

### 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	<a href="http://www.southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate">www.southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate</a>	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.  <a href="http://www.southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate">www.southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate</a>
Local Plan Review	<a href="http://www.southkesteven.gov.uk/localplanreview">www.southkesteven.gov.uk/localplanreview</a>	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	<a href="http://www.southkesteven.gov.uk/localplanreview">www.southkesteven.gov.uk/localplanreview</a>	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	<a href="http://www.southkesteven.gov.uk/council-tax/about-your-council-tax">www.southkesteven.gov.uk/council-tax/about-your-council-tax</a>	Revenues	How much is the council tax????	Page archived as new page now on the website (Council tax charges)  <a href="https://www.southkesteven.gov.uk/council-tax/council-tax-charges">https://www.southkesteven.gov.uk/council-tax/council-tax-charges</a>

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

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Additional bins and newly-built housing	<a href="http://www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	Bin has split in wall due to age how to replace	Link to the Bin and Bag Services page <a href="#">Bin and bag services   South Kesteven District Council</a>
Additional bins and newly-built housing	<a href="http://www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	Does state how to order to new bins just that you can?	Link to the Bin and Bag Services page <a href="#">Bin and bag services   South Kesteven District Council</a>
Additional bins and newly-built housing	<a href="http://www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">www.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	What is the criteria!	Link to the Bin and Bag Services page <a href="#">Bin and bag services   South Kesteven District Council</a>
Bins, street care, recycling and commercial waste	<a href="http://www.southkesteven.gov.uk/bins">www.southkesteven.gov.uk/bins</a>	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	<a href="http://www.southkesteven.gov.uk/binday">www.southkesteven.gov.uk/binday</a>	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	<a href="http://www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026">www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	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.  <a href="https://www.southkesteven.gov.uk/foodwaste">https://www.southkesteven.gov.uk/foodwaste</a>
Food Waste Recycling - coming April 2026	<a href="http://www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026">www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	Waste	No information	This page has now been updated with relevant information.  <a href="https://www.southkesteven.gov.uk/foodwaste">https://www.southkesteven.gov.uk/foodwaste</a>
Food Waste Recycling - coming April 2026	<a href="http://www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026">www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	Waste	Are we having to pay for another bin.	This page has now been updated with relevant information.  <a href="https://www.southkesteven.gov.uk/foodwaste">https://www.southkesteven.gov.uk/foodwaste</a>
Food Waste Recycling - coming April 2026	<a href="http://www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026">www.southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	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.  <a href="https://www.southkesteven.gov.uk/foodwaste">https://www.southkesteven.gov.uk/foodwaste</a>

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New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	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 <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	How do I order new bins for a new build home?	Link to the Bin and Bag Services page <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	There are no instructions of how to order a new bin	Link to the Bin and Bag Services page <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	No information about obtaining refuse sacks (pink)	Link to the Bin and Bag Services page <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Does not have section for pink bags	Link to the Bin and Bag Services page <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>

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New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	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 <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Typical council website useless	Link to the Bin and Bag Services page <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Shows fees but not how to contact	Link to the Bin and Bag Services page <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	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				<a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	I want to order a replacement bin for one damaged during collection	Link to the Bin and Bag Services page  <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	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  <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
New bins, replacement parts and recycling sacks	<a href="http://www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">www.southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Where is link to order bins?	Link to the Bin and Bag Services page  <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>
Reporting a missed refuse collection	<a href="http://www.southkesteven.gov.uk/missedbin">www.southkesteven.gov.uk/missedbin</a>	Waste	Site would not admit that new collection had taken place.	Missed bin process now working
Right Thing Right Bin:	<a href="http://www.southkesteven.gov.uk/rightbin">www.southkesteven.gov.uk/rightbin</a>	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	<a href="http://www.southkesteven.gov.uk/gardenwasteFAQs">www.southkesteven.gov.uk/gardenwasteFAQs</a>	Waste	I need to cancel green bin payment for next year	Put a link onto the main Garden Waste page.  <a href="https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/garden-waste-collections">https://www.southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/garden-waste-collections</a>