

Agenda item 9

For information – Town Centre Commercial Waste Management Update

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Summary

This report informs of our recent appointment of Grist Environmental as our preferred commercial waste contractor for town centre businesses. This appointment follows a call for submissions from waste operatives currently working in Frome and is intended to address the current challenges with waste collections, bin storage, and customer service, while supporting micro businesses in preparing for the final phase of the [Simpler Recycling](#) policy, due to come into effect in March 2027.

Background

Frome's businesses are currently serviced by 12 different commercial waste contractors. This fragmented approach has contributed to increased street clutter, a higher volume of collection vehicles, and a negative impact on the overall appearance and condition of the town centre. In response, we have sought to establish a partnership with a commercial waste contractor that can better support the needs of our local business community while contributing to a town centre that is more attractive, welcoming, and safe.

Objectives

Waste operatives were invited to demonstrate how they could support the delivery of the following project objectives:

- Reduce the number of contractors and associated collection vehicle congestion in the town centre
- Reduce the number of bins stored in the public realm by addressing business storage requirements and constraints
- Increase compliance within the business community, including improved recycling rates
- Deliver cost efficiencies for local businesses
- Enhance the overall attractiveness and safety of the town centre
- Provide clearer guidance and support to businesses regarding their legal waste management responsibilities
- Offer a more tailored and responsive customer service, including a direct point of contact for businesses

Why Grist Environmental?

Following a competitive process, Grist Environmental was identified as the preferred contractor. Their submission demonstrated a strong understanding of the challenges specific

to Frome and a clear commitment to working collaboratively with both FTC and local businesses.

Grist Environmental proposed a service model focused on consolidation of collections, proactive engagement with businesses, and practical support to improve waste storage and segregation. Their approach places particular emphasis on customer service, with named contacts and ongoing communication to help businesses transition to improved waste practices and the impact of the town.

In addition, their experience in delivering similar schemes elsewhere and their willingness to adopt a flexible, locally responsive approach were key factors in their selection.

Conclusion

The appointment of Grist Environmental represents an important step towards a more coordinated and effective approach to commercial waste management in Frome. It is anticipated that this partnership will support improvements to the town centre environment, reduce operational pressures, and assist businesses in meeting current and forthcoming regulatory requirements.

It should be noted that the use of the preferred contractor is not mandatory. FTC's role will be to work in partnership with Grist Environmental to raise awareness among local businesses of the benefits of a more streamlined and coordinated waste service, and to encourage voluntary uptake. No restrictions or limitations are being introduced on businesses' choice of provider.

Other options considered	None
Key considerations for the Council	To be confident of thorough and just appointment process
Consultation and feedback	None
Links to Council Plan and Medium-Term Financial Plan	A partnership to 'make the town centre cleaner, safer, and more welcoming' – a key objective in the Council Plan under Aim 2 – Support a Thriving Town
Financial and Risk Implications	None
Legal / HR Implications	None
Equalities Implications	None
Community safety implications	None
Climate Change and Sustainability Implications	None
Health and Safety Implications	Potential improved safety of town centre with fewer collection vehicles
Constitutional Requirements	None
Background papers	None
Report sign off	Peter Wheelhouse, Town Clerk 28/05/26