


Chorley Housing Strategy

2025 - 2030

March 2025



Chorley Housing Strategy 2025 – 2030

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Foreword

Chorley Council are committed to ensuring that our borough is a place where people can live well; central to that commitment is ensuring we have good housing available for current and future residents to call home.

We know that communities thrive when the people who live there have homes that allow them to flourish. Without a safe, secure, affordable home our physical, mental, and emotional health can suffer. It's hard to find and sustain employment or focus fully on education and training if you are living in poor quality accommodation. Without good quality housing in the right place, we risk having unsettled communities where too many people just "pass through" and can't put down roots which are the foundations to our strong communities in Chorley.

Our previous Housing Strategy (2019 – 2024) set a clear direction for our work and housing partnerships in Chorley. We have now reviewed and refreshed this original plan to highlight the work we have carried out over the past 5 years and our priorities for the next 5 years. We will continue to focus on work to prevent people from becoming homeless. We will underline the links between housing and wellbeing and make sure we work holistically to support our residents to live fulfilling lives. We will tackle poor quality in the housing market and ensure that residents have fair access to good quality homes.

Councillor Terry Howarth – Executive Member Homes and Housing

Background

The Chorley Housing Strategy (2019 – 2024) provided a clear framework for all the housing related services delivered by Chorley Council and our partners. We are now taking stock of the achievements which were driven by the strategy, reviewing the broad objectives we have for housing in Chorley and agreeing a new set of actions to support our corporate priority of “*housing where residents can live well*”¹.

The Corporate Plan confirms that for Chorley, access to clean, safe and decent homes should be the minimum starting point, not an aspiration. We are committed to delivering affordable and energy efficient housing, striving for good quality housing for all, working with partners to support new ways to prevent homelessness and continue to support our vulnerable residents. As with our previous plan, our aim is to *ensure that everyone in the borough can access affordable and good quality housing that suits their needs. The type of tenure and where someone lives will not mean they should have to accept poorer quality or less affordable accommodation.*

This refreshed Housing Strategy covers a five-year period to 2030 and will be reviewed and updated, if necessary, throughout this time. We want this to be a living document that accurately reflects how we will deliver these critical functions in response to changes both within the council and in the wider landscape.

SECTION 1

Introduction to Chorley – place

Chorley lies in the southern part of Lancashire at the foot of the West Pennine Moors. It is predominantly rural in nature with the busy market town of Chorley sitting in the heart of the borough and thriving villages surrounding it. Road links (including the M6, M61 and M65) mean the town is well connected to neighbouring towns of Leyland, Wigan, Preston and Blackburn as well as Manchester.

The town’s railway station also provides excellent links to surrounding towns, Manchester, and Manchester airport. Away from the town centre there are stations at Euxton, Adlington, Buckshaw Village and Croston with services on the Manchester/Preston line, the Wigan/Preston line, and Ormskirk branch line.

¹ Chorley Borough Council Corporate Strategy [Corporate Strategy - Introduction - Chorley Council](#)

The rurality of the borough means that buses are an important feature of the transport ecosystem. Buses run throughout the borough linking villages together and to the town centre.

Introduction to Chorley – people

Chorley's population has increased by almost 10%, from around 107,200 in 2011 to 117,800 in 2021. It is estimated that by 2043, the population of Chorley will increase by almost 18% compared to our population in 2018. This is the highest predicted growth rate across Lancashire where the average population growth is predicted to be just over 7% between 2018 and 2043². However, even with this increase in population size the rural nature of our borough means we are still the 15th least densely populated area in the region with the equivalent of 4 people living on each football-pitched size area of land³.

Across the borough there has been an increase of around 37% in older people aged 65 years and over, an increase of about 4% in people aged 15 to 64 years, and an increase of around 10% in children aged under 15 years. The number of residents aged between 35 and 49 years fell by just over 5%. The average (median) age for Chorley residents is 43 years old.

Generally, the make-up of Chorley households has remained stable over the past 10 years. However, the number of couples with no children has decreased by about 2%. Just over 12% of Chorley households are composed of a single person aged 65 or over.

Approximately 18% of our population say they are disabled and just over 9% provide unpaid care to someone else. In 2021 over 82% of residents described their general health as "very good" or "good"⁴.

Introduction to Chorley – housing

Official estimates suggest that between 2018 and 2043 the number of households in Chorley will increase by over 24%. This is the second largest area of growth across the Lancashire area, and higher than the predicted growth in household numbers across England (16.2% over the same period)⁵

In 2021 Chorley was the location of just over 52,000 households of which 13% were renting from private landlords and around 13% of households were living in social rented

² [Chorley district - Lancashire County Council](#)

³ Office for National Statistics [Chorley population change, Census 2021 – ONS](#)

⁴ Office for National Statistics [How life has changed in Chorley: Census 2021 \(ons.gov.uk\)](#)

⁵ [Chorley district - Lancashire County Council](#)

accommodation. Just over 42% of dwellings are owned outright and around 30% are owned with a mortgage.

Over the past decade, average house prices in Chorley have increased from £149,995 (September 2013) to £205,000 (September 2023); an increase of 30%⁶. Although this is a significant increase, it is a lower increase than the average across the North West region – in this case the increase has been just over 40%.

In Chorley the average private rent was £687 per month in May 2024; an increase of over 8% compared to May 2023 (£636 pcm)⁷.

Only 1.5% of Chorley households are overcrowded whilst nearly 80% of households across the borough are under-occupied. Over half of the overcrowded households are those with dependent children (410 households across the borough)⁸. Approximately 1.2% of Chorley households do not have central heating which is about average for the North West region.

Introduction to Chorley – economy

In 2021 (the most recent data available) the average annual gross disposable household income (after taxes and direct benefits) is £19,839 in Chorley; this is just over 10% higher than the average⁹ for our immediate neighbouring boroughs¹⁰.

When compared to our neighbouring boroughs, Chorley's rate of economic inactivity is significantly higher (31.5% in Chorley vs. an average of 23.2% across our near neighbours)¹¹. This also means that our rate of employment is lower than the average for our neighbours; in Chorley this is almost 68% and the average across our neighbours is almost 73%¹². However, the number of people who are claiming unemployment-related benefits in Chorley is amongst the very lowest in the North West at 1,890 (March 2024)¹³ suggesting that the borough has a high proportion of people who have retired, off-work due to long-term sickness, are carers or students which are the main reasons for people being economically inactive.

⁶ [House price to residence-based earnings ratio - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

⁷ [Housing prices in Chorley \(ons.gov.uk\)](https://ons.gov.uk)

⁸ Office for National Statistics [Overcrowding and under-occupancy by household characteristics, England and Wales: Census 2021 - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

⁹ [Gross disposable household income - ONS](https://ons.gov.uk)

¹⁰ West Lancashire, South Ribble, Wigan, Bolton, Blackburn with Darwen.

¹¹ [Economic inactivity rate \(Great Britain\) - ONS](https://ons.gov.uk)

¹² [Employment rate \(Great Britain\) - ONS](https://ons.gov.uk)

¹³ [Chorley's employment, unemployment and economic inactivity - ONS](https://ons.gov.uk)

In 2022 Chorley was home to 4,595 active businesses¹⁴, of which 15 can be classed as “high growth”¹⁵ (average growth in employment of greater than 20% over a 3-year period) and 480 were new businesses starting up in that year¹⁶.

The 2021 Census was taken in very unusual circumstances as the country was in lockdown due to Covid-19. However, these returns told us that 63% of our workforce either worked at home (29%) or travelled less than 10km (approximately 6 miles) to work¹⁷.

SECTION 2

How the Housing Strategy links to other strategic plans

Chorley Borough Council corporate strategy

The council’s Corporate Strategy makes explicit our commitment to ensuring the council supports the borough to thrive, delivering excellent services and a healthy economy to ensure that residents can succeed. The strategy maps out the four key priorities for the council, and the commitments in place to ensure the priorities are met. All the council’s other strategies demonstrate a clear “golden thread” to at least one of the strategic priorities. The priorities are:

- Housing where residents can live well,
- A green and sustainable borough,
- An enterprising economy with vibrant local centres in urban and rural areas,
- Healthy, safe and engaged communities.

This refreshed Housing Strategy supports the corporate strategy through setting a clear framework for our specific workstreams and aspirations to achieve *housing where residents can live well*.

Chorley Council Economic strategy

The Economic strategy supports the delivery of the corporate priority which focuses on having *an enterprising economy with vibrant local centres in urban and rural areas*. This strategy includes the vision that by 2030, Chorley will benefit from more and better paid jobs as a prime location for sustainable growth and investment, driven by innovation, new

¹⁴ [Active businesses - ONS](#)

¹⁵ [High growth businesses - ONS](#)

¹⁶ [Business births - ONS](#)

¹⁷ [Distance travelled to work - Office for National Statistics \(ons.gov.uk\)](#)

technologies and a commitment to net zero by 2030. Although the current Economic Strategy is not explicit about the link between sustainable growth and housing, it is implied throughout the document. The borough's economy and housing market influence each other. The Housing Strategy and refreshed Economic Strategy (2025) will work together to ensure that there are good employment opportunities for our residents, and these employment opportunities allow residents to afford to live in the borough and contribute to thriving communities.

Chorley Council Prevention of Homelessness Strategy

Chorley Council carried out a Homelessness Review in 2024 and this informed the refresh of the Prevention of Homelessness Strategy (2025 – 2030). The review shows an increasing trend of people presenting as homeless, and an increasing trend of people sleeping rough in the borough. The Prevention of Homelessness Strategy identifies 3 key priorities for the next 5-years: collaborative partnerships and early intervention, quality and affordable housing across all tenures, and preventing homelessness and rough sleeping. Both the Prevention and Homelessness Strategy and Housing Strategy support each other in delivering a range of services and projects to improve housing provision and management across the borough.

Central Lancashire Local Plan

Chorley Council, South Ribble Borough Council and Preston City Council work together to develop, agree and co-ordinate plans for developments across the Central Lancashire region. The Central Lancashire Local Plan will ensure that sustainable development and investment opportunities across the three districts will be fully integrated in our interdependent region. The Local Plan is currently being reviewed and refreshed but will determine where (and what) new housing, employment and infrastructure development takes place until 2041. It is likely that the change in UK government because of the July 2024 General Election will have an impact on planning policies and guidelines for all local councils including those in Central Lancashire.

Strategic Housing Action Plan 2019 – 2024 (Appendix A)

The previous Housing Strategy (2019 – 24) included an action plan for the first year of the strategy's implementation. Details of what was achieved are included in appendix A of this refreshed strategy. However, the period covered by the previous strategy and the accompanying action plan was blighted by the impact of Covid-19 both the initial response and long-term recovery. This impacted on our ability to achieve all the actions described on the plan. Even with this long period when public services were severely disrupted the council has fully or partially achieved 90% of the actions listed.

SECTION 3

Strategic Housing Priorities 2025 – 2030

Stakeholder engagement during 2024 has confirmed that our four priorities should remain broadly as they were in our earlier strategy. The main refresh has been as a result of a restructure at the council bringing Communities and Housing services together for the first time; this has strengthened a commitment to recognise the interrelationship between housing, wellbeing and settled communities.

- **Supply enough homes**, support a balanced housing market, and ensure good access to affordable housing.
- Ensure homes across all tenures are **safe, secure, high quality** and affordable.
- Promote **resident wellbeing and settled neighbourhoods** including supporting people to remain independent in their own homes.
- Prevent and reduce **homelessness**.

Supply enough homes, support a balanced housing market, and ensure good access to affordable housing

Guiding principles

- ✓ The council will take an active role in providing a balanced housing market with high quality and suitable accommodation for our residents.
- ✓ The council will continue to facilitate and drive the delivery of affordable housing in the borough.

Context and horizon scanning

The most recent official data (comparing 2012 to 2021) shows that accommodation in the borough has grown by an additional 5,246 dwellings¹⁸. Currently the borough has just over 52,500 dwellings and of these 42% are owned outright, 30% are owned with a mortgage, 13% are privately rented and almost 14% are socially rented.

Over the past decade, average house prices in Chorley have increased by 30%¹⁹. Although this is a significant increase, it is a lower increase than the average across the North West region – in this case the increase has been just over 40%.

¹⁸ [Subnational estimates of dwellings by tenure, England - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

¹⁹ [House price to residence-based earnings ratio - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

Over the same period average earnings in Chorley have also increased by around 30% to £32,845 in September 2023. This is slightly higher than the average salary increases across the region which are just over 27%. Chorley's ratio of average salary to average house price has remained steady at around 6.24 in 2023 (compared to 6.28 in 2013)²⁰ placing Chorley as the 13th least affordable area in the North West region (from a total of 35 areas).

Average rents across the borough are now £687 pcm and currently rising at 8% per year. In contrast, Local Housing Allowance (the maximum rent taken into account to work out Housing Benefit) averages at £579 pcm in 2024/25. These LHA rates increased this year for the first time since 2020. Households relying on welfare benefits to help them meet the cost of rent in Chorley would have to find an (on average) an additional £100 per year just to cover rental costs in the private sector. The average rent for a social housing dwelling is £517pcm.

Two important factors will have an impact on supply of housing across all tenures in the coming years. Firstly, on July 4th 2024 a new Labour government came to power with a commitment in their manifesto to build more homes; 1.5 million in England over the course of the next parliament. There is also a commitment to specifically increase social and affordable housing across the UK. Secondly, the Central Lancashire Local Plan is currently being drafted and consulted on. Not only will this need to reflect national policy, but it will also have to consider the outcomes of local consultation.

Our data shows that focussing on affordable housing will continue to be key for the lifetime of this housing strategy. The term "affordable housing" includes both homes which are easier for first time buyers to afford and social homes at a low rent. The council's priority will be to actively promote an increase in the number of homes available for social rent, including increasing its own stock holding where possible.

We also have a local commitment to ensure our economic development plans work together with this strategy and the Central Lancashire Local plan to make Chorley a place where residents have good quality employment that allows them to live in the borough. We neither want to be a "dormitory" town where people live but travel away for work nor a place where residents are unable to find fulfilling, well paid employment.

What we already do

Chorley Council is conscious of the need to encourage the building of affordable homes across our borough. It is currently challenging to commit to high volumes of affordable homes to rent as this model can make development financially unattractive to developers.

²⁰ By dividing the house price for a given area by its earnings, we produce a ratio which serves as an indicator of relative affordability. A higher ratio indicates that on average, it is less affordable for a resident to purchase a house in their local authority district.

The council will continue to build relationships and negotiate with private developers and social landlords to provide as many affordable homes as possible in any new-build provision.

In recent years the council secured £20 million from the government's Levelling Up Fund (third round) to support the regeneration of Chorley town centre. As part of this project, the council plans to deliver 62 residential units on the council-owned Bengal Street depot site, with 30% of these units designated as affordable housing. Additionally, the council intends to develop 31 residential units as part of the Civic Square mixed-use scheme (currently the Cleveland Street car park), with 30% of these units also provided as affordable housing. The goal is to complete these projects by 2026.

Chorley Council already owns a small stock of both general needs and Extra Care social housing stock. Our Extra Care facilities are at Primrose Gardens and Tatton Gardens whilst our general needs accommodation is spread across the borough. The council is also committed to increasing the availability of affordable general-needs homes to rent in the borough.

Access to social rented housing is via our choice-based letting system, Select Move. Select Move is a partnership between Chorley Council, South Ribble Council, Preston City Council and the main social landlords across this region. The allocation scheme linked to Select Move ensures that social housing is made available to those most in-need. Select Move is not without its challenges and the day-to-day operation and strategic oversight is kept under constant review. Choice-based letting schemes only work effectively in relatively large geographical areas so it would not be feasible to deliver a similar scheme by limiting it to Chorley. The alternative method of allocating social housing is to maintain and manage a Housing Register which would require additional staff resource and significant investment in time and resources to break apart the Select Move Partnership.

Key actions

Over the course of the next 5-years we will:

- Work in partnership with neighbouring district councils to deliver and implement a new Central Lancashire Plan.
- Ensure the Local Plan seeks to maximise delivery of affordable housing through setting appropriate policies which address any viability concerns.
- Increase council-owned domestic dwelling units available to rent to 200.
- Review the most efficient and effective way for Chorley Council to increase the number of affordable homes to rent across the borough.

- Ensure that economic regeneration and renewal plans consider social value including how housing is impacted by (and impacts) decisions in relation to employment and skills.
- Review and constantly improve the operation of Select Move to ensure it continues to be the most efficient and effective way of allocating social housing across the borough.
- Strengthen the strategic and operational links between the council and major social landlords to ensure social housing is accessible, in good condition, is energy efficient and creates sustainable neighbourhoods.

Ensure homes across all tenures are safe, secure, and high quality

Guiding principles

- ✓ Our aim will be to continue to secure quality across all housing, regardless of the tenure.
- ✓ We will aim to ensure that tenancies are sustainable, with support available for landlords and tenants, particularly those who are more vulnerable.
- ✓ Everyone should expect consistency and fair treatment in either sector and whether they are a tenant or a landlord.

Context and horizon scanning

Having access to good quality, secure and safe housing is one of the main wider determinants of good mental and physical health²¹. This refreshed strategy demonstrates our commitment to ensuring all housing in the borough provides a safe and healthy environment to live and grow for all our residents.

Residents living in rented accommodation have limited control over the quality and security of their housing which is why there is significant legislation and council powers aimed at protecting tenants.

Within the social rented sector most physical housing concerns focus on damp and mould as well as fire safety (especially in high-rise blocks). From 1 April 2024 the Social Housing Regulator introduced a strengthened regulation regime following changes introduced by the Social Housing (Regulation) Act 2023 including a new Safety and Quality Standard²². Although the council currently only holds a small stock of social rented accommodation,

²¹ [Chapter 6: wider determinants of health - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/wider-determinants-of-health)

²² [Safety and Quality Standard - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/safety-and-quality-standard)

there are over 6,500 social rented homes in the borough and all will be subject to the new and more powerful regulations.

Across the private rented sector, the main concerns in relation to safety and security are linked to levels of disrepair and illegal evictions which result in homelessness. The council's Public Protection service deals with between 65 and 75 cases of disrepair in the private sector each year. Whilst this is a small minority of the 6,500 private rented properties in Chorley (approximately 1%) the impact of poor living conditions on the tenants and the potential knock-on effect on our requirement to prevent people becoming homeless are still significant.

Fuel poverty has a complex definition in England²³ but is determined by the interplay between the energy efficiency of a home, disposable household income and energy prices. The most recent data (2022) suggests that levels of fuel poverty are low in Chorley²⁴ but this will not take the huge energy price rises as a result of the Russian invasion of Ukraine in early 2022 into account. Resident support has been available through government grants administered by local councils (including Chorley) for anyone whose home is not energy efficient and had paid for boiler replacements, boiler servicing and improved building insulation amongst other physical interventions. Small grants have also been available to help households with low disposable income to meet utility costs since 2022.

Unlawful evictions are relatively rare across the borough, but the distress caused to tenants and the pressure this puts on the council's teams supporting people in housing need can't be underestimated. Private landlords have two routes to use to gain possession of their property once it has been tenanted. One is due to a breach of tenancy (a "Section 8" notice seeking possession will need to be served) and the other is known as a "no fault" notice ("Section 21" notice seeking possession). A Section 21 notice can be served by a landlord with no reason given. In June 2022 the government published a White Paper ("A Fairer Private Rented" Sector") to support its promise made in 2019 to get a "better deal for renters". The White Paper became the Renters Reform Bill introduced to Parliament in May 2023. This Bill had a turbulent passage through Parliament with changes to the "No Fault" evictions being one of the contentious issues. The Bill had its second reading in the House of Lords in May 2024, but a General Election was called soon after and the Bill did not receive Royal Assent. In the early days of the new government, it is not yet clear what changes (if any) will be made to the legislation covering private rental tenants.

Chorley does not have a sizeable problem with homes being overcrowded. Information from the 2021 census demonstrates that most properties across the borough are, in fact,

²³ [How fuel poverty is measured in the UK - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/methods/measuring-fuel-poverty)

²⁴ [Fuel poverty - Lancashire County Council](#)

under-occupied. Approximately 2.5% of households suffer from overcrowding and this compares favourably to the England and Wales average of just over 4% of households being overcrowded²⁵.

The Supported Housing (Regulatory Oversight) Act 2023 will come into force during 2025. This legislation is designed to control and regulate the supported housing sector which provides accommodation together with additional support to tenants. Because this type of housing attracts an enhanced rate of Housing Benefit there have been fears that landlords can set up “supported housing”, tenants pay an enhanced rent, but the level of support is very low or of poor quality. The Act gives additional powers to the Social Housing Regulator to ensure standards are being met in these properties and gives local authorities power to set up licensing schemes to tackle poor quality supported housing in their area. There are several supported housing schemes in Chorley, including those managed by the council (for example, Cotswold House) and it is likely that a licensing scheme will be set up.

What we already do

The Home Improvement Agency team at Chorley Council manages a project supported by UK Shared Prosperity Fund (UKSPF) to provide home energy assessments and deliver small scale interventions to improve energy efficiency in over 500 homes in Chorley. Since 2021 the council has also spent over £440,000 from its Household Support Fund (HSF) allocation to help individuals with paying high utility bills. Although these projects have reached and supported families and households which have struggled with high energy bills and energy inefficient homes, the funding for these schemes is planned to end by March 2025.

Regular discussions are held at both a senior and operational level with the major Registered Social Landlords who manage social rented stock across the borough. Through this work we have secured agreements that these landlords will give the Housing Options service early notification that a tenancy is at risk of failing. Joint intervention by the landlord and council aims to reduce homelessness and help residents maintain their tenancies. These good relationships will be built upon to deliver even better homes, communities and outcomes for residents in Chorley.

The council’s Public Protection Service takes reactive and proactive steps to ensure homes are safe and suitable to live in. Working in partnership with key plays like the Fire and Rescue Service and the Housing Options team will be strengthened over the coming years as a result of the internal audit carried out in 2024. Our Building Control service also deals with dangerous buildings to ensure that the public are kept safe.

²⁵ [Occupancy rating for bedrooms - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

In 2022 Overview and Scrutiny considered the issue of empty properties in the borough. Data from neighbouring boroughs showed that our neighbours have an average of 1.4% of total households categorised as empty. In Chorley the rate was far below this at only 0.3%. The borough is fortunate in having a low number of empty properties (approximately 157). Although there are only a small number of long-term vacant properties (which do not attract anti-social behaviour) they do cause some concern about detriment to the wider neighbourhood.

Supported housing is currently provided by a range of providers catering for different needs in Chorley. The council owns and manages Cotswold House that provides supported temporary accommodation for both families and single person households. Over recent years the numbers of families with children who have been living in this accommodation has increased and both Property Services (who manage the unit) and Housing Options have identified that additional family-only temporary supported housing is required. A council-owned building at Gillibrand Street has been identified as a potential premises and funding to carry out a refurbishment programme has been secured.

We know that housing legislation is complex and can be difficult to navigate. The council offers a Housing Advice service which is free for all users who are concerned about homelessness or who are in housing need. The council's Public Protection service also offers advice to both tenants and landlords about how to ensure property conditions reach a suitable standard and what to do if private landlords have carried out (or are threatening) an illegal eviction. Through our community commissioning team, we help ensure that Citizen's Advice Bureau have a permanent presence in the town to allow any resident to seek free advice on a range of issues including all aspects of housing.

Key actions

Over the course of the next 5-years we will:

- Continue to work closely with social landlords to support sustainable tenancies and to deliver early interventions whenever possible to minimise the risk of homelessness.
- Build strong, positive relationships with private landlords and develop ways to help their tenants maintain tenancies and prevent homelessness (including reduction of illegal evictions and improving the quality of all private lettings).
- Strengthen the strategic links with social landlords to ensure social housing comply with Regulator of Social Housing consumer standards.
- Work with Lancashire County Council and neighbouring district councils to ensure Disabled Facilities Grants continue to be used and managed effectively and efficiently.

- Ensure that use of temporary accommodation is kept to a minimum and that where it is used, it is of high quality and appropriate for users.
- Work with all landlords to ensure that Minimum Energy Efficiency Standards are complied with.
- Develop and implement a range of policies via the Local Plan to support the provision of good quality homes. These policies will include (but not limited to) Houses in Multiple Occupation Amenity and Space Standards for new build homes.

Promote resident wellbeing and settled neighbourhoods including supporting people to remain independent in their own homes

Guiding principles

- ✓ Housing growth should be supported by the appropriate growth in services and supporting infrastructure.
- ✓ People should be able to remain in their own homes wherever possible, so they are able to remain independent
- ✓ Our housing stock and interventions should aim to avoid residents having otherwise unnecessary moves into residential care, other settings or lengthy hospital stays.
- ✓ Landlords should engage in ensuring that the neighbourhoods local to their properties are good places to live.

Context and horizon scanning

Secure and affordable housing provide a firm foundation from which we can support settled, cohesive and desirable communities. Communities are stronger when households have a long-term commitment to them, and the council will continue to promote cohesive neighbourhoods where people are helped to put down roots and continue living in their homes as long as they want to.

The Central Lancashire Local Plan will provide a framework for new housing developments to take place. It will consider the balance of family homes and smaller properties, those for sale privately, those available for social rent and those to be made available as “affordable” homes. The Plan will also consider the infrastructure needs of neighbourhoods as they grow to ensure the provision of housing has the appropriate associated developments to allow them to become homes and neighbourhoods.

Although data collected by the Housing Options team does not specifically capture how many people approach the council for support due to a home not being able to accommodate a disability, anecdotal evidence suggests there is a small number of residents who struggle to access settled accommodation due to the nature of their physical

support needs. Provision of social and affordable housing which will allow people with a range of needs to be able to plan their home life for a long period will continue to be discussed at a strategic level with Registered Providers.

Provision of Disabled Facility Grant (DFG) allows adaptations to be made in a person's home to allow them to either stay in that accommodation for longer, or to allow a safe discharge from hospital if their mobility needs have changed. In Chorley the DFG is administered by the Home Improvement Agency (HIA). Until the high levels of inflation seen in the UK during the latter half of 2022, a DFG grant allocation was adequate to pay for significant adaptations e.g. the creation of ground floor bedroom and wet-rooms, or provision of a through floor lift and wet-room. Unfortunately, the prices of both labour and materials now make some proposed adaptations unaffordable if the DFG is the prime source of funding for work.

It is also possible to increase the safety of properties if the occupier is at risk of harm due to domestic abuse to reduce the need for these residents to move home for their own safety. These additional security measures could include high standard additional door locks, anti-shatter glazing film, fire-proof letter boxes etc.

For some residents, remaining in their own home may be not practical or desirable. Sheltered housing and extra care accommodation allow older or disabled people to remain in local neighbourhoods so they can add to the rich mix of residents forming and making use of community facilities.

Social and private landlords have a key role in facilitating settled, safe and welcoming neighbourhoods. The work of Public Protection to act against private landlords who manage their properties so poorly that either residents experience disorder, crime or anti-social behaviour, or the physical condition of the properties leads residents to move. However, enforcement action is only one tool available to ensure landlords contribute positively to creating happy neighbourhoods. Working with private landlords to help them maintain good quality homes with sustainable tenancies can often prevent neighbourhoods feeling undesirable. The same is true of social landlords who often deliver tenancy sustainment, community development, estate management and/or anti-social behaviour services alongside tenancy management and repair services.

This refreshed strategy recognises that feeling "at home" in a neighbourhood and planning to stay for as long as your needs are fulfilled is critical for the physical, mental and emotional health of our residents. Feeling isolated and lonely in your neighbourhood can have negative impacts on the health and wellbeing of our residents. Increasingly social

connections are being recognised as one of the wider determinants of health²⁶. Where we live, whether it is suitable to host friends and family, if it is somewhere you are proud of, is it a safe place for you and your family can all impact the wider social support system including health and social care.

What we already do

The council's Home Improvement Agency administers up to £1m per year of Disabled Facility Grant to fully or partially fund home adaptations across Chorley. In addition to the core grant amount of £30,000 (statutory maximum) the council has agreed to increase the amount available to individual cases by up to £10,000 for each applicant. This brings the maximum amount of DFG available to each applicant in Chorley to £40,000 which is significantly more than many councils across the UK.

Additionally, the council provides a "Handyman" service (via its contract with Preston Care and Repair) to help residents complete small, basic DIY-type jobs which would otherwise make living in their own home more challenging and uncomfortable. Not only do these projects provide direct support to individuals, but they are an important feature of work to relieve pressure on the NHS and Social Care by ensuring safe hospital discharges and helping residents stay living in their own homes for longer.

During 2023/24 the HIA also managed the delivery of a home energy efficiency programme and a Healthy Homes project, both designed to help vulnerable residents remain or return home. Both projects are funded from external, central government grants whose future beyond March 2025 is uncertain.

The council is proud that during the lifetime of the previous Housing Strategy it has built two Extra Care facilities for residents aged 55 or over (Tatton Gardens and Primrose Gardens). Together these units offer over 120 1- and 2-bedroomed, self-contained flats for residents who need support with washing/dressing, managing medication, preventing social isolation etc.

Community engagement, social prescribing and support for our thriving community and voluntary sector are all provided by the council. The council's Resettlement Team works with the County Council and voluntary organisations to help introduce refugee and asylum-seeking residents to our local communities and the groups that operate here. The work of these teams ensures that individual residents are helped to reduce loneliness and have groups and networks around them to reduce social isolation. The major social landlords in

²⁶ [What is social health? The little-known idea that could make all the difference | Well actually | The Guardian](#)

the borough also deliver community-based services to help tenants live in safe, settled communities.

Key actions

Over the course of the next 5-years we will:

- Work in partnership with neighbouring district councils to deliver and implement a new Central Lancashire Plan.
- Continue to work closely with social landlords to ensure that the requirements of tenants and prospective tenants with physical disabilities are fully understood and accommodated.
- Review the administration and allocation of DFG, including the provision of discretionary “top-up” grants from Chorley Council and implementing the recommendations of the 2024 Lancashire Disabled Facilities Grants review.
- Review the effectiveness and efficiency of provision of both Handyman service and minor aids and adaptations managed by the Home Improvement Agency.
- Review whether the current provision of Extra Care facilities continue to meet the needs of residents, particularly for residents who are younger than the current minimum age requirement.
- Continue to deliver a range of services and programmes to support strong neighbourhoods and support individual residents to remain happy, healthy and safe in their home. These include supporting our thriving community and voluntary sector to promote welcoming and thriving neighbourhoods, ensuring refugee households are integrated to our communities, support residents through our Social Prescribing Service and encouraging residents to reap the benefits of volunteering.

Prevent and reduce homelessness

Guiding principles

- ✓ Everyone who is homeless or threatened with homelessness will be able to access advice, support and we will work with them to develop a housing plan to secure accommodation.
- ✓ We will work to ensure that the options available to customers with even the most complex needs are as wide as possible by accessing the right support at the right time.

Context and horizon scanning

The Homelessness Act 2002²⁷ placed a statutory duty on all local housing authorities to carry out a homelessness review for their area. It also requires housing authorities to consult with stakeholders and publish a homelessness strategy every 5-years. In Chorley, our review took place in mid-2024 at the same time as this Housing Strategy was refreshed. The review must consider the prevention of homelessness, how to secure sufficient accommodation and how to ensure adequate support is available to people who are (or at risk of) becoming homeless. The 2017 Homelessness Reduction Act²⁸ amended previous legislation²⁹ to impose clear legal duties on housing authorities to prevent and relive homelessness.

This section of the Housing Strategy will summarise the details contained in the refreshed Prevention of Homeless strategy (2025 – 2030).

Lack of house building, increasing housing costs, depressed wages, welfare benefit caps and cost-of-living crisis have formed a perfect storm in relation to people being able to pay for and maintain a home whether it is rented or owned.

Since 2019 the council has seen an increase of 19% in people presenting themselves as homeless and requiring council support and/or advice (877 in 2019/20 to 1,065 in 2023/24). Most recently about half of these cases were given advice to allow them to manage their own housing solutions, but of the remainder who needed active support the majority were either living in the private sector or with family and these arrangements had broken down. The number of people presenting as homeless due to a social tenancy failing has fallen substantially from 30% in 2019/20 to just 3% in 23/24.

An increasing number of assured shorthold tenancies in the private sector are now ending because the landlord wishes to sell their property. In 2023/24, 57% of private sector tenants cited this as the reason they were threatened with homelessness compared to only 39% in 2019/20. Feedback nationally and locally from Chorley's Landlord Forum suggests that this spike in landlords moving out of the rental sector could be linked to the passage of the Renters Reform Bill through Parliament and its focus on outlawing "no fault" evictions.

Many homeless presentations from social landlord tenants in 2023/24 were due to rent arrears (55%), but this is a significant reduction compared to 2019/20 (95%). Not only is this a reduction in percentage terms, but in absolute numbers too. In 2019/20, 265 residents approached as homeless because their social tenancy had (or was about to) fail. However,

²⁷ [Homelessness Act 2002 \(legislation.gov.uk\)](https://legislation.gov.uk)

²⁸ [Homelessness Reduction Act 2017 \(legislation.gov.uk\)](https://legislation.gov.uk)

²⁹ Housing Act 1996 Part 7 (Homelessness)

this had reduced significantly by 2023/24 to just 27. This dramatic reduction is partly due to restrictions on social landlord evictions during the Covid-19 pandemic and because of improved partnership working between the council's Housing Options team and landlords allowing more effective preventative work to take place.

Rough sleeping remains at low numbers in Chorley, although the numbers of people rough sleeping has increased from 1 in 2013, to 6 in 2023. This pattern has been repeated across most of the Lancashire-14 authorities. In 2023 most of the 6 people who were living on the streets were not known to the council and all we offered support from Chorley Help the Homeless and, where appropriate, offered guidance, advice and assessment from the council.

What we already do

The council remains committed to preventing and reducing homelessness. The Housing Options team provides advice and support to all residents who approach the council because they are, or are at risk of becoming, homeless. We aim to ensure that no families are placed in B&B and that everyone in temporary accommodation moves into settled accommodation as soon as possible. The council also offers practical support to residents wanting to access private rented accommodation.

Our main temporary accommodation offer is at Cotswold House which is Supported Accommodation offering single and family units. We have been able to expand the provision at Cotswold to also offer rough sleeping facilities so no-one in the borough has to sleep on the street at any time of the year. In response to the increasing number of families with children who stay at Cotswold, the council is seeking to supplement this unit with a specific facility for families at Gillibrand Street. In recognition of the specific challenges faced by young people who are at risk of homelessness the council commission Key – Unlocking Futures to provide guidance, advice and support to this group.

The partnership supporting both strategic and operational delivery of the choice-based letting allocation system (Select Move) also focusses on preventing homelessness. This includes social landlords giving early warning to the Housing Options team about possible possession proceedings to allow joint interventions to take place in an effort to avoid eviction. More recently there has also been agreement reached about how far in advance potentially available properties are advertised on Select Move so that households in temporary accommodation don't get accepted for a property that isn't immediately available. Without this agreement some tenants were remaining in temporary accommodation waiting for a property to become available and missing out on bidding for properties with immediate availability.

Key actions

Over the course of the next 5-years we will:

- Continue to support and develop collaborative partnerships across the housing landscape in Chorley and across the region. Specifically, we will develop a new Supported Housing Network to allow two-way communication, support and sharing of knowledge between the council and all supported housing providers in the borough.
- Increase our work to intervene early to prevent homelessness so it includes work with social landlords and private landlords. This will include developing clear support pathways for clients with complex needs, developing a new “float-away” support programme and pre-tenancy support for residents transitioning to new tenancies to help them sustain their new accommodation.
- Continue to secure and promote access to good quality and affordable accommodation across all housing tenures. This will include evaluating supported housing across the borough, review and refresh the Private Landlord Forum and implement a new Housing Allocations Policy.
- Review the provision and use of temporary accommodation (council and privately owned) and rough sleeper provision for Chorley residents. The council is committed to act to ensure that there is appropriate temporary accommodation available for families and already has actions in place to bring a new facility at Gillibrand Street on-line during 2025.

Action Plan 2025 – 2030 (Appendix B)

Over the course of the period covered by this refreshed Strategy the council is committed to delivering a range of projects to support the four priorities. These are described in appendix B together with the lead council department or team. The action plan will be reviewed annually and progress to final delivery will be RAG rated.

Appendix A: Housing Strategy Action Plan 2019 – 2024

Priority	Action	Outcome
Security and quality across all housing	Develop a voluntary standard for all rented properties relating to housing quality, re-let cleanliness and responsiveness.	Partially completed – the introduction of the Select Move partnership between Chorley, South Ribble and Preston Councils together with main Registered Social Landlords (RSLs) has improved the management of void properties across the sector including the standard of homes ready for re-let. However, this was not formalised into an agreed voluntary standard. This will be included in the refreshed Tenancy Strategy which will be reviewed in 2025.
	Respond to proposed legislation to licence private landlords, including introducing a programme of inspection of privately rented properties.	Partially completed – a Mandatory Licence scheme for some Houses in Multiple Occupation (HMO) is in place in Chorley, but there are no Selective Licence areas in the borough due to no evidence of need. The council does not operate a pro-active programme of private property inspections, but full inspections are undertaken in response to either complaints or concerns raised by council teams or partner agencies. During 2024 the Public Protection Team are continuing to deliver the Minimum Energy Efficiency project which will identify private properties with poor energy efficiency. These addresses will be proactively inspected with recommendations for improvements made. The most recent audit of Public Protection identified an action to review the proactive inspection regime of private rented property. This will be completed in 2025.
	Undertake a review of the Healthy Homes programme.	Completed – during 2018/19 free property health checks were offered for all private rented accommodation. A general review of the Healthy Homes programme resulted in several changes. The Affordable Warmth grant programme

		<p>has been integrated into the Home Improvement Agency team at the council, working alongside the team which manages the Disabled Facilities Grant and Handyman service. Part of the council’s UK Shared Prosperity Fund grant was allocated to enhance the Affordable Warmth programme across the borough. In addition, Lancashire County Council introduced specialist officers to work with Adult Social Care and hospital discharges teams to assist with safe discharge back home. The shared Chorley and South Ribble officer is also based in the Home Improvement Agency.</p> <p>In 2024 the Public Protection Service have become partners in the new Department for Levelling Up, Housing and Communities (DLUHC) Healthy Homes Project Pilot scheme. The scheme involves providing data in relation to enforcement against private rental landlords for damp and mold during 2024/25.</p>
	<p>Review and refresh the council’s policy to support owner-occupiers who are unable to make essential repairs to their property.</p>	<p>Completed – a review of the Housing Enforcement Policy has been completed and published. There will be a further review of what engagement, education and enforcement activity is appropriate in cases where owner-occupiers are unable to keep properties in a safe condition.</p> <p>The council’s Home Improvement Agency (HIA) has identified that there is no universal support for owner-occupiers who required support for essential home repairs. However, the HIA team deliver the Disabled Facility Grant (£30,000 max grant per household from government) and the council agreed to “top-up” this amount by a discretionary £10,000 grant per</p>

		household to ensure that more complex works could be undertaken. In addition, the HIA also with Preston Care and Repair service to deliver small-scale, DIY type improvements for eligible households (Handyman Service).
	Develop a programme to promote affordable warmth.	Completed - The Affordable Warmth grant programme has been integrated into the Home Improvement Agency team at the council, working alongside the team which manages the Disabled Facilities Grant and Handyman service. Part of the council's UK Shared Prosperity Fund grant was allocated to enhance the Affordable Warmth programme across the borough. In addition, Lancashire County Council introduced specialist officers to work with Adult Social Care and hospital discharges teams to assist with safe discharge back home. The shared Chorley and South Ribble officer is also based in the Home Improvement Agency. The Household Support Fund has also been used to support and promote "Warm Spaces" projects in communities across the borough.
	Investigate the impact of AirB&B on the borough.	Completed – an investigation was carried out and the conclusions were presented to the Housing portfolio holder in July 2020. There was no evidence that Air B&B properties are impacting the availability of private rented accommodation (only 20 identified). This has been kept under review and will form part of the emerging Central Lancashire Local Plan's evidence of how robust the housing market is across Chorley.
Supporting people to remain independent in their own homes.	Open Primrose Gardens.	Completed – the first resident moved into this Extra Care facility in 2019 and it is now fully occupied. In February 2023 a second Extra Care Facility (Tatton Gardens) opened and is now fully occupied.

	<p>Work with partners within LCC and LCFT to reform the processes around major and minor adaptations.</p>	<p>Partially completed – County-wide review of processes around use of Disabled Facility Grant began in 2023 being led by Chorley/South Ribble Chief Executive. Final report will be presented to LCC/ICB Director of Health and Care Integration in 2024.</p>
	<p>Work through the Wellbeing Service to increase and improve referrals for support from GPs and other primary care providers.</p>	<p>Completed – Chorley Council Social Prescribing Team is fully embedded into the Communities and Housing Service meaning that clients benefit from strong links with Housing Options and Home Improvement Agency to ensure more of them can stay safely in their own homes for longer. The Team are part funded by two Primary Care Networks with 75% of referrals into the service made by these groups of GPs.</p>
	<p>Undertake an assessment of housing need including particular types such as older people and affordable housing and examine options for changes to housing policy.</p>	<p>Completed - ARC4 Consultants produced a Housing Needs and Demand Study August 2022. This is being refreshed in 2024 with publication of the final evidence as part of the Regulation 19 Consultation the Local Plan in early 2025. The new Local Plan includes policies regarding housing covering matters including allocations, density, affordable housing, custom and self-build and Gypsy traveller and travelling showpersons.</p>
	<p>As part of the new Local Plan, review planning policies for the quality and sustainability standards of new housing developments to maximise ways to future proof new developments.</p>	<p>Partially completed - policies are being developed as part of the Central Lancashire Local Plan which will be published in February 2025 as part of the Regulation 19 Consultation</p>
	<p>Examine options and the business case to expand the Extra Care offer in the borough.</p>	<p>Completed – Tatton Gardens (second Extra Care unit in Chorley) was opened in February 2023. In total the units provide 127 1- and 2-bedroomed apartments. Both developments have a variety of facilities including communal and quiet lounges, overnight guest rooms, parking facilities, mobility scooter stores, high</p>

		quality cafés. Primrose Gardens also has its own dance studio. Residents at Tatton Gardens (and the local community) can benefit from the onsite, new GP surgery and community centre.
Preventing homelessness	Work through the Wellbeing Service to reform pathways for customers with complex needs so they receive timely support.	Completed – the Wellbeing Service was reviewed and became the Communities Service which was brought together with Housing to form the Communities & Housing Service in 2023. Both this Service and Public Protection (including Community Safety and Environmental Health) sit under the same Directorate (Communities & Leisure). These structural changes have allowed improved management and processes for supporting clients with complex needs to receive timely and appropriate support. In addition, the introduction of the Social Prescribing Team (Communities) has led to clearer referral pathways for residents with complex needs. Multi-agency PIVOT meetings to provide support for residents with a safeguarding concern are clear and part of mandatory Safeguarding training for all council staff. Specialist third-party providers have been commissioned to provide support, but this is now under review to establish if it is more efficient and effective to deliver this service in-house via a Floating Support offer (to be decided in 2024).
	Review and refresh the homelessness strategy.	Partially completed – Homelessness Prevention Strategy is being reviewed during 2024 for approval in 2025.
	Develop a multi-agency action plan for supporting people who are rough sleeping.	Partially completed – multi-agency operational delivery to support people who are rough sleeping is embedded and includes provision of emergency accommodation (at Cotswold House temporary accommodation unit) and discussion of individual cases at multi-agency case management meetings. This work will be further reviewed as part

		of the Homelessness Prevention Strategy with further improvements formalised into a new action plan.
Supporting a balanced housing market	Review and refresh the Central Lancashire Local Plan.	Partially completed - the Central Lancashire Local Plan is being prepared and the Regulation 19 consultation will take place in early 2025 ahead of submission to the Planning Inspectorate before June 2025.
	Establish a Chorley Housing Company.	Not completed – in 2019 the council considered the option of setting up a Chorley Housing Company (Council 23 July 2019) and it was agreed not to pursue this option. Chorley council is the landlord for 168 domestic properties (including Primrose Gardens, Tatton Gardens, Cotswold House, and individual dwellings).
	Include consideration of the provision of housing within the refreshed town centre masterplan.	Partially completed – the Town Centre Masterplan is currently still being refreshed, but new proposals for town centre regeneration does include housing,
	Use the outputs of the local plan to review land supply and land use across the borough to determine the need to bring forward sites or housing types.	Not completed - the Central Lancashire Local Plan will be adopted in 2026 and its preparation and adoption will enable sites to come forward.
	Continue to bring empty properties back into use, with annual monitoring to Neighbourhood Area meetings.	Partially completed – reports were presented to Neighbourhood Area meetings in 2024. This prompted a review of the most appropriate team to lead on monitoring empty properties and how/when to act which will be concluded in 2024.

Appendix B: Housing Strategy Action Plan 2025/26

Priority	Title	Action
Supply enough homes, support a balanced housing market, and ensure good access to affordable housing	Deliver and implement Central Lancashire Plan.	Work in partnership with neighbouring district councils to deliver and implement a new Central Lancashire Plan which will bring clarity around new housing provision and support infrastructure across the borough including promotion of sites earmarked for housing developments. Property & Planning – April 2026
	Deliver affordable homes in the borough.	Produce a comprehensive range of options to increase the availability of affordable housing to rent and buy across the borough. The options will be informed by consultations with both private developers and Registered Providers to understand the current pressures and opportunities. Property & Planning – April 2025
	Review creation of Housing Revenue Account.	Refresh the most recent review into whether Chorley Council should introduce a Housing Revenue Account to take any government proposals for HRA requirements into account. Property & Planning/Finance – July 2025
	Economic regeneration and housing.	Ensure that the refreshed economic regeneration and renewal strategy consider the implications for housing and how housing impacts economic regeneration. Economic Regeneration/Communities & Housing/Property & Planning – April 2026
	Select Move operation.	Review the operation of Select Move to ensure it continues to be the most efficient and effective way of allocating social housing across the borough. Seek to increase confidence from Councillors and service users that Select Move is operating well. Housing Options – September 2025

	Social Housing Summit.	Set up and host a regular social housing summit to share knowledge and understanding about the social housing landscape across the Select Move area. Strengthen the strategic and operational links between the council and major social landlords to ensure social housing is accessible, in good condition, is energy efficient, creates sustainable neighbourhoods and complies with Regulator of Social Housing consumer standards. Housing Options/Public Protection/Home Improvement Agency/Property & Planning – March 2025
	Disabled Facilities Grant.	Implement the recommendations of the DFG review led by District Councils. Home Improvement Agency – September 2025
	Minimise use of temporary accommodation.	Ensure that use of temporary accommodation is kept to a minimum and that where it is used, it is of high quality and appropriate for users. Review all processes relating the management of households living in temporary accommodation including referral pathways in/out of the Housing Options team, support offered by Supported Housing, accessing good quality accommodation in the private sector. Housing Options – September 2025
	Improved energy efficiency ratings.	Ensure that that Minimum Energy Efficiency Standards are complied with for council-owned homes. Property & Planning – July 2025
Promote resident wellbeing and settled neighbourhoods including	Handyman Service.	Review the effectiveness and efficiency of provision of both Handyman service and minor aids and adaptations managed by the Home Improvement Agency. Home Improvement Agency – July 2025

<p>supporting people to remain independent in their own homes</p>	<p>Extra Care provision.</p>	<p>Review whether the current provision of Extra Care facilities continue to meet the needs of residents, particularly for residents who are younger than the current minimum age requirement. Property & Planning/Communities and Housing – December 2026</p>
	<p>Community engagement and projects</p>	<p>Continue to deliver a range of services and programmes to support strong neighbourhoods and support individual residents to remain happy, healthy and safe in their home. Communities & Housing – March 2030</p>
	<p>Supported Housing review.</p>	<p>Continue to support and develop collaborative partnerships across the housing landscape in Chorley and across the region. Specifically, we will develop a new Supported Housing Network to allow two-way communication, support and sharing of knowledge between the council and all supported housing providers in the borough so a thorough review can take place of all provision. Housing Options/Public Protection – April 2026</p>
<p>Prevent and reduce homelessness</p>	<p>Review temporary accommodation.</p>	<p>Review the provision and use of temporary accommodation (council and privately owned) and rough sleeper provision for Chorley residents. Housing Options – December 2025</p>
	<p>Reduce number of evictions from social landlords in Chorley.</p>	<p>Continue to work closely with social landlords to support sustainable tenancies and to deliver early interventions whenever possible to minimise the risk of homelessness. Identify and implement effective early interventions with social housing tenants to improve homelessness prevention. Housing Options/Public Protection – March 2030</p>
	<p>Reduce number of evictions from private landlords in Chorley.</p>	<p>Improve relationship with private sector landlords. Review and refresh the Private Landlord Forum and increase</p>

		<p>attendance at the Forum by landlords, letting agents and council teams. Develop processes to help private tenants maintain tenancies and prevent homelessness (including reduction of illegal evictions and improving the quality of all private lettings).</p> <p>Housing Options/Public Protection – March 2030</p>
	<p>New tenancy sustainment for council tenants.</p>	<p>Develop clear support pathways for clients with complex needs at Cotswold House and Gillibrand Street, developing a new “float-away” support programme and pre-tenancy support for residents transitioning to new tenancies to help them sustain their new accommodation.</p> <p>Communities and Housing/Property & Planning – March 2029</p>