

NPDC City Centre Stakeholder Comms – Rough Sleeping Action
February 2026

Kia ora koutou,

We last shared an update on this kaupapa in October, and since then there has been solid progress on a range of initiatives to assist the rough sleeping community. In this update we give you a brief overview of what's been happening recently and what's coming up.

A big thank you to the Taranaki Chamber of Commerce for their ongoing support and helping us share this update.

- **YMCA Night Shelter – Te Whare o Tapatahi:** YMCA Taranaki's Te Whare o Tapatahi provides a safe, mana-enhancing space for tāne (men) experiencing homelessness in Ngāmotu/New Plymouth. The YMCA's aim is to support people into stability while also contributing to a safer, more connected city environment for everyone, including local businesses.

The whare currently operates four nights a week - Monday, Thursday, Friday and Saturday. On these evenings, the Y also deliver meals to wāhine (women) and others who are unable to access the whare, ensuring they remain supported and connected. Each night there is at least 14 people sleeping at the facility with an additional 10 coming for kai, kōrero, hot showers and to use the laundry facilities. A further 8-12 are receiving kai and support via the outreach team on each night they are open.

- **CBD Police beat team:** The initial deployment of the New Plymouth Police Beat team in July 2025 saw the team out and about building relationships with the retail and business community and providing reassurance. This has helped ensure the CBD is a safer place to be as Police are committed to taking a firm approach to policing any disorder and antisocial behaviour. This has seen a significant reduction in retail crime during December compared to previous years.

Officers are continuing to build important partnerships with key stakeholders in relation to the homeless community so they can provide appropriate support and referrals for them.

They are responding to incidents as and when they occur, however resources cannot be prioritised or incidents responded to if they are only posted on social media. Please report via the usual channels:

- **Phone 111** if the offender is still present or there is a fear of threat of violence.
- **Phone 105** to report historic matters or via the Police website www.police.govt.nz/use-105

- **Daytime Support & Engagement:** The YMCA Outreach and Day Services run Tuesday to Friday and are open to anyone, not just those staying at the whare.

These services are for people needing practical help or advocacy, while Y's Saturday activity day supports whanaungatanga (connection) and positive community participation. This regular, visible presence helps de-escalate challenges early, maintain trust, and reduce the need for emergency responses.

While some individuals choose not to stay at the whare or may struggle with the kawa (rules), the Y's approach remains nonjudgemental. They stay connected, continue checking in, and provide options that uphold safety, mana and dignity for each person - an approach that helps reduce pressure on businesses and public spaces over time.

- **Rough Sleepers Property:** In an effort to clean up our streets, reduce congestion, and support our rough sleepers by ensuring their belongings remain safe, we've partnered with a local property owner and the YMCA to trial a temporary storage solution. Each morning, YMCA staff travel through the CBD to collect and securely store personal property for the day. In the evenings, they return any items people need for the night, helping to reduce stress and keep important belongings protected.

While this approach is working well for now, it isn't a long-term fix. We continue to explore more sustainable options that will better meet the needs of our community.

Alongside this initiative, we have supported Prisoner Aid and Rehabilitation Services (PARS) to install their first set of three lockers on the corner of Egmont and Ariki Street.

If you have any questions or suggestions, please feel free to get in touch.

Ngā mihi,



Damien Clark
Manager Community and Economic Development