



STANDARD OPERATING PROCEDURE

Description	RCBC Changing Places Toilets – Membership scheme registration	
Locations <i>What3words</i>	TunedIn, Redcar <i>///newly.boxer.lasted</i> Fountain Street, Guisborough <i>///sprawls.erase.objecting</i> Skinningrove Beach, <i>///trendy.group.modest</i> Cat Nab <i>///scribble.flirts.trials</i>	Redcar Leisure Centre <i>///cone.arrow.took</i> Moore Street, Redcar <i>///bits.trio.office</i>
Created by	Carl Lamb	
Date	22/05/24	

Objective

Processing of Changing Places Toilets membership applications

SCOPE

The application form could be completed by the user; however, it is more likely that their parent/carer will complete it on their behalf.

All **borough residents** are welcome to become scheme members.

Two forms of ID are to be provided, one with a photograph **AND** where possible the Blue Badge issued to vehicle users.

No medical information is required OR requested.

PROCESS

1. Applicant completes the:
CHANGING PLACES TOILETS MEMBERSHIP APPLICATION FORM.

2. Applicant, or their representative must provide two forms of ID, one with a photograph **AND** where possible the Blue Badge.
3. Applicant is required to read and then sign:
CHANGING PLACES TOILETS - MEMBERSHIP TERMS AND CONDITIONS.
4. Issue the applicant with a numbered fob (Image A) and enter the fob number onto the application form in the space provided, as shown here.

Internal use only	
Fob Number provided	<input type="text"/>
ID provided: utility bill / passport / driving license	

5. Please re-advise the applicant that they will require the fob **AND** their RADAR key to gain access.
6. Retain both signed documents. Then scan and send documents to;
carl.lamb@redcar-cleveland.gov.uk and fay.durham@redcar-cleveland.gov.uk
7. When scanned and emailed please dispose of the signed paper copies in Confidential Waste bin.
8. Any queries please direct the applicant to email toilets@redcar-cleveland.gov.uk

RE-ISSUE/LOST FOB

9. Request that the applicant emails toilets@redcar-cleveland.gov.uk to arrange payment for replacement fob. For the Skinningrove facility office@loftustc.co.uk

Image A



Image B

