

Website Feedback: Analysis of feedback and actions taken since 1 April 2025 to 30 September 2025

Web page	URL	Service Area	Feedback	Action Taken
Club premises certificate	www.southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate	Licensing	Gives the reasons why a Club Premise License is required, but there is no application form or any information regarding how to apply.	Application form now on the page. www.southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate
Local Plan Review	www.southkesteven.gov.uk/localplanreview	Planning & Building Control	You've made this confusing and convoluted so people can't object to things	Changes now made and a key is already on the map
Local Plan Review	www.southkesteven.gov.uk/localplanreview	Planning & Building Control	Not user friendly - very difficult to navigate, especially maps. No key given with individual maps.	Changes now made and a key is already on the map
About your council tax	www.southkesteven.gov.uk/council-tax/about-your-council-tax	Revenues	How much is the council tax????	Page archived as new page now on the website (Council tax charges) https://www.southkesteven.gov.uk/council-tax/council-tax-charges

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Council Tax - Frequently Asked Questions	www.southkesteven.gov.uk/council-tax/council-tax-frequently-asked-questions	Revenues	Looking for a copy of my tax bill/form	Link on the page to the Citizens Access Revenues online portal. https://www.southkesteven.gov.uk/council-tax/council-tax-and-benefits-self-service-portal
Council tax charges	www.southkesteven.gov.uk/council-tax/council-tax-charges	Revenues	How do I set up direct debit for council tax	Link on the page to the Citizens Access Revenues online portal. https://www.southkesteven.gov.uk/council-tax/council-tax-and-benefits-self-service-portal
Council tax charges	www.southkesteven.gov.uk/council-tax/council-tax-charges	Revenues	Where do I register to pay tax?	Link on the page to the Citizens Access Revenues online portal. https://www.southkesteven.gov.uk/council-tax/council-tax-and-benefits-self-service-portal
Moving house and your council tax bill	www.southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill	Revenues	There's no form or instruction on who should be informed.	Link on the page to the Citizens Access Revenues online portal. https://www.southkesteven.gov.uk/council-tax/council-tax-and-benefits-self-service-portal

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Additional bins and newly-built housing	www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing	Waste	Bin has split in wall due to age how to replace	Link to the Bin and Bag Services page Bin and bag services South Kesteven District Council
Additional bins and newly-built housing	www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing	Waste	Does state how to order to new bins just that you can?	Link to the Bin and Bag Services page Bin and bag services South Kesteven District Council
Additional bins and newly-built housing	www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing	Waste	What is the criteria!	Link to the Bin and Bag Services page Bin and bag services South Kesteven District Council
Bins, street care, recycling and commercial waste	www.southkesteven.gov.uk/bins	Waste	I want to report a missed bin collection but request says no collection was due. I've tried calling 6 times but keep getting cut off	Missed bin process now working No contact details so unable to determine date/time of call to track
Find your bin collection day	www.southkesteven.gov.uk/binday	Waste	What are the light blue and dark blue bin days on the new Green bin schedule?	Wording updated to make this clear

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Food Waste Recycling - coming April 2026	www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026	Waste	The page is not useful because there is no information on it - 'Coming April 2026' is not very helpful. A summary of the proposed service supported by the presentation given to Councillors would be informative.	This page has now been updated with relevant information. https://www.southkesteven.gov.uk/foodwaste
Food Waste Recycling - coming April 2026	www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026	Waste	No information	This page has now been updated with relevant information. https://www.southkesteven.gov.uk/foodwaste
Food Waste Recycling - coming April 2026	www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026	Waste	Are we having to pay for another bin.	This page has now been updated with relevant information. https://www.southkesteven.gov.uk/foodwaste
Food Waste Recycling - coming April 2026	www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026	Waste	No info given as to whether biodegradable bags are used, bin size, how often the collection.	This page has now been updated with relevant information. https://www.southkesteven.gov.uk/foodwaste

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New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	Finding where to order a new bin is too hard, would expect link from this page at least, but cannot be found	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	How do I order new bins for a new build home?	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	There are no instructions of how to order a new bin	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	No information about obtaining refuse sacks (pink)	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	Does not have section for pink bags	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services

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New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	Doesn't tell me how do get any of the services	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	I'm trying to get a replacement bin where the bin was damaged after collection and not by me	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	Typical council website useless	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	Shows fees but not how to contact	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	Doesn't tell me how to order a new bin	Link to the Bin and Bag Services page

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recycling sacks				https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	I want to order a replacement bin for one damaged during collection	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	How do I get a replacement black bin. The bin men broke mine today and snapped the lid off. So now I have a lidless bin and need a new one	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
New bins, replacement parts and recycling sacks	www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks	Waste	Where is link to order bins?	Link to the Bin and Bag Services page https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services
Reporting a missed refuse collection	www.southkesteven.gov.uk/missedbin	Waste	Site would not admit that new collection had taken place.	Missed bin process now working
Right Thing Right Bin:	www.southkesteven.gov.uk/rightbin	Waste	How to dispose of car wiper blades	Updated the list with car wiper blades.

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What can I put in my bin?				
SKDC Garden Waste FAQs	www.southkesteven.gov.uk/gardenwasteFAQs	Waste	I need to cancel green bin payment for next year	Put a link onto the main Garden Waste page. https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/garden-waste-collections