## EMBARKING ON THE SUPPORT JOURNEY
**Things to consider:**
- How to remove barriers
- How to build relationships
- How to build trust
- How to meet people's immediate needs

## LIVING IN THE COMMUNITY
**Things to consider:**
- How the client might interact or engage with, or not, with the people around them
- Whether the client is engaging with local services, facilities or activities
- The client's situation before moving into their home – a neighbourhood community might be very different and strange to them

## AS TIME PASSES
**Things to consider:**
- Potential spikes in support need intensity
- External factors like Christmas and other notable seasons
- What the client's life might look like as they adapt to living in a home
- Support the client might need from other agencies as time goes on
- The client's goals and aspirations

## CHOOSING TO MOVE HOME
**Things to consider:**
- How to identify when someone isn't happy in their home
- How to negotiate a move
- Explaining the pros and cons of moving to a client

## STEERING GROUP
**Things to consider:**
- How to meet the client's needs as well as the community
- How to create the right pathway
- Assessing risk to ensure that the right support is in place

## MOVING IN
**Things to consider:**
- How to settle a client in,
- What information a client might need, particularly if they haven't previously had a tenancy
- What they might need in a home,
- Being ready for a support spike

## WHEN THE TENANCY BECOMES UNSUSTAINABLE
**Things to consider:**
- What is making the tenancy unsustainable
- What the options are
- Are there any alternatives to eviction
- Being prepared to challenge your own assumptions

## FACING CHALLENGES
**Things to consider:**
- The potential for cuckooing or other county lines incursions
- Anti-social behaviour
- Integrating a 'street-based lifestyle' into life in a home
- Support need spikes

## ONE YEAR ON
**Things to consider:**
- The client's goals and aspirations
- Potential support need spikes
- Clients learning more about themselves and what makes them happy
- Changes in focus for the client
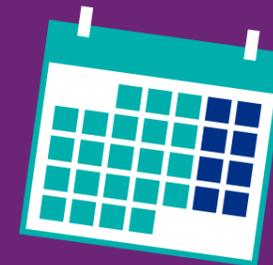- Clients deciding they'd prefer a different home or type of home

## HOUSING FIRST WALES MILESTONE GUIDE
This is a poster version of a longer document that was developed with the aim of fostering effective Housing First support provision. Created in consultation with support providers, it highlights a 'typical' timeline for a Housing First client. While no one timeline will be the same as any other, this should provide a reasonable idea of what Housing First tenancies might look like, and when support might be most needed. It should be noted that although some of the milestones below will come in a specific linear order, some of the others might arise in a different order, arise several times, or not arise at all. More detail about each step is provided in the full document.

HOUSING FIRST NETWORK WALES