BridgeApp Pilot Pack

A governed, non-cash-first intervention model that replaces untracked street-level transactions with verified engagement, moderated fulfilment, and measurable outcomes — delivered through Bridge Stations and a controlled Points & Rewards layer.

Model	Infrastructure	Incentives	Assurance
Controlled	**Stations**	**Points**	**Auditable**

Executive summary

BridgeApp is a controlled exchange platform designed to replace informal cash-based giving with structured, verified access to opportunity and essential support. Individuals (Seekers) engage through defined actions — applying to opportunities, attending services, and completing provider requirements. Verified engagement earns non-transferable internal credits (points) that can be redeemed for approved goods and services through moderated workflows.

For councils and institutional partners, the platform functions as a trust and accountability layer: every listing, application, verification event, and redemption is recorded in an auditable ledger. This enables measurable reporting, governance oversight, and defensible evaluation.

What the pilot proves

- A governed alternative to street-level cash exchange is operationally deployable.
- Engagement can be verified and tied to moderated fulfilment (earn → redeem → fulfil).
- Partners can report measurable outcomes with audit trails suitable for oversight.

Pilot model

Pilots are configured around a defined geography and partner network (council services, shelters, charities, employment and training providers). The rollout is phased to ensure governance and operational readiness before expansion. The model is designed to be safe, measurable, and adaptable to local policy constraints.

Weeks 1–2
Alignment
Scope, safeguarding, catalogue, baseline.

Weeks 3–4
Deployment
Stations, provider onboarding, workflows.

Weeks 5–8
Controlled rollout
Seeker onboarding, verified engagement.

Week 9+
Reporting
Dashboards, governance review, scale decision.

Bridge Stations

Bridge Stations are secure kiosk-style access points deployed inside trusted spaces (partner organisations, shelters, council hubs, community centres). They reduce digital exclusion and move engagement away from ungoverned street-level exchange into accountable environments where staff can support onboarding and progression.

Stations connect to the same platform and audit trail — there is no parallel system. Applications, verification events, and redemptions flow through a single governed infrastructure, enabling consistent reporting and oversight.

Access and inclusion
Participation without phones or data plans.

Safer engagement
Moves interactions into trusted spaces.

Operational control
Governable eligibility, verification, fulfilment.

Points and rewards

Points are non-transferable internal access credits issued only after verified engagement. They are not money and cannot be cashed out. This enables controlled support while preserving governance and auditability.

Points are earned through meaningful actions such as applying to verified opportunities, attending services, completing provider requirements, and progressing through milestones. Low-effort actions are capped; verified outcomes unlock stronger progression.

Points are redeemed for approved goods and services within a governed catalogue. Redemptions are moderated, tracked, and fulfilled through partner workflows — creating a transparent lifecycle from earn → redeem → fulfil.

Earn (verified)

Issued only after controlled triggers and verification.

Redeem (moderated)

Approval and fulfilment workflow ensures reliability.

Report (auditable)

Ledger records support oversight and evaluation.

Governance and controls

BridgeApp is designed for environments where trust is essential. Governance is enforced through role-based workflows (seeker, provider, admin), verification checkpoints, and ledger-backed records. This ensures that reported activity reflects real engagement rather than inflated participation.

Controls can be configured to match local policy: reward catalogue scope, eligibility rules, earn caps, cooldowns, and moderation thresholds. Anti-abuse measures reduce duplication and protect partner confidence.

Anti-abuse guardrails

Caps, cooldowns, idempotent triggers, anomaly flags.

Moderated fulfilment

Approval/fulfilment workflow with audit trail.

Immutable ledger

Every earn/redeem/refund/adjustment recorded.

Key metrics and reporting KPIs

The pilot reporting model links resources deployed to outcomes achieved. Each key event is captured in a traceable record, enabling confident reporting to internal stakeholders and external evaluators.

Engagement quality

- Applications submitted
- Attendance confirmations
- Verified completions
- Repeat participation

Fulfilment reliability

- Approval rate
- Fulfilment time
- Rejection/refund rate
- Catalogue performance

Progression signals

- Milestones reached
- Provider activity
- Sustained participation
- Service uptake trends

Next steps

To proceed, confirm pilot geography, partner composition, Bridge Station placement, and a governed reward catalogue. Once scope is aligned, BridgeApp supports a controlled rollout with measurable reporting and governance review checkpoints.

Contact

Email: partnerships@bridgeapp.example • Web: /partners • Pilot Pack: /partners/pilot-pack