UKSFA TAKE-BACK SCHEMES (TBS)

HOW TO IMPLEMENT OR IMPROVE A SCHEME

From planning to continuous improvement.

1 PLAN & DEFINE

- Define purpose, scope and objectives
- Map stakeholders and confirm governance
- Understand regulations, EPR and duty of care
- Identify target materials and volumes
- Assess current flows and infrastructure
- Set success criteria and KPIs

2 DESIGN THE SCHEME

- Choose scheme model (M-TBS or Hub)
- Define collection and sorting approach
- Set quality standards and acceptance criteria
- Confirm funding and cost model
- Plan communications and engagement

3 SET UP OPERATIONS

- Establish collection points or hubs
- Agree logistics and transport
- Put data systems and tracking in place
- Train partners and staff on processes
- Ensure health, safety and risk controls

4 LAUNCH & ENGAGE

- Pilot if needed
- Communicate clearly and widely
- Provide user guidance and materials
- Train and support partners
- Activate collection infrastructure

5 OPERATE & MANAGE

- Manage collections and logistics
- Monitor quality and contamination
- Manage partners and contracts
- Ensure compliance and duty of care
- Handle enquiries and feedback

6 TRACK, REPORT & MEASURE IMPACT

- Track key metrics (see below) impact
- Report EPR and other requirements
- Measure environmental, social and economic
- Share learnings with stakeholders

7 IMPROVE & INNOVATE

- Review performance and costs
- Identify issues and opportunities
- Innovate for better outcomes
- Drive circular solutions
- Update plan and processes

8 SCALE & COLLABORATE

- Scale the scheme across products and regions
- Build new partnerships
- Develop mini collection hubs where needed
- Share best practice
- Strengthen the circular economy

KEY SUCCESS FACTORS

- Clear purpose and strong governance
- Good quality materials with low contamination
- Strong partnerships and collaboration
- High participation and engagement
- Reliable data and traceability
- Compliance and duty of care
- Easy, convenient collection
- Viable funding and cost model
- Focus on reuse first, then recycling

COMMON PITFALLS (AND HOW TO AVOID THEM)

- No early planning – Involve key stakeholders and plan infrastructure before works start.
- No monitoring or data – You can't manage what you don't measure.
- Poor communication – Make it simple, consistent and targeted.
- Lack of compliance – Ensure duty of care, permits and reporting are in place.
- Inconvenient collection – Make it easy and accessible (e.g. dedicated skips on site).
- Unclear funding – Agree costs, responsibilities and incentives upfront.
- Poor material quality – Set clear acceptance criteria and provide guidance.
- Failure to learn and adapt – Use data and feedback to improve continuously.

KEY METRICS (EXAMPLES)

- Tonnes collected
- Capture rate (tonnes vs. placed on market or installed)
- Participation rate
- Contamination rate (% by weight)
- % Reused / Recycled / Recovered
- Diversion rate from landfill & incineration
- Cost per tonne collected / treated
- CO_2e avoided
- Customer / partner satisfaction
- Compliance score

PLAN EARLY. PLAN SMART.

Build take-back into your project plan from the start.

- Engage early with main contractor, installer and stakeholders
- Ensure flooring skips or collection points are available before works commence
- Agree logistics, access, storage and transport in advance
- Provide clear guidance to site teams and in advance

MONITORING, GOVERNANCE & COMPLIANCE

Good governance builds trust and ensures long-term success.

- Robust governance structure and clear roles
- Audits and verification of collections and outcomes
- Digital Waste Tracking and traceability
- Reporting stakeholders and regulators
- Enforce standards and policies consistently (police the system)

COLLABORATE FOR IMPACT

Multi-stakeholder collaboration delivers better outcomes.

- Main Contractors
- Flooring Contractors / Installers
- Architects / Specifiers
- Building Owners / Clients

DESIGN TODAY. RECOVER TOMORROW.

Data from today informs a more circular future.

Capture product and material data → Understand performance in use → Recover and learn from outcomes → Use insights to improve design and materials

THE WASTE HIERARCHY



1. REUSE
2. RECYCLING
3. RECOVERY
4. DISPOSAL

NEED MORE INFORMATION?

Click any item for more information in the UKSFA Take-Back Scheme Manual and supporting guides.

- > Manufacturer Guide
- > Installer Guide
- > Take-Back Scheme Manual
- > Scheme Directory
- > Compliance & Reporting

THE CONTINUOUS IMPROVEMENT CYCLE

Use data and feedback to drive ongoing improvement.

MEASURE (Collect data and insights) → ANALYSE (Identify trends, issues and opportunities) → LEARN (Capture lessons and stakeholder feedback) → IMPROVE (Implement changes and test new solutions) → REVIEW (Assess impact and performance) → ADAPT (Refine, scale and repeat)

Better together for a circular future. | Everyone has a role. | Every action counts. | Reuse first. Recycle next. Recover value. Close the loop.