

Changes to your waste: frequently asked questions

Why are we doing this?

Bristol is a vibrant bustling city with a wide variety of attractions and activities. This new approach will help make Bristol a cleaner, greener and safer city whilst encouraging more visitors to our vibrant, bustling city, teeming with independent shops, restaurants, venues and bars, and help the economic recovery from COVID-19. Waste permanently stored on our streets attracts vermin, causes litter and obstructs people with mobility issues. Improving the appearance of our streets will benefit all who use them – and be good for businesses too.

Whereabouts in the city is this currently happening?

The new standard for commercial waste presentation will eventually apply to all businesses in the city. We have recently implemented the new standard to the Old City and are now moving onto other areas of the city. We would encourage you to familiarise yourself with the standards and speak with your commercial waste collector for advice on any changes you may need to make.

How can I find out what my collection window is?

We are currently operating one area with a collection window and this can be found on our web page www.bristol.gov.uk/waste-improvement. As the standard is rolled out across the city and further collection windows are established you will be notified prior to the window being enforced.

I keep my bins on my own property, will this affect me?

No, if your bins are collected from within your premises or on your private land then these changes will not affect you.

My bins are on a private lane, will this affect me?

No, but you must have the landowner's permission to store your bins on the land. Bins will still need to be kept secure and comply with your [Duty of Care](#).

I'm a business that is only able to put bins out in the evening, what do I do?

We are asking that you make every effort to place your bins out for collection during the designated time slot. We are exploring options for additional collection time zones for businesses that may require it and we would like to hear from you. Please email us at waste.improvement@bristol.gov.uk to explain your situation.

Where will I keep my waste outside the collection time? We don't have any space for bins.

Your business waste is your responsibility and will need to be stored within your property or on private land. Please speak to your trade waste contractor for advice. You could consider having your waste collected from within your business, increasing the frequency of collections or using collapsible bins. There are a number of trade waste collectors operating in Bristol that can help you explore the options available.

But more frequent collections will cost me more money.

Having waste collected more frequently may carry an increased cost; however, recycling more may result in saving money. The Waste (England and Wales) Regulations 2011 require you to follow the waste hierarchy:



By analysing the waste you produce and following the waste hierarchy you may lower the amount of waste you generate and the collections you require. See [WRAP - Circular Economy & Resource Efficiency Experts](#). Professional trade waste collectors in the city will be able to help you reduce, reuse, recycle and provide options which could save you money.

What happens if my trade waste contractor fails to pick up my waste or is late?

If for some reason, your trade waste contractor cannot collect your waste you will have to take it off the street and re-arrange collection. It is not acceptable to put out your waste and leave it when your business is closed; this is a failure in your [Duty of Care](#).

What if I present my waste using commercial waste bags?

Some streets will have set time windows when waste can be presented on the street for collection. You will be permitted to present bags for collection (refer to the map) providing they are pest proof and have the name of your business on. Guidance on how to present your waste in bags can be found in the [leaflet](#).

What will happen if I do not comply?

We will work with you and your business as much as possible to help you comply with these changes. Should your trade waste be found on the street outside of the allotted collection time, enforcement action may be taken under the Environmental Protection Act 1990. This could lead to a fine of up to £1000. If you are concerned about not being compliant, or want advice, please do not hesitate to contact us at waste.improvement@bristol.gov.uk

How will Bristol City Council enforce this new standard?

- **EDUCATE** – The council will provide information to businesses about their legal responsibilities, council expectations and how it will take action against poor trade waste practices;
- **ENGAGE** – The council will engage with businesses, with annual visits, and where necessary will issue Section 47 Notices to outline requirements; and

- **ENFORCE** – The council will take enforcement action when businesses do not adhere to their legal requirements or the presentation standards. The process outlined in the [leaflet](#) will be followed.

Can I place my glass waste in bags for collection?

No. Trade waste sacks/bags are not suitable for glass, which may get broken and burst the bag. Placing glass waste in bags is not acceptable due to the risk of injury to your staff, members of the public or trade waste contractors. Please speak to your trade waste contractor to look at alternative options including smaller containers which can be stored on your property and/or the frequency of your collections.

I have food waste, how can I store this indoors?

Food businesses must have adequate provision for the storage and disposal of food waste and other refuse.

To comply with the collection windows, it will be necessary to temporarily store food waste within your premises until collection day.

The following will help you to comply with food hygiene and health and safety requirements and protect against rodents and other pests:

1. Consider different ways of food waste disposal. This could include more frequent collections of smaller quantities of waste.
2. Ensure bins are a sufficient size for the quantity of food produced.
3. Food waste must be stored in closable rigid pest and leak proof containers within the premises.
4. Carry out regular clean ups, including the rear of premises, car parks and delivery and storage areas.
5. Waste cooking oil must not be poured down drains and must be kept separate from other food waste.

Have other council areas tried the same idea?

Westminster, Manchester, Glasgow and Edinburgh have all taken a similar approach and seen a significant improvement to the appearance of the city. See [Edinburgh Trade Waste Case Studies](#) and [Glasgow City Centre case studies](#) for more information.

Who can I contact for further assistance?

You should contact your trade waste contractor for further assistance on how to comply with the new standard. Should you have any further enquires please contact waste.improvement@bristol.gov.uk