

### **Appendix 3 – Multi-Disciplinary Team**

The implementation of the Multi-Disciplinary Team (MDT) within Homelessness Prevention commenced in March 2021, following the conclusion of a consultation with staff. We have one more post to fill then the whole team will be in place, this has taken longer than anticipated due to recruitment and retention issues. Whilst we had hoped to have new practice fully embedded with agreed processes in place in line with the Audit report this has not yet been achieved. The progress that has been made and the ongoing efforts of the team to implement new practices have been recognised within the report. Work is ongoing to develop a robust monitoring and quality and performance framework but this has been delayed, primarily, due to waiting for new guidance from Welsh Government and taking longer than anticipated in getting the team fully established. Although much work has been done and every citizen entering statutory homelessness provision receives a full What Matters conversation in line with the Social Services and Well-Being Act and the most appropriate member of the MDT is allocated to the individual / household. Support will continue to address any identified needs once a permanent tenancy has been sourced to reduce the risk of cyclical homelessness.

The staff resource working across Homelessness Prevention has increased from 20 in November 2020 to 28 following the team restructure. However, some of the staff are working in different teams and Council services, such as Community Housing, Single Point of Access (SPoA) and Youth Services. This approach is building on the infrastructure and strengths within these services to enhance our support to citizens, as well as staff benefiting from accessing a wider range of skills, knowledge and experience. The team that moved across to Community Housing are utilising the established infrastructure already in place to manage properties and are working hard to increase our portfolio of PRS properties to end homelessness. However, with the current housing market and rental opportunities this is proving quite difficult. Again through the difficulty in recruiting a full team, not all processes and quality and monitoring activity has been fully implemented as detailed in the Audit Action Plan.