

NPDC City Centre Stakeholder Comms – Rough Sleeping Action
July 2025

Kia ora koutou,

Following our last update in April, there have been two community forums led by the Chamber of Commerce and great progress being made in initiatives to support people sleeping rough in the CBD. Here is an overview of what has been happening and what is coming up.

Thank you to the Taranaki Chamber of Commerce for supporting this work and distributing this update.

- **City Safe Warden trial results:** From mid-December 2024 to mid-May 2025 NPDC ran a trial community patrol with City Safe Wardens in New Plymouth's CBD, in response to advocacy from the business community. We then ran an online survey, sent out by the Chamber of Commerce, to gauge the impact of the trial. Thank you to the 87 people who responded!

The survey showed there is an ongoing need for community patrols in the CBD, but perceptions about the impact of the wardens varied. Around half the respondents reported feeling safer in the CBD with the wardens around while half did not. 30% of respondents reported seeing the wardens often, while 32% reported seeing them hardly ever. Most respondents felt that community patrols are needed all day, 7 days a week, and that they should focus on the lower part of Devon Street.

The survey gave us some great insights into the needs of the community, and we are now investigating potential solutions as below.

- **Potential NPDC roles:** NPDC is exploring options for permanent community patrol officers, based on the model of the City Safe patrol run by Hamilton City Council: [Keeping our city safe | Hamilton City Council](#). The survey results you provided will inform how these roles might shape up.
- **CBD Police beat team:** We continue to work hard on the partnership between NPDC and the Police. A new Police beat team tasked with addressing crime in the city is now in place and will be trialed until February 2026. The CBD focus is the

result of community feedback from the Chamber of Commerce rough sleeping forum in May and advocacy from Council. In partnership with Council, the team is based in the bus hub on Ariki Street. They are taking a proactive approach to engaging with retailers, deterring crime and referring people to support agencies.

- **Facilities, night shelter and day space:** Te Whare o Tapatahi at the YMCA is already being well-used. Guests are visiting frequently for shelter, kai, laundry and shower facilities, and have commented on the usefulness of the programme and the authenticity and kindness of staff. It's regarded as a safe place to connect, rest and recuperate. Guests are eagerly awaiting the opening of the night shelter, which is set to be ready by September.

A steering group is also meeting regularly with support from NPDC to explore options for a dedicated day space. The day space will be a place where people sleeping rough can spend time and connect with services, supporting long term change in people's lives with the aim of reducing the number of those living on the street.

Ongoing support for this work is needed, you can find out more here: [The YMCA Rough Sleeping Shelter – Te Whare o Tapatahi Fund - Taranaki Foundation](#)

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

Ngā mihi,



Damien Clark
Manager Community and Economic Development