

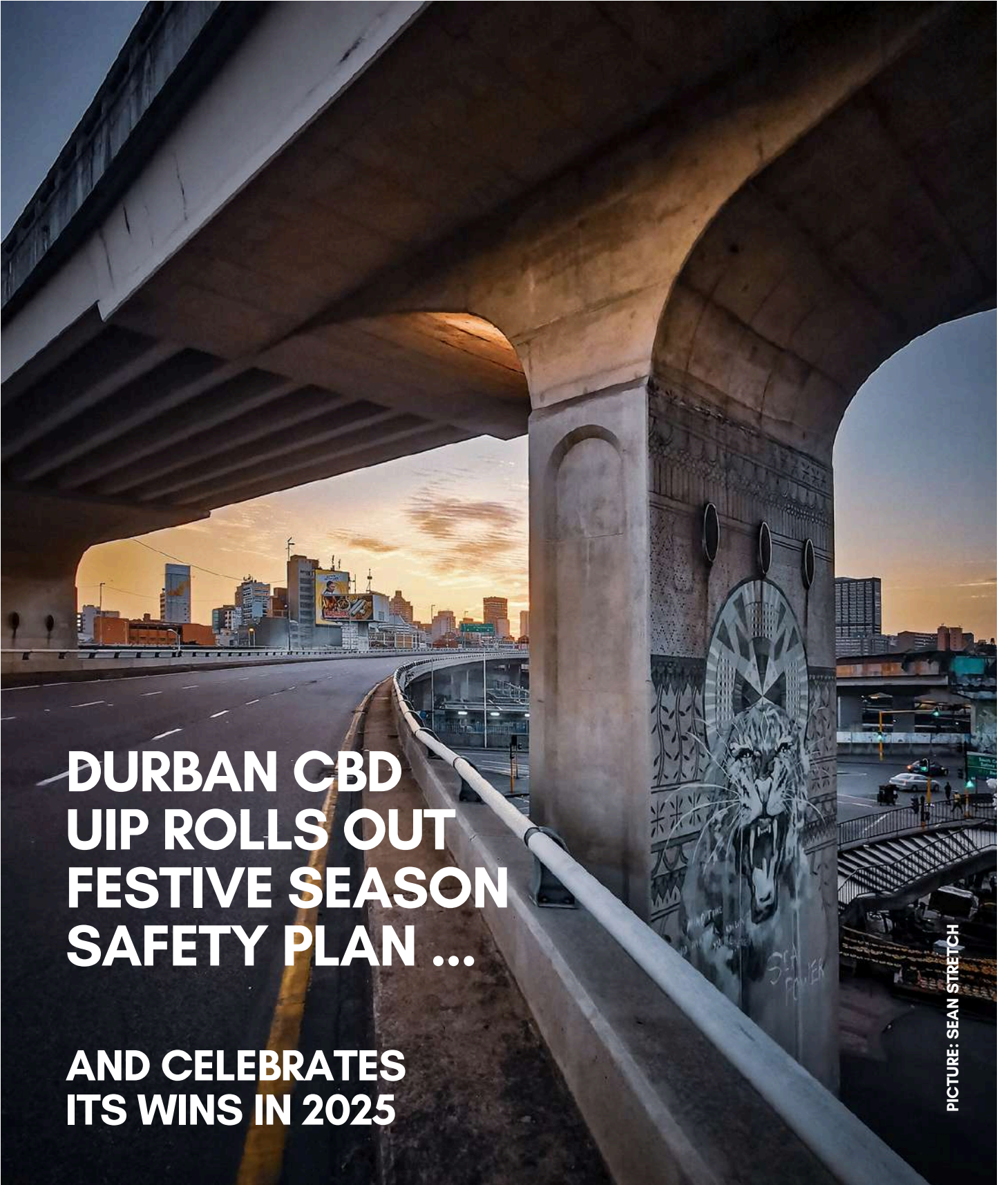


MAKING THE DURBAN INNER CITY CLEAN, GREEN AND SAFE

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DURBAN CBD UIP ROLLS OUT FESTIVE SEASON SAFETY PLAN ...

AND CELEBRATES ITS WINS IN 2025

PICTURE: SEAN STRETCH

THERE'S MUCH TO LOVE ABOUT A CLEANER, SAFER DURBAN INNER CITY



**VASANTHA
ANGAMUTHU**

It is the rare inner city globally that has not suffered from migration and the resulting inner city challenges - crime, grime, low occupancy and neglect.

All that seems to be changing in Durban as the new board of the Durban CBD Urban Improvement Precinct (UIP) takes these challenges head on.

The UIP plan appears to be bearing dividends - visible security to reduce crime; daily cleaning to eliminate grime; increased tenancy and working hand-in-glove with the municipality to fix what's broken in the shortest amount of time.

The results could not have come at a better time as Durban welcomes tens of thousands of visitors to this holiday destination for the 2025 festive season.

Durban has, over the past few years, lost much of its primacy as a tourist destination.

The work the Durban CBD UIP will help polish Durban's crown as SA's number one domestic tourist destination.

If the CBD - with its historic buildings, shops, museums and markets - is clean and safe, the entire region will benefit from increased tourism.

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**OUR PARTNER
DURBAN CBD UIP**

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CHAIR: Gugu Ngobese



UIP ROLLS OUT FESTIVE SEASON PLAN

For years now the Durban CBD has lacked the sort of attention paid to the beachfront (our famed Golden Mile) during the festive season.

Thousands of holiday makers descend on Durban every year at this time of year, drawn by the beaches, affordable accommodation and days of sunshine.

The city's tourism number has declined over the past few years, the result of a number of factors including the poor economy; issues of e.Coli in the sea; and lack of maintenance of infrastructure.

This year has seen a turnaround, not least because of efforts of the municipality and tourism agencies to return the domestic tourism crown to Durban.

The beachfront has never looked cleaner; the hotels have never been readier and the city, generally, seems to be determined to change its tourism fortunes.

Now attention is on the Durban CBD which experiences its business season at the end of the year and visitors and local shop more, spend more and eat out more.

With this background, the Durban CBD Urban Improvement Precinct - with its new board - is rolling out a comprehensive plan to ensure that the inner city too is safer, cleaner and desirable for locals and visitors alike.

The Durban CBD Urban improvement Precinct has already implemented an enhanced operational plan to ensure the precinct remains safe, clean and welcoming throughout the 2025 festive season.

"The Durban CBD UIP is fully prepared for the festive season, with increased security presence, additional patrol vehicles, enhanced cleaning capacity, and improved street trading enforcement, chairperson of the Durban CBD UIP Gugu Ngobese said.

"These strategic upgrades will ensure the precinct remains safe, orderly and clean during the busiest period of the year," she added.

This builds on two quarters of dedicated efforts to turn around the inner city with respect to safety and cleanliness (see the UIP's 2025 report on page 4).

"This period attracts significantly higher pedestrian and vehicular traffic, requiring increase visibility, rapid response capability, and higher cleaning frequencies," Ngobese said.

The UIP Festive Season Plan outlined its current operations, expanded festive season resources, scope of work, and enforcement efforts - particularly relating to illegal street trading.



Durban CBD UIP service providers, Lion Protection and Wahlanza Cleaning, are teaming up with the eThekweni Municipality to ensure that the inner city is clean and safe for the holiday season

EXPECT A CLEANER, SAFER DURBAN CBD THIS HOLIDAY SEASON

A comprehensive festive season security and cleaning plan has been kicked into touch by the Durban CBD Urban Improvement Precinct with the intent of ensuring the safety of residents, business owners and visitors. Chairperson of the Durban CBD UIP Gugu Ngobese expands on the plan

SAFETY FOCUS

The Durban CBD UIP has its sights on delivering a safer festive season for residents, businesses and visitors.

Their plan is two-pronged - additional security patrols and increased Ambassador patrols throughout the inner city.

The UIP said the first part of the security plan included deploying two additional patrol vehicles for the season. Each unit will carry additional armed response officers.

This, the UIP said, will result in faster reaction times; increased crime deterrence and the UIP will have larger areas coverage.

The second part of the plan is to increase Ambassador patrols. The UIP currently deploys a number of Ambassadors, identifiable by their uniforms, throughout the CBD. The additional Ambassadors will be allocated to high footfall areas; to business corridors; taxi ranks and tourism and commuter routes.

The UIP, with its security partner Lion Protection, currently deploys armed officers; Ambassadors and response vehicles across the precinct 24/7.

STREET TRADING

This festive season, the UIP has a plan to clamp down on illegal street trading both to protect the businesses licensed to trade in the CBD as well as to help them stay on top of urban maintenance.

UIP Ambassadors, accompanied by armed response back-up, will conduct random permit checks on street vendors. Traders will be asked to present valid permits to trade. A non-compliance process has been put in place to deal with traders who lack valid permits or are operating unlawfully.

If a trader lacks a valid permit or operates unlawfully they will be informed of the bylaw violation; details and locations of trading points will be captured; and the issue will be escalated to the Metro Police via the relevant channels.

Repeat offenders will be monitored and reported for focused enforcement.

UIP Ambassadors patrol the precinct; monitor hotspots; assist the public and report incidents to the relevant authorities if they are unable to intervene.

CLEANING PLAN

Routinely and consistently cleaning the CBD has been an important agenda item for the CBD in 2025. The festive season plan expands its current cleaning processes which includes litter collection; emptying bins; and street sweeping.

Currently UIP staff pick litter through the day and this will continue at a frequency of three to four cycles a day depending on foot traffic. UIP staff sweep the streets manually, paying particular attention to the sweeping of pavements and high usage zones. Staff will be put on continuous rotational shifts.

Bins will be emptied every two to three hours or as required. Emptying bins will increase to hourly in high density zones.

The UIP has hired temporary cleaners to assist existing staff given the anticipated increased litter; more public events and weekend/ holiday surges.

The UIP will align its cleaning schedule with the municipal waste management department to prevent overlap and will maintain real-time communication.

**BEFORE****AFTER**

LOOKING BACK ON 2025

It was a tough road for the Durban CBD UIP to get on top of the key challenges faced in the inner city but they are pleased with the progress made, says chairperson Gugu Ngobese

Early in 2025 when the new board members of the Durban CBD Urban Improvement Precinct took their positions, they were clear about two things - it was going to be a lot of work and they needed a clear plan.

That plan rolled out in mid 2025 and it was not long before visible differences were being seen - cleaner streets and visible security.

The UIP's plans are aligned with the eThekweni Municipality's own regeneration plan which is cognisant of Durban as a vital node that powers the provincial economy. They were not blind to the challenges faced by the CBD - urban decay, crime, grime and deteriorating infrastructure.

The UIP's Operational Plan for 2025, was built on three strategic pillars:

- Urban Management;
- Security and Safety; and
- Placemaking.

The first challenge they tackled was safety with security partner Lion Protection.

Actions to reduce inner city crime included daily and more foot patrols, mobile security units and improved surveillance capabilities.

A report from the UIP which quantified the work of the UIP during the third quarter of 2015 said UIP ambassadors and armed response officers from their security partner patrolled day and night and had become the

go-to for many citizens and shop owners.

"They are proving to be a reliable source of law enforcement, intervening on multiple occasions such as theft, store break-ins and armed robberies."

The security team also responded to multi-vehicle accidents and pedestrians being struck; managed protests in the inner city; resolved public disturbances and made connections with the citizens and shop owners in the CBD.

The second challenge the UIP tackled was infrastructure upliftment and urban maintenance. The dedicated UIP team of stewards took to the streets, filling over a thousand bin bags each quarter with the rubbish accumulated in the urban centre.

Pivotal to this plan was working closely with the municipality. - flagging issues around sanitation, water, roads and electrical faults and staying on top of these faults until resolution.

The result has been a cleaner inner city with fewer unresolved municipal faults.

The UIP third quarter report said the cleaning teams covered extensive distances; cleared rubble from walkways and ensured drains were cleared of blockages. The feedback to these improvements has been overwhelmingly positive.



THIRD QUARTER 2025 REPORT

WORK COMPLETED

102 kilometers cleaned

1086 bin bags used

64 municipal reports submitted

41 crime reports done

44 public assistance reports

FAULT RESPONSE & FOLLOW UP

15 electricity faults

52 roads & stormwater

7 water & sanitation

SAFETY & SECURITY RESPONSE

8 armed responses

19 break ins

5 theft/hijackings

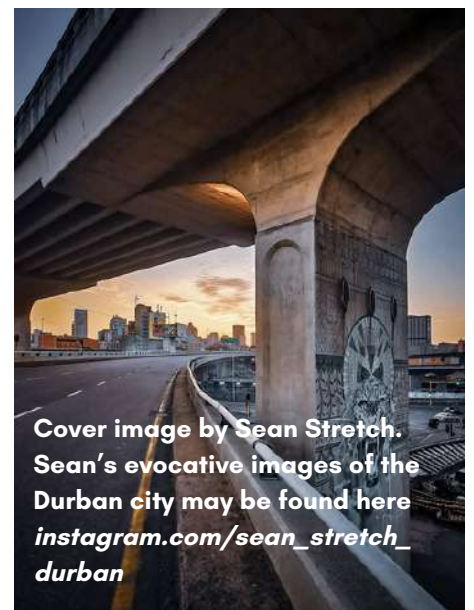
17 shootings/stabbing

17 accidents

6 protests

18 public disturbances

4 drunk driving



Cover image by Sean Stretch.
Sean's evocative images of the Durban city may be found here
[instagram.com/sean_stretch_durban](https://www.instagram.com/sean_stretch_durban)