

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

82% Tenants who say they are satisfied with Bridge Housing services

72% 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

84% Tenant satisfaction with the suitability of their home to their circumstances

82% Tenant satisfaction with the condition of their home

76% Tenant satisfaction with repairs and maintenance



Service experience
Our applicants and tenants experience good quality customer service

88%

Tenant satisfaction with responsive repairs~



Tenancy success
Our tenants can sustain tenancies and get support

98%

Tenants sustaining tenancies for 12 months+~



Housing experience
Our tenants have good quality, appropriate housing

100%

Homes at or above LAHC property condition standard~

1.19%

Arrears as a total of rent~

Social and Community

736

Attendances at Building Bridges events*



Voluntary/Leisure
Our tenants can engage in meaningful activity

7

Tenant led initiatives*



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

72%

Tenants who feel connected to their family, friends & community



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

355

Bridge Housing Tenant Advisory Group members*

Health and Safety

81%

Tenants who feel safe in their homes

64%

Tenants satisfied with their lives overall

82%

Tenants who feel safe in their neighbourhood



188

Tenants attended good neighbour events*



Health
Our tenants can better manage their health outcomes

1010

Tenants working with support agencies~

78%

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

13

Tenant forums for specific cultural groups

Safety

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

Work, Learning and Financial Wellbeing

73%

Tenants who say living in their home helps them manage money



Workforce participation
Our tenants can engage in the labour market

31%

Tenants who report improvements in employment since becoming a Bridge tenant



Learning
Our tenants can access education and learning

224

Positive exits from Bridge social housing~



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

bridge housing
linking people to a better future

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