



Safer moves & smart systems: Reciprocal routes to safety

By Jess Page, Bridge Housing Solutions

Summary

Bridge Connect is a new and innovative reciprocal platform for social housing providers to help secure suitable homes for tenants when the right property is not available within their own stock. Developed by experienced housing professionals, the platform removes many of the traditional barriers to rehousing by connecting organisations across a wider network, enabling faster management transfers for tenants with urgent housing needs. By expanding access to available properties, Bridge Connect helps providers improve housing outcomes, reduce delays, and support vulnerable households more effectively.

Supporting survivors through better housing solutions

Domestic abuse is one of the leading causes of homelessness among women in England. Every year, tens of thousands of households approach local authorities for homelessness assistance because it is no longer safe for them to remain in their home. Access to an alternative safe and affordable home is a key factor in a survivor's decision about whether they are able to leave an abusive relationship¹.

For many survivors, leaving abuse should not mean losing the security of a social tenancy. Yet housing providers frequently face the challenge of having no suitable property available in the right location when an urgent move is needed. Delays can leave families in temporary accommodation, increase the risk of repeat abuse, or force survivors to remain in unsafe situations while they wait for an appropriate home.

A better way to deliver urgent moves

Bridge Connect has been developed by housing professionals to help social housing providers work together to overcome these challenges. Rather than relying on time-consuming phone calls, mass emails and manual reciprocal records, the platform creates a secure network where organisations can identify suitable properties across participating landlords. For domestic abuse cases, where speed, confidentiality and choice of location are critical, Bridge Connect streamlines the process of finding appropriate accommodation, enabling urgent management transfers to take place more efficiently while preserving security of tenure wherever possible.

How the system works

When a participating landlord has a suitable void property, it is uploaded to Bridge Connect. Housing officers simply enter their tenant's requirements and the platform's intelligent matching technology searches for suitable properties across the network.

Once a successful move takes place, the receiving organisation contributes an equivalent property back into the reciprocal network when available. The system automatically records reciprocal balances, removing the need for manual spreadsheets and ensuring a transparent, fair approach for all participating organisations.

Bridge Connect's intelligent matching algorithm also identifies direct matches, reciprocal chains and mutual exchange opportunities, maximising the number of households that can be rehoused while making the best possible use of available social housing stock.

Creating better outcomes

Access to safe accommodation is often the first step towards recovery for survivors of domestic abuse². A faster route to identifying suitable homes helps housing providers to:

- Rehouse survivors quickly and safely
- Prevent survivors from entering temporary accommodation
- Reducing the risk of repeat abuse
- Make better use of housing availability
- Saved administrative time can be spent helping more survivors

No family should have to choose between their safety and the security of their home. By using technology to connect housing providers across a wider network, we can remove barriers to urgent rehousing, create more opportunities for reciprocal moves, enabling survivors to rebuild their lives in safety and free from violence.



Please scan the QR code for more information

¹ Shelter England, *Social housing: a place of safety for domestic abuse survivors*

² Office for National Statistics (2025), Women who have survived domestic abuse and their accommodation experiences in England. Available at: Office for National Statistics

