

# The Difference We Make

## Bridge Housing's Outcomes Framework

Bridge Housing is committed to understanding and communicating the effects of our services on our residents. We use this information to drive service improvement and investment decisions. **The Difference We Make**, our outcomes framework, assists us to assess our service delivery against our organisations mission of improving lives and strengthening communities.

As a social housing provider, Bridge Housing has significant influence on the wellbeing of our tenants and their households. The foundation of our impact is the provision of good quality, secure, affordable housing to people on low and moderate incomes, including some of Sydney's most vulnerable people.

*The Difference We Make* includes a set of outcome areas, setting out key tenant wellbeing domains that align to our mission. Each domain has a set of sub-domains and aspirational goals that reflect areas of Bridge Housing service activity:

- House and home
- Social and community
- Health and safety
- Work, learning and financial wellbeing

Our wellbeing indicators and measures will continue to be informed by the outcomes work underway through NSW Department of Communities and Justice, the Community Housing Industry Association NSW and the Centre for Social Impact, ensuring ongoing framework alignment.

We have undertaken primary testing through use of our framework's high level goals to develop wellbeing questions as part of our latest Tenant Satisfaction Survey and assess performance across the organisation.

### **We have incorporated key results in *The Difference We Make* infographic over the page.**

We know that a secure home provides a solid platform for enhancing participation, independence and improved quality of life.

Our Outcomes Framework acknowledges that our capacity to influence outcomes across outcome domains varies, often reflecting the extent of our control over service delivery and the number and complexity of factors that may be at play for any given goal. For this reason, indicators and measures may focus on achievements at output or performance level in some areas.

*The Difference We Make* builds on our current program design and evaluation approach, set out in our award winning Building Bridges Community Building and Engagement

Strategy, providing scalable design, monitoring and evaluation tools across the organisation. Key features include:

- A co-design principle of including the views of people affected by each major community development and engagement initiative.
- Using logic models to demonstrate how our activities lead to intended program outcomes
- Using a mix of monitoring and evaluation methods, undertaken inhouse or by independent consultants, including commissioning broad based tenant surveys to assess service satisfaction and impact, and evaluations of key programs and initiatives
- A responsive approach that makes changes as we learn from our evaluations
- A 'we asked, you said, we did' feedback framework so tenants and other stakeholders can evaluate our responsiveness.

Tenant inclusion and empowerment are central to *The Difference We Make*, recognising that making a difference is a joint venture – a partnership between Bridge Housing and our residents.



**80%** Tenants who say life has improved since becoming a Bridge Housing tenant

**87%** Tenants who say they are satisfied with Bridge Housing services

**77%** Tenants satisfied that Bridge Housing listens to tenants' views and acts on them

## House and Home

Our performance against the top 3 reported tenant priorities

**88%** Tenant satisfaction with their neighbourhood as a place to live

**88%** Tenant satisfaction with the condition of their home

**80%** Tenant satisfaction with repairs and maintenance



**Service experience**  
Our applicants and tenants experience good quality customer service

**88%** Tenant satisfaction with responsive repairs\*\*

**97.5%** Homes at or above LAHC property condition standard\*



**Tenancy success**  
Our tenants can sustain tenancies and get support

**96%** Tenants sustaining tenancies for 12 months+\*

**1.7%** Arrears as a total of rent



**Housing experience**  
Our tenants have good quality, appropriate housing

## Social and Community

**780** Attendances at Building Bridges events\*



**Voluntary/Leisure**  
Our tenants can engage in meaningful activity

**14** Tenant led initiatives\*

**19%** Households where at least 1 person volunteers\*



**Empowerment**  
Our tenants can take action to improve their lives and participate in decision making

**75%** Tenants who feel connected to their family, friends & community



**180** Bridge Housing Tenant Advisory Group members\*

**Community connections**  
Our tenants feel socially connected with their friends, family and communities

**bridge housing** linking people to a better future

## THE DIFFERENCE WE MAKE

### Health and Safety

**88%** Tenants who feel safe in their homes

**72%** Tenants satisfied with their lives overall

**82%** Tenants who feel safe in their neighbourhood



**Safety**  
Our tenants feel safe in their homes and neighbourhoods and feel culturally safe

**86%** Tenants who say living in their home helps their health and well-being

**480** Tenants working with support agencies\*\*

**Health**  
Our tenants can better manage their health outcomes



### Work, Learning and Financial Wellbeing

**74%** Tenants who say living in their home helps them manage money



**Workforce participation**  
Our tenants can engage in the labour market

**37%** Tenants who report improvements in employment since becoming a Bridge tenant



**30** Tenants directly employed through Bridge Housing initiatives\*

**Learning**  
Our tenants can access education and learning

**204** Positive exits from Bridge social housing\*\*

**Financial wellbeing**  
Our tenants can access financial resources when they need them

