change in circumstances, then this can be submitted (please take into account any changes to family circumstances), however we may still need to request further information or clarification in order to deliver adaptations which are fit for purpose.

*Please be aware any additional work outside the recommendations of your OT and/or medical report is unlikely to be approved.*

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. Further guidance for OT assessments can be found at <http://www.nhs.uk/conditions/occupational-therapy/Pages/Accessing-occupational-therapy.aspx>

### The SP is advised to seek support with their ANDA application from their welfare team.

(OS) who is responsible for keeping you fully informed of decisions and progress regarding your application. They will provide you with regular updates (fortnightly as a minimum) and in turn you must keep them informed of any changes in your

Identify a suitable property (if applicable)

*Information on publicly funded mid-tour moves can be found in JSP 464 Vol 1 Pt 1 Ch 4 Sec VIII*

Dependent on the adaptations required, it may not be possible to adapt your current SFA. In this instance, Amey will source an alternative property.

For major adaptations, Amey may take specialist advice to identify a suitable property to meet your family's needs.

In some cases, a property may be available that has already been adapted and, if it is considered suitable, this will be offered to you.

The decision as to which SFA is allocated will be based on the availability of stock at the time of the ANDA request and DIO Regional Delivery Accommodation/Amey's knowledge of which property would best meet your housing needs as set out in your OT and/or medical report.

Making an offer

Once a suitable property has been identified, you will be made an offer. The target for allocating a property is within 15 days of receipt of your OT and/or medical report, however this will be dependent on the complexity of the adaptations required and current housing stock availability.

Carrying out the adaptations

Following acceptance of the property, any required work will commence.

The timeframe for carrying out work will vary depending on the complexity of the adaptations required eg a simple request to fit a grab rail or change carpets for vinyl flooring may be completed quicker than works requiring structural alterations, a wet room or a through-floor lift. Other factors which determine how quickly works can be completed include lead times for procuring specialist equipment, whether works can be undertaken safely with an occupant in residence or whether Planning Permission is required. Throughout the works programme your ANDA Focal Point will ensure you are kept fully informed of progress, including the start and proposed completion dates. Depending on the complexity/length of the project, you can agree a suitable schedule for updates. You may of course contact your ANDA Focal Point at any time should you have concerns.

Works completed

Once the adaptations are complete and your SFA is ready, OS will arrange a move in date. Your OT may wish to inspect the work and confirm it has been satisfactorily completed in accordance with the requirement.