

Web page	URL	Service Area	Feedback	Action Taken
About your council tax	<a href="https://southkesteven.gov.uk/council-tax/about-your-council-tax">https://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)
Additional bins and newly-built housing	<a href="https://southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">https://southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	Bin has split in wall due to age how to replace	Link added to the Bin and Bag Services page
Additional bins and newly-built housing	<a href="https://southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">https://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 added to the Bin and Bag Services page
Additional bins and newly-built housing	<a href="https://cms.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing">https://cms.southkesteven.gov.uk/bins/additional-bins-and-newly-built-housing</a>	Waste	What is the criteria!	Link added to the Bin and Bag Services page
Assisted Garden Maintenance Scheme	<a href="https://southkesteven.gov.uk/housing/housing-issues-and-advice/assisted-garden-maintenance-scheme">https://southkesteven.gov.uk/housing/housing-issues-and-advice/assisted-garden-maintenance-scheme</a>	Housing	This page should make it a bit clearer that help is only for council tenants. could this perhaps be highlighted?	Wording changed on this page to add council in front of tenants.
Bin and bag services	<a href="https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>	Waste	No way of ordering pink refuse bags	A new Sack Information page has been put onto the website. This page has a link to it now.
Bin and bag services	<a href="https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services">https://southkesteven.gov.uk/bins-street-care-recycling-and-commercial-waste/bin-and-bag-services</a>	Waste	There's no instructions on how to get pink landfill bavs	A new Sack Information page has been put onto the website. This page has a link to it now.
Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://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

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Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://southkesteven.gov.uk/bins</a>	Waste	There isn't an option for street care.	New page called 'Street Care' now up and running
Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://southkesteven.gov.uk/bins</a>	Waste	Trying to find about hedge/bushes over lapping the footpath	New page called 'Street Care' now up and running
Bins, street care, recycling and commercial waste	<a href="https://southkesteven.gov.uk/bins">https://southkesteven.gov.uk/bins</a>	Waste	It has street care in the heading but inside the list there is no link for addressing issues with street cleanliness, overgrown hedges blocking paths or cyclepaths. I have a problem with a shared path in Grantham area	New page called 'Street Care' now up and running
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	I'm trying to find information on day parking for a small motorhome to visit Stamford. Car parks either have height barriers or no information on suitability. Sadly frequently the case throughout the UK	Wording changed on page.
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Wharf Road Multistorey doesn't put pin on map	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Halfleet Car Park pin is in wrong place	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	South Street Pin is in wrong place. Not on Carpark	Pin placed and link resolved

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Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Pin for Burghley street car park is not in carpark.	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	No pin for cattle market carpark.	Pin placed and link resolved
Car Parks	<a href="https://southkesteven.gov.uk/carparks">https://southkesteven.gov.uk/carparks</a>	Facilities inc Car Parking	Is the number of spaces correct for Watergate?	Number of spaces have now been updated.
Club premises certificate	<a href="https://southkesteven.gov.uk/business-trade-and-licensing/licensing/club-premises-certificate">https://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.
Council Tax - Frequently Asked Questions	<a href="https://southkesteven.gov.uk/council-tax/council-tax-frequently-asked-questions">https://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 (CA-R) portal now added.
Council tax charges	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges">https://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 CA-R portal now added.
Council tax charges	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges">https://southkesteven.gov.uk/council-tax/council-tax-charges</a>	Revenues	Where do I register to pay tax?	Link on the page to the CA-R portal now added
Council tax charges and bands	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands">https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands</a>	Revenues	Where can I find tiering of council tax bands?	A link to the main Council Tax charges page is now on this page.
Council tax charges and bands	<a href="https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands">https://southkesteven.gov.uk/council-tax/council-tax-charges-and-bands</a>	Revenues	Where can I find tiering of council taxi bands?	A link to the main Council Tax charges page is now on this page.
Ending your Council tenancy	<a href="https://southkesteven.gov.uk/housing/social-housing/ending-your-council-tenancy">https://southkesteven.gov.uk/housing/social-housing/ending-your-council-tenancy</a>	Housing	Why not allow to download forms for end of tenancy	Wording amended on the website to ask the tenant to contact us.

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Find your bin collection day	<a href="https://southkesteven.gov.uk/binday">https://southkesteven.gov.uk/binday</a>	Waste	What are the light blue and dark blue bin days on the new Green bin schedule?	Wording amended
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://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.
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026</a>	Waste	No information	This page has now been updated with relevant information.
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://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.
Food Waste Recycling - coming April 2026	<a href="https://southkesteven.gov.uk/food-waste-recycling-coming-april-2026">https://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.
Food Waste Recycling FAQs	<a href="https://southkesteven.gov.uk/recycling/food-waste-recycling-faqs">https://southkesteven.gov.uk/recycling/food-waste-recycling-faqs</a>	Waste	Need to be able to opt out of this nonsense- how many more of your bins are we expected to store?	A link to the main food waste page has now been put on this page. It has a form for opting out.

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Garden waste collections	<a href="https://southkesteven.gov.uk/bins/garden-waste-collections">https://southkesteven.gov.uk/bins/garden-waste-collections</a>	Waste	The green bin collection day calendar is not clear, please simplify	Link to Bin and Sack page put onto this page.
Grants and loans	<a href="https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans">https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans</a>	Economic Development	The link to actually look at grants ( <a href="https://www.businesslincolnsire.com/start-and-grow-my-business/funding-support/funding-overview/">https://www.businesslincolnsire.com/start-and-grow-my-business/funding-support/funding-overview/</a> ). gives error 404. How do we even see the list of grants available please?	Link updated
Grants and loans	<a href="https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans">https://southkesteven.gov.uk/business-trade-and-licensing/business-support-and-advice/grants-and-loans</a>	Economic Development	The link does not work	Link updated
Heritage of Flight - Airfields of South Lincolnshire	<a href="https://southkesteven.gov.uk/arts-leisure-and-culture/heritage-and-tourism/heritage-flight-airfields-south-lincolnshire">https://southkesteven.gov.uk/arts-leisure-and-culture/heritage-and-tourism/heritage-flight-airfields-south-lincolnshire</a>	Arts & Culture	<a href="http://www.southwestlincs.com/">http://www.southwestlincs.com/</a> This link does not work	This link is now updated.
Local Plan Review	<a href="https://southkesteven.gov.uk/localplanreview">https://southkesteven.gov.uk/localplanreview</a>	Planning & Building Control	You've made this confusing and convoluted so people can't be bothered to object to things	Changes now made and a key is already on the map
Local Plan Review	<a href="https://southkesteven.gov.uk/localplanreview">https://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

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Moving house and your council tax bill	<a href="https://southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill">https://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.	A link onto the CA-R system has been put on this page.
Moving house and your council tax bill	<a href="https://southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill">https://southkesteven.gov.uk/council-tax-benefits/moving-house-and-your-council-tax-bill</a>	Revenues	This does not tell me who to contact or how to contact when moving property	A button to the Council Tax self service portal has been placed on this page.
New bins and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-and-recycling-sacks</a>	Waste	I just wanted to find out how to request some more bags as I don't have bins	Link to Sack Information page placed onto this page.
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://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	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	How do I order new bins for a new build home?	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	There are no instructions of how to order a new bin	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	No information about obtaining refuse sacks (pink)	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Does not have section for pink bags	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Doesn't tell me how do get any of the services	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://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	A link has been put onto this page to the Bin and Bag Services page

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			damaged after collection and not by me	
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Typical council website useless	A link has been put onto this page to the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Shows fees but not how to contact	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Doesn't tell me how to order a new bin	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://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	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://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 onw	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Where is link to order bins?	Put a link onto the Bin and Bag Services page
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	Trying to find when bags will be delivered to PE9 2QP. Website does not cover this	A new Sack Information page has been put onto the website. This page has a link to it now.
New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	I am looking for buy non-recyclable bags	A new Sack Information page has been put onto the website. This page has a link to it now.

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New bins, replacement parts and recycling sacks	<a href="https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks">https://southkesteven.gov.uk/bins/new-bins-replacement-parts-and-recycling-sacks</a>	Waste	I wish to know when the next delivery of refuse sacks is- we have nearly run out of pink bags and I have already bought 1 extra pack ( sometimes the bags are not sealed at the bottom edge and split.	A new Sack Information page has been put onto the website. This page has a link to it now.
Parking charges at SKDC car parks	<a href="https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks">https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks</a>	Facilities inc Car Parking	It says nothing about the charges for parking in the two car parks in Bourne.	Wording changed on page.
Parking charges at SKDC car parks	<a href="https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks">https://southkesteven.gov.uk/parking-transport-and-roads/parking/parking-charges-skdc-car-parks</a>	Facilities inc Car Parking	No fees for Bourne town included.	Wording changed on page.
Reporting a missed refuse collection	<a href="https://southkesteven.gov.uk/missedbin">https://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: What can I put in my bin?	<a href="https://southkesteven.gov.uk/rightbin">https://southkesteven.gov.uk/rightbin</a>	Waste	how to dispose of car wiper blades	Updated the list with car wiper blades.
SKDC Garden Waste FAQs	<a href="https://southkesteven.gov.uk/gardenwasteFAQs">https://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.
South Kesteven Business Growth Grants	<a href="https://southkesteven.gov.uk/economic-development/south-kesteven-business-growth-grants">https://southkesteven.gov.uk/economic-development/south-kesteven-business-growth-grants</a>	Economic Development	There is a contradiction. The page tells me what the grants can be used for but then says you are no longer accepting applications. Is there a date when applications can be accepted again?	Page now archived.