


Commercial Waste in Frome



<p>Background</p>	<p>Frome’s businesses are currently served by 12 different commercial waste contractors resulting in unsightly street clutter, and unnecessary collection traffic, which is having a costly impact on the appearance and condition of the town centre.</p> <p>The town’s narrow roads and limited space mean that parts of the town centre public realm are used to store the abundance of required businesses’ bins. These often spill onto pavements, affecting accessibility, creating litter, encouraging fly-tipping, and attracting pests.</p> <p>The need to improve waste collection in the town centre was identified long ago, and Frome Town Council remains committed to enhancing the area. In its 2025–2027 Council Plan, the council states that it will continue to make the town centre cleaner, safer, and more welcoming.</p> <p>With the new Simpler Recycling policy due to come into effect for all businesses on 31 March 2027, now is the time to address our commercial waste challenges.</p>
<p>Clients</p>	<p>Initially, we would want to focus on streamlining waste collections for town centre businesses. However, we also see an opportunity for the preferred contractor to work with the wider business community of Frome.</p>
<p>Requirement</p>	<p>To facilitate a commercial waste contractor to offer a streamlined approach to waste collection for Frome.</p>

Brief for a preferred commercial waste contractor for Frome

<p>Town Centre Map: Initial focus area</p>	
<p>Project Objectives</p>	<ul style="list-style-type: none">• To reduce the number of contractors and waste collection vehicle congestion in the town centre• To reduce the number of bins stored in the public realm by addressing business' storage requirements• To increase compliance in the business community and increase recycling• To save businesses money• To make the town centre more attractive and feel safer• To introduce a coordinated, frequent, and efficient waste collection system for town centre businesses• To offer clearer guidance and support for businesses around their legal waste management responsibilities to facilitate compliance• To provide a tailored, and more personal, service with a direct point of contact for business owners
<p>Considerations</p>	<ul style="list-style-type: none">• FTC will not be enforcing the use of the preferred contractor. We do not have enforcement officers, and we are not proposing to introduce restrictions or limitations on businesses. The focus would be on engagement, education, communication, and encouragement of best practice that benefits businesses, residents, and visitors alike

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	<ul style="list-style-type: none">• Although many town centre businesses are independent, there is a significant number of nationwide chains who may be tied into national contracts
Content required in submissions	<ul style="list-style-type: none">• Provide proof of waste carrier licenses, and evidence that all waste is put through the correct waste recycling stream, demonstrating that nothing goes to landfill• Provide examples of partnerships/preferred contractor schemes you have worked on, with outcomes• Detail your proposal of collection schedule, and outline how your service will benefit the town• Illustrate how you will engage with businesses and address compliance requirements, particularly with the imminent introduction of Simpler Recycling• Provide details of preferential rates for existing and new customers
Timescales	<ul style="list-style-type: none">• Expressions of interest to be received by Friday 17 April 2026• Submissions to be received by Friday 8th May 2026 for consideration
Contacts	For further information and an informal discussion, please contact Katie Fraser, Town Centre Coordinator kfraser@frometowncouncil.gov.uk or 01373 475579