

Cleansing Service Standard Review - Cleansing Pilot Update

Strategic Alignment - Our Corporation

Tuesday, 18 November 2025

**Infrastructure and Public
Works Committee**

Public

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EXECUTIVE SUMMARY

The purpose of this report is to provide an update on the Cleansing Service Standard Review, Cleansing Pilot (the Pilot).

The Pilot commenced in March 2025 following a cleansing service standard review in 2023/24 which identified opportunities to improve service delivery, performance data, operational practices, and communication with residents and visitors ([Link 1](#)).

The Pilot transitioned Cleansing Services from an intervention-based approach to a structured, programmatic model. A review of the Pilot was conducted in October 2025 and is summarised in Attachment A.

The Pilot delivered measurable improvements in service consistency, community experience, and operational efficiency. Notably, an average of 47% of surveyed residents prior to the Pilot reported they were dissatisfied with street cleanliness and service frequency within the Pilot area. At the completion of the Pilot this had decreased to an average of 26%. Productivity rose by 27%, and service program delivery performance reached 90%.

Based on these outcomes, the model will be rolled out citywide in two phases:

Phase 1 (2025/26): Area bordered by King William Street, Currie Street, the western boundary of the local government area, and Greenhill Road, Adelaide.

Phase 2 (2026/27): Remaining areas north of Currie Street/Grenfell Street, Adelaide.

A Cleansing Service Standard is being developed in 2025/26 aligned with the Pilot outcomes to support consistent service delivery and achievement of community expectation.

RECOMMENDATION

The following recommendation will be presented to Council on 25 November 2025 for consideration

THAT THE INFRASTRUCTURE AND PUBLIC WORKS COMMITTEE RECOMMENDS TO COUNCIL

THAT COUNCIL

1. Receives the Cleansing Pilot Presentation as contained in Attachment A to Item 7.2 on the Agenda for the Infrastructure and Public Works Committee held on 18 November 2025.
2. Notes that the Cleansing Service Standard Review, Cleansing Pilot has increased the consistency of service delivery and improved the community perception of streetscape cleansing.
3. Notes that the Cleansing Service Standard Review, Cleansing Pilot has delivered a 27% increase in productivity, through improved operational processes and scheduling.
4. Notes the implementation of the Cleansing Service Standard Review, Cleansing Pilot model across the City of Adelaide through a phased rollout including street and footpath sweeping, footpath scrubbing and street furniture cleaning.
4. Notes the development of a Cleansing Service Standard in 2025/26 to support consistent service delivery and achievement of community expectation.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	<p>Strategic Alignment – Our Corporation</p> <p>Use community feedback, data and research to monitor, maintain and adapt our range of quality services to continuously improve the value and efficiency.</p>
Policy	Implementation will require updates to cleansing service procedures and development of a new Service Standard aligned with Council's strategic city presentation and operational efficiency goals.
Consultation	The review of the Pilot was informed by consultation with residents received services in the Pilot area.
Resource	Not as a result of this report
Risk / Legal / Legislative	The timing for implementation of the phased roll-out may require adjustment should the City of Adelaide be announced as the host city for COP31.
Opportunities	Improved service consistency and productivity to create opportunities that enhance city presentation, community satisfaction, and operational planning, leveraged through phased rollout and new Service Standard development.
25/26 Budget Allocation	Not as a result of this report
Proposed 26/27 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
25/26 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Not as a result for this report
Other Funding Sources	Not as a result of this report

DISCUSSION

Purpose

1. The purpose of this report is to provide an update on the Cleansing Service Standard Review, Cleansing Pilot (the Pilot).

Background

2. The Pilot commenced in March 2025 following a cleansing service standard review in 2023/24 which identified opportunities to improve service delivery, performance data, operational practices, and communication with residents and visitors ([Link 1](#)).
3. The Pilot transitioned Cleansing Services from an intervention-based approach to a structured, programmatic model.
4. It involved the implementation of a structured cleansing program within the southeast of the city (an area bordered by King William Street, Grenfell Street, Dequetteville Terrace/Fullarton Road, and Greenhill Road, Adelaide) (Figure 1).
5. The aim of the Pilot was to increase the consistency of service delivery, providing an enhanced community experience, whilst improving the efficiency of operations.

Pilot Outcomes

6. Targeted surveys were used to gather community feedback on the impact of the Pilot.
7. The initial survey indicated an average of 47% of respondents were dissatisfied with cleansing standards. Post Pilot this reduced to an average of 26% of respondents reporting dissatisfaction with cleansing standards, a reduction of an average of 45%.
8. During the Pilot, several operational performance-related metrics improved:
 - 8.1 The average daily distance swept increased by 27% (equivalent to 6,497 metres a day).
 - 8.2 The street furniture program consistently achieved a reduction in time to complete the daily program from an 8.5 hour commitment to 6 hours.
 - 8.3 The footpath scrubbing program consistently achieved its targeted service levels to eliminate over servicing and improve sustainability.

Program Delivery Performance

9. The Pilot achieved a program delivery performance rate of 90%, underpinned by five key operational metrics:
 - 9.1 Completion rate of scheduled tasks
 - 9.2 Reactive work order volumes
 - 9.3 Service quality audits
 - 9.4 Employee attendance and availability
 - 9.5 Asset readiness and equipment uptime.
10. The metrics played a critical role in shaping the approach by enabling data-driven decision making, fostering continuous improvement, supporting proactive planning, and reinforcing team accountability. Collectively, they contributed to more consistent and reliable service delivery across the Pilot area.

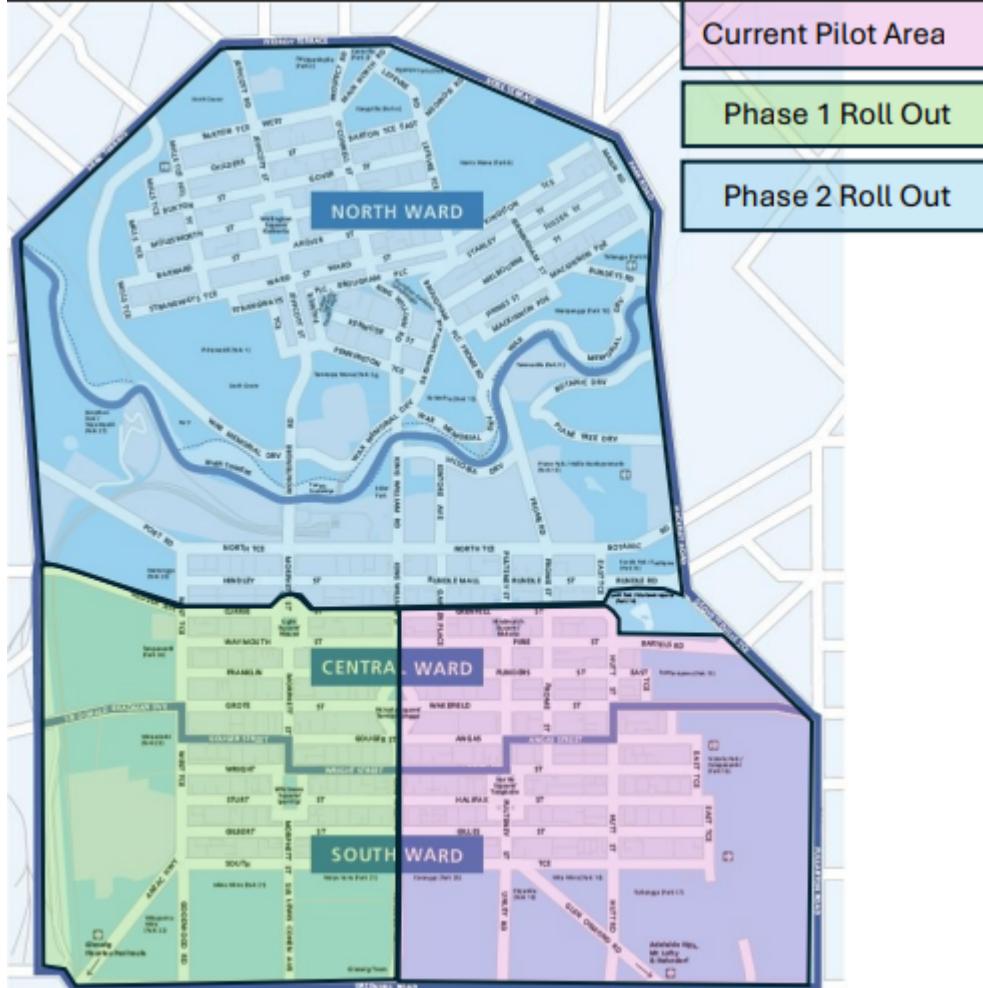
Community Engagement

11. Within the Pilot area, there were an estimated 7,300 ratepayers, of which 62% were residential dwellings.
12. To gauge public sentiment on cleansing service frequency and streetscape presentation, surveys were conducted at three stages of the Pilot—pre, during, and post-implementation. Each round was supported by a letterbox drop of 7,000 flyers.
 - 12.1 Response rates across the surveys varied between 0.3% and 0.1%, the highest response rate was for the pre Pilot survey, which was supported by a social media campaign.
 - 12.2 Response rates from commercial rate payers was low (2 responses), both acknowledged an improvement in service delivery.
 - 12.3 The survey sought feedback on city wide cleansing services. Feedback in the post Pilot survey highlighted service delivery opportunities outside the scope of Pilot.

Next Steps

13. The model will be rolled out across the City of Adelaide in two phases, as shown in Figure 1:
 - 13.1 Phase 1 (2025/26): Area bordered by King William Street, Currie Street, the western local government area boundary, and Greenhill Road, Adelaide.
 - 13.2 Phase 2 (2026/27): Remaining areas north of Currie Street/Grenfell Street, Adelaide.

Figure 1 – Phased Roll-out



14. To support the citywide adoption of the Pilot model, the following actions are planned:
 - 14.1 Further define service levels to guide consistent and transparent cleansing operations across the city in 2025/26.
 - 14.2 Train additional Cleansing Team members to support the phased implementation of the new operating model in 2025/26.
 - 14.3 Commence Phase 2 rollout and citywide implementation.

DATA AND OTHER SUPPORTING INFORMATION

Link 1 – [Agenda – Infrastructure and Public Works Committee - 16 May 2023](#)

ATTACHMENTS

Attachment A – Cleansing Service Standard Review - Cleansing Pilot

- END OF REPORT