

East Sussex C-Card scheme

*Providing young people with quick,
easy and confidential access to free
condoms and sexual health
information*

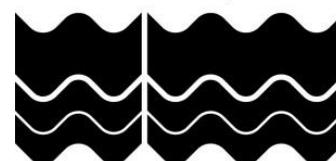
Guidance and information pack for C-Card outlets



East Sussex Healthcare
NHS Trust

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East Sussex
County Council



East Sussex C-Card

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SECTION 1

1.1 Introduction

The East Sussex C-Card scheme is a free and confidential co-ordinated condom distribution network for young people aged 13 – 24 years in East Sussex. It aims to provide quick and confidential access to condoms, supported by evidence based, accurate contraceptive and sexual health information, and sign posting to comprehensive contraceptive and sexual health services.

The scheme has been established in East Sussex for several years. East Sussex County Council Commissions East Sussex NHS Health Care Trust to coordinate the scheme as part of the counties Sexual Health Service. The scheme currently includes providers from the following organisations/sectors: East Sussex County Council, local NHS organisations, pharmacies, GP surgeries, local colleges and schools, youth groups and other community and voluntary sector organisations.

To register for a C-Card, a young person needs to go to a 'Registration' point (usually a youth agency, educational establishment, sexual health clinic, general practice or pharmacy) and go through a process of induction with a trained worker who has assessed their suitability for the scheme. If under the age of 16 the young person must be assessed as being 'Fraser competent'. This entails a discussion taking about 15-20 minutes on average, on sex and the law, relationships and condom use, confidentiality, contraceptive methods, including emergency contraception, STIs and includes a condom demonstration.

A young person aged 16 and over can also register online via the [East Sussex Sexual Health website](#) and go through a process of induction and receive their C-Card and condoms by post.

The offer of a Chlamydia screening test also forms part of the registration process. The young person then receives their C-Card with a personal registration number, entitling them to free condoms at any of the distribution or 'Pick Up' points displaying the C-Card logo – including a number of GP surgeries, pharmacies and other community venues.

This guidance sets out the context, principles of delivery, roles and responsibilities, and the practical information required to successfully operate the C-Card scheme. It was developed drawing on guidance and insight produced nationally¹ and recently refreshed to include updated information and procedures.

Context

While sexual relationships are essentially private matters, good sexual health is important to individuals and to society. It is therefore important to have the right support and services to promote good sexual health. Sexual health covers the provision of advice and services around contraception, relationships, sexually transmitted infections (STIs, including HIV) and abortion.

The Department of Health's framework for sexual health improvement adopts a life-course approach which recognises that age-appropriate education, information and support is required to help children and young people make informed and responsible decisions. Ambitions within the framework include building knowledge and resilience among young people and improving sexual health outcomes for young adults, ensuring that:

¹ Burtney & Fullerton (2008) *Guidelines for setting up a C-Card condom distribution scheme for young people*. Insight / Brook.

- All children and young people know how to ask for help and are able to access confidential advice and support about wellbeing, relationships and sexual health.
- Young people have the confidence and emotional resilience to understand the benefits of loving, healthy relationships and delaying sex.
- All young people are able to make informed and responsible decisions, understand issues around consent and the benefits of stable relationships, and are aware of the risks of unprotected sex.
- All young people have rapid and easy access to appropriate sexual and reproductive health services.²

The best way for sexually active people of any age to avoid an STI is to use a condom when they have sex. It is important that young people should be able to access condoms easily and feel confident about carrying and using them. Many local areas have already developed 'C-Card' schemes. These allow C-Card holders to obtain free condoms from a range of outlets such as pharmacies, as well as more traditional providers such as GPs and clinics. Broader advice on sexual health is also offered as part of these schemes.

Source: Department of Health, 2013

Condoms can protect against unintended pregnancy and many STIs including HIV, chlamydia and gonorrhoea. They offer less protection against STIs transmitted by skin-to-skin contact, such as genital herpes and warts. In the UK in 2011, the cost of treating STIs (excluding HIV) was estimated at £620 million.³

Cost can be a major barrier to condom use, particularly for poorer people. Social norms and religious and cultural beliefs can also prevent people from using them because of stigma or embarrassment.⁴

NICE guidance on [sexually transmitted infections, and relating to condom distribution schemes](#) and [contraceptive services](#) with a focus on young people up to the age of 25, provides detailed recommendations on the roles and responsibilities of different staff groups in improving access to high quality contraceptive services.⁵ The evidence suggests that condoms are an important part of improving sexual and reproductive health outcomes.

Condoms, when used correctly and consistently, are highly effective in preventing HIV and other sexually transmitted infections (STIs). A large body of scientific evidence shows that male latex condoms have an 80% or greater protective effect against the sexual transmission of HIV and other STIs.

Although the effectiveness of condoms in reducing teenage pregnancies and sexually transmitted infections has been questioned, significant studies have suggested that it is not so much the condom itself but the non-use, inconsistent use, and breakage that can lead to failure in protection. The effective use of condoms increases with experience of use, which supports the efficacy of providing a scheme where young people are instructed on how to fit a condom, correct lubricant use and information about the transmission of STIs, particularly through oral and anal sex.

Risky sexual behaviour may be influenced by a number of factors:

- low self-esteem

² Department of Health (2013) A framework for sexual health improvement in England. HMSO.

³ Family Planning Association (2015) Unprotected Nation 2015 – An update on the financial and economic impacts of restricted contraceptive and sexual health services. Family Planning Association.

⁴ NICE (2017) sexually transmitted infections: condom distribution schemes NG68

⁵ NICE(2014) Contraceptive services for under 25s PH51

- lack of skills (for example, in using condoms)
- lack of negotiation skills (for example, to say 'no' to sex without condoms)
- lack of knowledge about the risks of different sexual behaviours
- availability of resources, such as condoms or sexual health services
- peer pressure
- attitudes (and prejudices) of society which may affect access to services.⁶

In July 2014 Public Health England (PHE) and the sexual health charity Brook published guidance on developing and running local C-Card schemes.⁷ The guidance highlights that C-Card schemes provide the following opportunities:

1. To educate young people about condoms, relationships and all aspects of sexual and reproductive health.
2. To normalise and promote condom use as part of healthy sexuality and a healthy sexual culture
3. To give professionals working with young people the chance to talk about sexual and reproductive health, and to promote healthy relationships.
4. To build a bridge into, and between, services
5. To promote coordination and integration between sexual and reproductive health services
6. To increase the numbers of young people accessing services.
7. To embed condom distribution into wider sexual and reproductive health delivery.

Read the guidance at: www.brook.org.uk/about-brook/c-card-guidance

This guidance draws on the PHE/Brook guidance and NICE guidance. The NICE guidance provides detailed recommendations on condom distribution schemes and on the roles and responsibilities of different staff groups in improving access to high quality contraceptive services. Further information is available at:

www.nice.org.uk/guidance/ng68

www.nice.org.uk/guidance/ph51

Sexual health of young people

The health behaviour in school-aged children (HBSC) report for England describes adolescent health and well-being in England and gives an overview of trends in these areas spanning more than a decade (2002-2014). It gives evidence on young people's lives and the broad determinants of their health and well-being, including their experiences of friendships, school, family, and community life.

Key findings regarding relationships and, sexual health and wellbeing were:

- 21% of 15-year-old respondents reported having sexual intercourse (19% of boys & 24% of girls)
- 59% of young people reported that they had been in love. More boys than girls said they had been in love; 64% of boys compared with 54% girls.
- 5% reported they had been in love with member of the same sex or both sexes
- Early reported initiation (12 years or younger) of sexual intercourse has decreased among boys and girls since 2002.

⁶ NICE (2007) Sexually transmitted infections and under-18 conceptions: prevention

⁷ PHE and Brook (2014) C-Card condom distribution schemes – why, what and how.

The full report can be accessed at:

https://www.researchgate.net/publication/282857118_HBSC_England_National_report

Sexual activity and knowledge of local services

Most people become sexually active and start forming relationships between the ages of 16 and 24, however nearly a third of all young people (16-24s) have reported that they had sexual intercourse (with someone of the opposite sex) before age 16.

The 2017 East Sussex Health Related Behaviour Survey⁸ collected responses from 3,089 Year 10 students (14- and 15-year olds) from all secondary schools in East Sussex. The analysis showed:

- There has been a statistically significant decrease in the proportion of pupils who are or have been sexually active – 22% in 2012 compared with 17% in 2017.
- 3% of all Year 10 pupils responded that they have had sex and 'never' used condoms, while 3% said they only 'sometimes' did.
- In 2017, 61% of pupils responded that they know where they can get condoms free of charge. This is a slight decrease from 63% in 2012.
- Sexual experience is positively correlated with smoking, drinking alcohol and drug taking. It is also positively correlated with knowledge of sexual health services.

Sexually transmitted infections

In 2019, there were⁹,

- 468,342 diagnoses of STIs made in England, a 5% increase since 2018.
- 70,936 diagnoses of gonorrhoea reported in 2019, a 26% increase since 2018.
- 7,982 diagnoses of syphilis reported in 2019, a 10% increase since 2018.
- 5,311 diagnoses of Mycoplasma genitalium reported in 2019, a 196% increase since 2018; the increase reflects a rise in the availability of testing.
- 149 diagnoses of first episode genital warts in 15 to 17 year old girls in 2019, a 23% decrease relative to 2018, and 90 diagnoses of first episode genital warts in same aged heterosexual boys, an 11% decrease relative to 2018; this is a continuation of the steep decline observed since 2014 and is largely due to the high coverage National HPV Vaccination Programme in schools.

The impact of STIs remains greatest in young heterosexuals 15 to 24 years; black ethnic minorities; and gay, bisexual and other men who have sex with men (MSM).

Between 2018 and 2019, the number of consultations at sexual health services (SHSs) increased by 7% (from 3,613,447 to 3,852,121); the rise was most apparent among internet service providers.

Public Health England publish an [East Sussex Sexual and Reproductive Health Profile](#)¹⁰ which include local data on STIs, HIV late diagnosis, HPV vaccination coverage, under 18s conceptions and abortions.

⁸ <http://www.eastsussexjsna.org.uk/JsnaSiteAspx/media/jsna-media/documents/evidenceandlinks/HRBS%202017/HRBS-2017-East-Sussex-Main-Report---Year-10.pdf>

⁹ Sexually transmitted infections and screening for chlamydia in England, 2019

¹⁰ <https://fingertips.phe.org.uk/profile/SEXUALHEALTH>

1.2 Principles and standards for the East Sussex C-Card scheme

Principles relating to the provision of all contraception and sexual health advice services for young people¹¹

- The welfare of the young person is paramount.
- Young people have the right to education about sex and relationships.
- Young people should be kept safe and protected from abuse.
- Services must reflect the needs of young people taking account of religion, ethnicity, gender, sexuality, age, health or disability.
- Young people should be encouraged to talk to their parents/carers about sex and relationships.
- Young people have the right to confidentiality of personal information unless it compromises the rights of others or themselves or places others or themselves at risk of harm.
- Young people have the right to privacy in the place they live consistent with the right to personal safety and welfare.

Young people have the right to choose to make, break or refrain from personal relationships

Standards relating to the East Sussex C-Card scheme

- Only appropriately trained practitioners provide the C-Card scheme (see Section 1.5) and they keep up to date with new service developments.
- The C-Card Scheme is delivered as part of a broader range of sexual health services, where possible.
- The C-Card scheme supports the aim and objectives of the National Chlamydia Screening Programme.
- C-Card scheme outlets will aim to achieve You're Welcome quality criteria for young people friendly health services.

You're Welcome

The Department of Health quality criteria for young people friendly health services, which are referred to as 'You're Welcome', set out principles to help commissioners and service providers to improve the suitability of NHS and non-NHS health services for young people. You're Welcome provides good practice guidance that is based on evidence of what will improve the experiences and health outcomes for young people. The core themes of You're Welcome include:

- Accessibility
- Publicity
- Confidentiality and consent
- Environment
- Staff training, skills, attitudes, values
- Joined-up working

¹¹ ESCC (2010) East Sussex best practice guidelines on the provision of contraception and sexual health advice services for young people

- Involvement of young people in feedback, monitoring and evaluation
- Health issues for adolescents

We expect all C-Card outlets to achieve the quality criteria, or to work towards their achievement. For more information see the You're Welcome self-review toolkit.

You're Welcome self-review toolkit¹²:

1.3 Roles and responsibilities

C-Card outlets

1. All staff working with young people operate within their own professional Code of Conduct.
2. All advice and information given to young people should be in line with East Sussex County Council's policies for the provision of contraception and sexual health advice services for young people
3. All staff registering (and re-registering) young people onto the C-Card scheme will assess and demonstrate in records that the young people are Fraser Competent.
4. All staff working with young people will ensure young people are aware of the limits of confidentiality within the C-Card Scheme, in line with Sussex Child Protection and Safeguarding Procedures (see: <https://www.eastsussex.gov.uk/childrenandfamilies/worried-about-a-child/>)
5. Staff working with young people may undertake work with individuals to promote healthy sexual choices and behaviours.
6. All staff working with young people are expected to be responsive to the needs of individual young people regarding age, learning ability, culture, religion, ethnicity, sexuality and gender.
7. All staff registering young people onto the C-Card scheme will make appropriate referrals to STI and contraception services and targeted or intensive services to provide additional support as identified in the C-Card assessment process.
8. All staff should have a current working knowledge of community provision offering sexual health and contraceptive services (including young person specific and outreach services).
9. All staff working within a school-based service need to be aware of any additional considerations that have been developed in collaboration with the school (this will be individual to each school).

Specific responsibilities of the C-Card lead worker at each outlet

Each Registration and Pick Up outlet must allocate a lead worker. This person is responsible for the following:

1. Ensuring all staff operating the scheme have attended C-Card training.
2. Providing initial support and guidance for all practitioners involved in the scheme to contribute towards delivering a high-quality service.
3. Checking registration and distribution forms for quality and completeness.
4. Providing quarterly monitoring returns to the C-Card coordinators.

¹² www.gov.uk/government/publications/self-review-tool-for-quality-criteria-for-young-people-friendly-health-services

5. Monitoring supplies for the scheme, including ordering new stock in a timely manner and checking the expiry date of condoms.
6. Promoting the scheme appropriately on their site.
7. Being the first point of contact for the C-Card coordinators at the outlet and providing feedback from staff to the coordinators about the scheme.
8. Dealing with complaints according to the scheme policy.

East Sussex C-Card scheme coordination

The C-Card scheme coordinators will:

1. Develop and provide C-Card scheme guidance
2. Arrange training for C-Card outlets
3. Provide information and advice regarding operation of the scheme
4. Arrange for the supply of C-Card products (e.g. C-Cards, condoms and lubricant)
5. Coordinate monitoring and evaluation of the scheme

1.4 Joining the scheme and outlet site approval

C-Card outlets operate from a variety of community settings such as youth centres, community centres, educational settings, pharmacies, general practice, and specialist contraceptive and sexual health services. Practitioners operating the scheme can be from a variety of disciplines with a range of different experience.

New C-Card outlets will need to apply to become an approved site. There are certain expectations that need to be satisfied before organisations or services become registration or distribution outlets for the C-Card scheme, including:

Staff responsibilities

- Appointment of a lead worker at the outlet(s)
- All staff operating the scheme must have attended C-Card training
- A sufficient number of staff must have completed C-Card training in order to implement the scheme successfully (i.e. a trained member of staff is generally available to operate the scheme during your hours of operation, or during a regular advertised session)
- Staff operating the scheme must:
 - Work regularly with young people aged between 13 and 24 years
 - Have appropriate professional qualifications and expertise in relation to the setting in which they work
 - Have regular supervision relating to practice
 - Have completed a Disclosure & Barring Service (DBS) check (if registering young people)

Outlet features

- Availability of a suitable space for one-to-one registration sessions (if a registration site)
- Suitable provision for the storage of confidential documents and condom supplies
- Agreement that the scheme will be well promoted and supported within the centre/service

Administrative requirements

- Understanding of and commitment to meeting You're Welcome quality criteria for young people friendly services
- Agreement to the regular return of monitoring information
- A child protection policy in place.

It is best practice to ensure that a confidentiality statement is on display in order to reassure young people of the policy.

Toilet facilities are not a requirement but can assist in the completion of Chlamydia testing as part of the registering young people onto the scheme.

Site approval for new C-Card outlets will be dependent on information provided in the C-Card application form and completion of the C-Card delivery agreement (Appendix A) or sign up to the Public Health Local Service Agreement (PHLSA).

1.5 Disclosure and Barring Service (DBS) checks

Enhanced DBS checks are required for all staff undertaking registration consultations and reviews. This is because the registration/review process includes advice or guidance provided for children relating to their physical, emotional or educational well-being, and therefore constitutes regulated activity. Staff undertaking distribution alone and operating the service in line with the C-Card guidance protocols, are not likely to require a DBS check.

If individual organisations choose to provide the C-Card registration, they need to assure themselves that they are operating in line with the relevant DBS legislation. Further information is available on the GOV.UK website.

1.6 Training requirements

All staff operating the scheme - both registering young people and distributing condoms to them - must have received sufficient training in order ensure that they have the knowledge, skills and competence required to provide a good level of C-Card service for young people. Training is arranged for C-Card outlet staff by the coordinators of the C-Card scheme.

Training outcomes include:

- An understanding of the aims and objectives of the C-Card Scheme
- An understanding of the importance of confidentiality
- A thorough understanding of Fraser guidelines, child protection procedures and the law
- A thorough understanding of the C-Card Scheme's guidance and processes (registration, distribution, monitoring, stock ordering)
- An understanding of the different types of condom, and how to conduct condom demonstrations
- Skills in discussing with young people readiness for sex and the benefits of delaying sex (for those providing registration)
- Ability to offer a Chlamydia test

- A good knowledge of sexual health, including the different STIs and how they are contracted and prevented, other forms of contraception, and a knowledge of other local sexual health services

Registration outlet staff should have at least one year's experience working with young people aged between 13 and 24 years.

Pick Up outlet staff should be working regularly with young people aged between 13 and 24 years. Individuals registering young people with a C-Card should be at least 18 years of age.

It is recommended that all practitioners registering young people with a C-Card will have completed alcohol Identification and Brief Advice (IBA) training. This will enable staff to identify young people who are drinking excessive amounts of alcohol and respond with appropriate advice to tackle alcohol related harm. It is expected that whilst issuing a young person with a C-Card staff will inform the young person of the dangers around risky behaviour when using alcohol. There are normally opportunities to access Alcohol Identification and Brief Advice (IBA) training locally free of charge. For further information about availability of alcohol brief advice training contact the C-Card scheme coordinator. Alternatively there is free online training which takes approximately 90 minutes and can be accessed at: www.e-lfh.org.uk/programmes/alcohol

There is an expectation that all practitioners involved in the scheme will attend further training to regularly update their knowledge and skills relating to working with young people around sexual health, relationships and contraception.

1.7 Confidentiality

There is a wealth of research highlighting the anxiety young people have about the issue of confidentiality. Confidentiality should be respected at all times unless a practitioner believes any young person to be at risk of significant harm, or of harming someone else, in which case they must follow the procedure set out by their own organisation and outlined in the Sussex Child Protection and Safeguarding Procedures (latest update October 2013).

If you are delivering the C-Card scheme, you must protect client information. You should divulge it only with the client's consent, if ordered to do so by a court or if you can justify doing so in the public interest.

The following confidentiality statement and compliments/complaints statement (see Section 3.3) must be displayed in an appropriate location within C-Card outlets:

C-Card confidentiality statement

"We provide a confidential service to all young people, including those under 16 years. This means we will not tell anyone about your visit.

The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from very serious harm. We will always try to discuss this with you first.

If you have any worries about confidentiality, please feel free to ask."

C-Card compliments and complaints statement

"The C-Card scheme welcomes suggestions, comments, compliments and complaints from service users. Please ask us about how to provide your feedback about the service."

1.8 Consent, Fraser guidelines and Gillick competency

Fraser guidelines and 'Gillick competency' refer to a legal case which looked specifically at whether doctors should be able to give contraceptive advice or treatment to under 16-year-olds without parental consent. But since then, they have been more widely used to help assess whether a child has the maturity to make their own decisions and to understand the implications of those decisions.

In 1985, Lord Fraser said in judgement of the Gillick case that a doctor can give contraceptive advice or treatment to a person under 16 without parental consent providing the doctor is satisfied that:

1. The young person will understand the advice
2. The young person cannot be persuaded to tell their parents or to allow the doctor to tell them that they are seeking contraceptive advice
3. The young person is likely to begin or continue having unprotected sex with or without contraceptive treatment
4. The young person's physical or mental health is likely to suffer unless they receive contraceptive advice or treatment
5. It is in the young person's best interests to give contraceptive advice or treatment without parental consent.

Source: Gillick v West Norfolk and Wisbech Area Health Authority [1985] 3 AIL ER 402 (HL)

SECTION 2

2.1 Guidelines for Registration outlets

To register for a C-Card, a young person needs to go to a **Registration** outlet (usually a youth agency, sexual health clinic or pharmacy) and go through a process of induction with a trained worker who has assessed them as being 'Gillick competent' according to Fraser guidelines (if under the age of 16). This entails a discussion taking about 15 minutes on sex and the law, relationships and condom use, confidentiality, contraceptive methods, including emergency contraception, STIs and includes the offer of a chlamydia test as well as a condom demonstration.

If the young person is aged 16 years old and over then they can register online for the scheme via the [East Sussex Sexual Health website](#) . This is the same process of induction and includes a condom demonstration video. After completing the online registration process, the details are checked by scheme coordinators and should they have any concerns about the young person they will contact them. This is to ensure the young person is safe and if any further information, support, and advice should be provided to them before sending their C-Card by post. Once registered, condoms can also be posted to the young person if requested.

The young person then receives their card with a personal registration number, entitling them to free condoms at any of the **Pick up** outlet displaying the C-Card logo.

Please follow these instructions carefully when registering or handing out condoms to a young person via this scheme.

Registration

Remember that you may only issue C-Cards if you have undertaken the appropriate training and you are designated as a Registration outlet.

When a young person presents for the first-time requesting condoms you should explain to them the way the C-Card scheme works. You may wish to use the young people's C-Card leaflet to do so. The leaflet is available to order via the [C-Card order form](#) (Appendix I)

If the young person would like a C-Card, they will need to register by going through an induction with you, another Registration outlet or complete online registration if they are aged 16 or older. If however, the young person does not want a C-Card, the usual protocol for issuing condoms should be used (see section 2.2).

When registering a young person ensure you complete the C-Card Individual Registration Form (Appendix B) as a record of the assessment.

Ensure the young person understands data will be used in line with the Data Protection Act 2018 and gives consent for anonymised aggregate monitoring data to be shared between relevant agencies (i.e. ESCC). The young person can request to see the information held about them at any time.

Please store client information securely and maintain a filing system which will enable you to locate a record of the assessment should this be required. Do not send C-Card scheme coordinators any information which contains person identifiable data and sensitive information about individuals.

You may wish to use your own agency paperwork for recording more in-depth information about the young person with whom you are having a consultation.

The induction should normally take **around 15 minutes**; however more time may be required depending on the individual concerned.

The list of discussion prompts on the following page has been compiled in consultation with a range of local youth agencies as a guide for you to use during registration. All topics on the prompt sheet should be covered during the registration process, and all relevant information recorded on the Individual Registration Form (Appendix B).

Prompts for discussion during C-Card registration

1. Confidentiality of service and data handling

- Reassure and explain the confidentiality policy - ensure that under 16's are clear of their rights.

2. Assess competency using Fraser guidelines

- Understands the advice given
- Likely to have sex without a condom
- Giving condoms is in the best interests of the young person
- Encouraged discussion with parent / caregiver

3. Sexual history taking

- Any health problems
- Medication (including over the counter)
- Sexually active yet?
- Ensure that young people are clear that just because they may be given condoms, does not mean that they have to have sex, it's about being prepared, getting used to condoms, practising with them. Encourage delaying sex until ready.
- How long since last sexual intercourse – was it protected / unprotected?
- Types of sexual activity – degree of risk taking, impact of alcohol

4. Relationships, sex and sexuality

- Are they in a relationship?
- How long have they been with their partner? (use gender neutral terms until made aware of partner's gender)
- Self-esteem issues / negotiation skills – do they want to the sex that they're having?
- Sexuality – LGB services
- Gender identity

5. STIs and HIV

- Awareness of different types of STIs
- Signs and symptoms... if in doubt, check it out

5. Contraception

- Different types available
- Double protection against STIs and pregnancy by using condom and another form of contraception
- Where to get it –GP practice / contraceptive and sexual health services

7. Emergency contraception

- Are they aware of it?

- Different types: Levonelle, Ella-One, IUD
- More effective the sooner it is taken
- Where to get it – including Pharmacy Scheme for EHC

8. Chlamydia test offered?

- Offer and provide a Chlamydia (& Gonorrhoea) testing pack if the young person has been sexually active (including genital play, oral sex)
- How it works – self taken vaginal swab (F) or urine sample (M)
- Explain what happens with results and the treatment required if test is positive

9. Sexual health screen needed?

- Have they been at risk?
- Referral to sexual health (GUM) clinic – especially if symptomatic

10. Condom demonstration

- Have they been shown how to use condoms?
- Have they done a demonstration themselves to show you that they have understood?
- Condoms more likely to fail if subjected to heat, sunlight or oil-based products
- Always check kite mark and expiry date (especially if using condoms not provided through C-Card scheme)

11. Types of condoms

- Explain different types available (see re-order form for a description of each type)
- Provide at least one of each of the condoms available via C-Card during the registration visit so that young person can then choose the right condom for them at subsequent visits

12. Benefits of lubrication

- Recommend using water-based lube with every encounter

13. Card issued?

- Create and record the young person's individual Registration Number

14. Other services, signposting, referral

- Awareness of other services for referral (according to clients need)
- If you made a referral, please note name or agency

Collecting and recording Equality Information

[The Equality Act 2010](#) and the [Public Sector Equality Duty](#) (PSED) require local authorities to measure the equalities profile of its service uptake, service satisfaction, and equalities outcomes.

The [Equality framework for Local Government](#) states that “Unless equality-related data is collected and analysed, there is a danger that local authorities will base their work on assumptions or stereotypes rather than hard facts. In addition, with the development of the ‘personalisation’ agenda over the past few years, the delivery of services has become more tailored to addressing an individual’s specific needs in ways which are that are pertinent to her or his circumstances. A ‘one-size-fits-all’ approach is no longer enough.”

It recommends that Local Authorities ensure that “relevant, proportionate and appropriate information is being gathered about the local communities and their protected characteristics”.

The Public Sector Equality Duty (PSED)

The public sector duty is set out at Section 149 of the Equality Act 2010. It requires the Council, when exercising its functions, to have ‘due regard’ to the need to;

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. see below for ‘protected characteristics’

These are sometimes called equality aims. This constitutes an important part of the process to support equality of opportunity and to address unequal access to services within communities and equality groups.

As described by the [Equality and Human Rights Commission](#):

In order to comply with the general equality duty, public authorities need to have an adequate evidence base for their decision-making. Collecting and using equality information enables them to develop a sound evidence base.

Collecting and using equality information helps public bodies to:

- understand the impact of their policies, practices and decisions on different protected groups and plan them more effectively
- take steps to meet the needs of staff and service users from different protected groups and thereby improve the efficiency of the organisation
- identify if there are any actions they can take to avoid discrimination and harassment, advance equality or foster good relations
- identify what the key equality issues are for their organisation
- benchmark their performance against that of similar organisations nationally or locally
- set useful equality objectives and measure progress against them

See ESCC’s [Equality of Opportunity and Diversity Policy Statement](#).

Protected characteristics: definitions

Within the Equality Act the protected characteristics are as being:

Age

This refers to a person belonging to a particular age group. An age group includes people of the same age and people of a particular range of ages.

Disability

A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Gender reassignment

Where a person has proposed, started or completed a process to reassign his or her sex by changing psychological or physical attributes.

Marriage and civil partnership

A person has the protected characteristic of marriage and civil partnership if the person is married or is a civil partner.

Pregnancy and maternity

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavorably because she is breastfeeding.

Race

The protected characteristic of race refers to a group of people defined by their race, colour, and nationality (including citizenship), ethnic or national origins.

Religion and belief

Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex

A man or a woman.

Sexual orientation

Whether a person's sexual attraction is towards their own sex, the opposite sex, or to both sexes

What is the purpose of collecting, recording and monitoring?

"Public authorities covered by the specific duties must publish information to demonstrate their compliance with the general equality duty. This information must include information relating to people who share a protected characteristic who are its employees or affected by its policies and practices" *The Human Rights Commission*.

Why do we monitor?

Monitoring equality characteristics is essential to identify inequalities in service delivery, improve service design and to comply with the law. It enables us to:

Triglyceride

- take action to reduce and eliminate differences in uptake / representation / outcomes experienced by different groups of clients; and

- improve our commissioning and service practices for the benefit of everyone

Without equalities monitoring ESHT and ESCC are unable to answer essential questions such as:

- Who is using our services?
- Who is not using our services?
- How satisfied are our clients?
- What outcomes are different groups experiencing?
- Are services reaching the people who need them most?

With this information we plan appropriate service developments and improvements that will close the inequalities gap for different people. Equalities monitoring is an important diagnostic tool and is an essential part of effective service planning and improvement.

What do we monitor?

In order to monitor who is and who isn't benefiting from the services being provided

Exclusions, advocacy and communication support

Under the following circumstances, it may not be possible to collect equality background information when the person:

- lacks the capacity to answer the questions and the information is not known by advocates or representatives
- lacks the capacity to answer the question at the time. For instance, if client is suffering from an acute mental health episode, but may be able to share personal information at a later stage
- refuses to answer the question; or
- does not know the answer to the question themselves

Occasionally people may refuse or be reluctant to give personal information about themselves. Most people are happy to do so if:

- they understand why they are being asked; and
- they are reassured that the information will be treated confidentially

During registration sensitively find out about and record a young person's sex, sexuality, gender identity, ethnicity and disability status (protected characteristics). This questioning should give young people the opportunity to declare a protected characteristic, however all responses are voluntary.

To record **sex** you could ask: "How would you like me to record your sex?" The options for recording sex are: Male (M), Female (F) and Other / Prefer not to say (O). 'Other' should be used to encompass all other ways someone may wish to identify their sex and includes those who would rather not say. This will allow anyone who associates with the terms intersex, androgyne, intergender, ambigender, gender fluid, polygender and genderqueer to answer the question.

Research suggests that to determine **sexual orientation** the question is best phrased in the following way: What is your sexual orientation? The options should be recorded as a code as follows: Bisexual (A), Gay man (B), Gay woman / lesbian (C), Heterosexual / straight (D), Other (E) or Prefer not to say (F). See Appendix H.

For young people aged 16 and over the question of **gender identity** should be explored, however for those under 16 years of age the question should be asked at the practitioner's discretion. The question included on the individual registration form is: "Is your gender identity the same as the gender you were assigned at birth?" (Yes, No, prefer not to say). An alternative way to approach the question could be: "Do you identify as a transgender or trans person?"

To record **ethnicity** the young person should be asked: "To which of these ethnic groups do you feel you belong?" and should be presented with a list of the possible options, which are the categories used in the 2011 Census (see Appendix G).

The question used to ascertain **disability** should be: "Do you consider yourself to have a physical or mental impairment that has a substantial and long-term impact on your ability to carry out day-to-day activities?" (Yes, No, prefer not to say).

Sources used to help develop this guidance:

East Sussex County Council (June 2018) Adult Social Care, Operational Guidance, Collecting Equalities information

Department of Health (2008) *Trans: A practical guide for the NHS*

Department of Health (2009) *Sexual orientation: A practical guide for the NHS*

East Sussex County Council (2013) *Inform, consult, involve – 'About you' monitoring templates and guidance for staff*

Equality and Human Rights Commission (2011) *Research report 75. Monitoring equality: Developing a gender identity question*

Equality Challenge Unit (2018) *Recommended questions to ask about equality information. Available online: <https://www.ecu.ac.uk/guidance-resources/using-data-and-evidence/monitoring-questions/>*

GDPR - General Data Protection Regulation

Equality background information is sensitive personal information. This means that:

- It must be kept confidential
- It must only be used for the purpose for which it was collected; and
- It must be accurate and kept up to date

The data protection legislation exists to protect individuals against the misuse of that data, and all records - whether manual or electronic – will need to meet the requirements of the DPA and Information Governance.

Further information about GDPR can be found at Information commissioner's office website

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

Questions to help record sex, sexuality, gender identity, ethnicity and disability

Issuing a C-Card and creating a Personal Registration Number

Important note: Under no circumstances should you issue a C-Card to those aged under 13. If in doubt – don't issue it.

Following a successful induction and assessment, please issue the young person with a CCard.

The Personal Registration (ID) Number should be generated as follows:

1. Your outlet locality letter: 'W' is for West of East Sussex and 'E' is for East of East Sussex
2. Your outlet number e.g. 26
3. The first part of the client's postcode e.g. TN37
4. The client's date of birth in dd/mm/yy format (e.g. 050796 for 5th July 1996)
5. Client's sex (M, F or O)
6. 'LD' if the client has a learning or other disability

Note: If you are a new outlet you will be provided with your outlet number after completing training. For a full list of existing Registration outlets see the separate directory of services. Contact esht.ccardeastsussex@nhs.net for further information.

For example, the Personal Registration Number E01TN37050796M indicates that the client is based in the Eastern part of East Sussex County; registration took place at the Targeted Youth Support service in Hastings; he is male, lives in Hastings (TN37), was born on 5th July 1996, and does not have a disability.

If a young person has a disability or learning disability the C-Card should have 'LD' added to the end of the Personal Registration Number, i.e. E01TN37050796M LD. If appropriate a note or sticker indicating the young person's preference of condoms can be added to the C-Card.

By following this format, we will be able to challenge any suspected misuse of the scheme by a young person by requesting that they confirm details regarding the Registration number on their C-Card (e.g. where the young person was registered, their date of birth, or first part of home postcode).

Young people that registered online for the scheme will have a different Personal Registration (ID) Number format. Online registered C-Cards ID will appear with this format **CC/178/BN21/070521**

The Registration number means that if a young person loses their card, they can return to the same registration outlet and be provided with a new card without having to go through the registration procedure again (provided that six months have not already elapsed since the young person was registered – in which case they will need to re-register).

Discuss the impact of alcohol

There are links between alcohol use and unplanned teenage pregnancy. Young people can feel under pressure to drink alcohol and often are faced with difficult situations. Young people may think they will feel more relaxed and less inhibited when they've been drinking alcohol, but just one alcoholic drink can change how they think about a situation. Talking to young people about the risks of alcohol use during the C-Card registration can help them make safe, informed choices.

For further information about availability of alcohol brief advice training contact the C-Card scheme coordinator.

You may also want to sign post young people to the Talk About Alcohol website which offers a range of interactive resources to learn about alcohol and its effects. www.talkaboutalcohol.com

Offer a Chlamydia test

Chlamydia Free East Sussex is a service is managed by the East Sussex specialist sexual health services. It offers free screening and treatment for Chlamydia to people aged between 15 and 24 in East Sussex. Samples are also tested for Gonorrhoea. Positive results are followed up by a health adviser within the specialist sexual health team.

If patients are treated for Chlamydia by GP surgeries, then a Partner Notification and Recall Worker may contact the surgery to verify details of treatment given. This will be done securely via NHS mail.

All C-Card outlets are recommended to offer a Chlamydia test to sexually active 15-24-year olds during registration with the C-Card scheme.

Contact the sexual health team to sign up to be a Chlamydia test distributor, receive test kits and for further advice and information. Telephone: 03001 314 545

See Appendix L for further information.

Alternatively a test can be obtained online at: www.eastsussexsexualhealth.co.uk

Latex allergy

Latex free (polyurethane) condoms cost around four times more than latex condoms and should therefore be distributed sparingly and only for those with a known latex allergy or for young people reporting discomfort with latex condoms.

If your organisation has a policy regarding the use of and/or distribution of latex products, you should apply this policy each time you issue any condoms to a young person. However, if your organisation does not have such a policy in place, then using the questions below may help identify any possible issues and concerns.

Latex questions

Have you ever:

1. Had an allergic reaction during an operation?
2. Suffered from raised reddish itchy rash when in contact with rubber items? (e.g. balloons, condoms, rubber bands etc.)
3. Suffered skin or mucosal irritation (eyes, throat, nose, genitals etc.) during or shortly after an examination by a health professional wearing rubber gloves?
4. Suffered from sneezing or a runny nose in any situation where you've either had direct contact with rubber or you've been close to rubber products? If so, was there any skin rash linked to this?
5. Experienced a rash after eating fruit, such as avocado, banana or kiwi?
6. Collapsed as a result of a reaction?

It is not necessary to keep records of answers to the questionnaire for the C-Card scheme. It is implied that during Registration the practitioner will take appropriate action.

Guidance

If the young person answers **YES** to any of the questions in the 'latex questions', you can:

- i) Advise the person to visit their GP to check for latex allergy and only issue non-latex condoms and advise the young person to avoid latex until they have seen their GP.

- ii) If they answer to question 6 is YES, they must see their GP unless they have been formally diagnosed with allergy.
- iii) Continue to register the young person onto the C-Card scheme and if thought to be allergic **only** issue latex-free condoms in their Registration Pack and advise the young person to avoid latex products until they have seen their GP.

Providing condoms at registration

The young person should receive a selection of condoms, unless latex allergy is suspected. The young person may state a preference for particular types of condoms, however, please still consider providing the full range so that the young person can experiment to find the most suitable product.

Please ensure that they are also given a C-Card leaflet with written information on how the scheme works and with details of where they can find their nearest Pick Up outlets. You may wish to hand out any other useful leaflets at this stage.

Re-registering a young person (C-Card review)

A C-Card currently enables a young person to be issued with condoms 16 times before re-registration is needed – this is essentially a review assessment. The re-registration process should follow a similar process to the initial registration process, covering all relevant points. Re-registration is also required if a young person under 16 has not used their C-Card for a period of six months or more (no such restriction is in place for over 16s).

Monitoring of registrations

The Registration Recording Form (Appendix C) should be used to keep a summary of registrations made on an ongoing basis. Please keep these forms for your records, in order to complete quarterly reporting and for any potential future audit of the C-Card scheme. See Section 3.1 for further details.

2.2 Guidelines for Pick Up outlets

Prior considerations

C-Card aims to be as accessible, confidential, non-judgmental and avoid to creating embarrassment for the young person. Ideally, the interaction should take place in an area of your setting where privacy can be maintained, but if this is not possible a discreet approach is needed. It is important to ensure that the young person feels comfortable and welcome as it may be the first time they have tried to access a sexual health service – a young person's first experience is likely to impact on future healthcare seeking behaviour.

There is no limit to the amount of times a young person may visit for condoms. We are trying to encourage familiarisation and consistency with condom use among young people, not policing or restricting access. The registration and re-registration procedures are in place to ensure young people benefit from a regular assessment which will encourage positive sexual health behaviours. Applying supply limits and maintaining awareness of visit frequency are methods to help prevent misuse of the scheme.

Step 1 – Identify the young person's C-Card status

- A. When a young person presents their C-Card, aim to issue condoms as quickly and efficiently as possible. You do not need to ask them their name or any other personal details.
- B. Check the date the C-Card was last used.
 - i. If the C-Card was last used on today's date you should challenge the request.
 - ii. If the C-Card was last used over six months ago AND the young person is under 16 please explain that they need to re-register with the scheme – this is important so that they can discuss any changes in circumstances since they last visited. Follow steps 1Di) or 1Dii). There is no such restriction for over 16s.
- C. If the young person has forgotten their C-Card, ask if they know their C-Card number and, if so, note the number they have provided on the monitoring form and issue them with condoms.
- D. If the young person says that they haven't yet joined the scheme but urgently need condoms, explain the importance of the assessment process. There are then two options:
 - i. If you are a C Card Registration outlet it would be appropriate to register the young person for the scheme and allocate a C-Card.
 - ii. If you are at a C-Card Pick Up outlet only, provide the young person with details of online if they are over 16 and Registration outlets. Advise that they need to register on the scheme before being allowed to have condoms. At your discretion, ask for their age and postcode and issue the young person with 2 condoms, explaining that this is not the correct procedure and cannot be repeated. Please enter 'C-Card NOT PRESENTED' on the monitoring form.

IMPORTANT NOTE: If there is cause for concern around child protection issues you will need to refer to your in-house child protection policy and follow the procedures accordingly.

Step 2 – Give the young person condoms and update their C-Card

If the young person has not stated a preference you may wish to ask which type of condom they would like.

- i) Provide the condoms of choice, or a selection of different condoms:
 - 6 condoms should be issued to young people aged 13 and 14.
 - A maximum of 12 condoms may be issued to young people aged 15 to 24
 - Water-based lubricant should be provided every time condoms are supplied

IMPORTANT NOTE:

Latex-free condoms should normally only be issued to young people with latex allergies or difficulty/problems using latex condoms (latex-free condoms cost four times as much as latex condoms).

- ii) Add today's date in the next available space on the young person's C-Card:

CARD NUMBER	E99BN22030491M		
DATE OF VISIT			
09/05/2019			
11/07/2019			
14/09/2019			

2017-18 288

Note: Young people that registered online for the scheme will have a different Personal Registration (ID) Number format as outlined in the image above. Online registered C-Card ID numbers will appear with this format CC/178/BN21/070521

If you notice that the young person's C-Card is nearly full (on their 15th or 16th visit) remind them they will need to revisit a C-Card Registration outlet in order to receive a new card and continue receiving free condoms.

Step 3 – Consider offering Chlamydia test or signposting to other services

Consider whether to offer a Chlamydia and Gonorrhoea test (see Appendix L for further information). Sexually active young people should have been offered a Chlamydia test during registration with the C-Card scheme and you may wish to suggest they have another test if the circumstances are appropriate (e.g. a change of partner, displaying symptoms, or stated contact with someone known to have chlamydia or gonorrhoea). However please note that you should not normally undertake sexual health discussion or education unless you have received a DBS check (see section 1.5)

If the young person requires further information or advice they may need to be referred or signposted to another service, for example their own GP or the local contraceptive and sexual health service. A list of local sexual health services and pharmacies providing free emergency contraception (to under-25s) can be found at Appendix L.

You may also provide other useful leaflets and service information at this point.

Step 4 – Record monitoring information

Record the following information on the Distribution recording monitoring form (Appendix E):

- Date of visit
- Young person's C-Card number
- Age
- Sex
- Quantity and types of condoms supplied
- Any referral to other services
- Whether a Chlamydia test was provided to the young person

Please keep the Distribution Recording monitoring forms for your records as a summary of the products distributed and to provide evidence which could help identify any misuse of the scheme by a young person. The forms will be required to complete quarterly reporting to the scheme coordinators and may be required for future audit of the service (see Section 3.1).

Do not send any information which contains person identifiable data and/or sensitive information about individuals to the C-Card coordinators.

Quick view summary of steps for condom distribution

Step 1. Identify C-Card status

- On presentation of a valid C-Card aim to issue condoms as quickly and efficiently as possible. You do not need to ask names or any other personal details (see full guidelines for details).
- **IMPORTANT:** If there is cause for concern around child protection issues you will need to refer to your in-house child protection policy and follow the procedures accordingly

Step 2. Provide condoms and update the C- Card

- If the young person has not stated a preference you may wish to ask which type of condom they would like. Six condoms should be issued to young people aged 13 and 14. A maximum of 12 condoms may be issued to young people aged 15 to 24. Water-based lubricant should be provided every time condoms are supplied.
- Update the C-Card with today's date

Step 3. Offer a Chlamydia test if appropriate or signposting

- Sexually active young people should have been offered a Chlamydia test during registration with the C-Card scheme. You may wish to offer a test if the circumstances are appropriate.
- Signpost the young person to other local sexual health services if required.

Step 4. Record monitoring information

- Record the following information on the Distribution monitoring form: Date of visit, Young person's C-Card number, Age, Sex, Quantity and types of condoms supplied, Any referral to other services, Whether a Chlamydia test was provided to the young person

SECTION 3

3.1 Monitoring and evaluation

Safe practice and justification for continued funding of the C-Card scheme relies on accurate completion of a small set of C-Card monitoring forms, consisting of three elements.

1. Recording individual level information

Completion of the individual registration forms helps to ensure that all necessary elements of the induction assessments have been completed and provides evidence that Fraser guidelines have been followed.

2. Maintaining a record of registration and distribution encounters

These lists are used to maintain records of young people registered and the number of condoms distributed. Completing them accurately will make collating and returning overall activity levels to the C-Card coordinator on a quarterly basis very simple.

3. Returning information about activity every quarter

At the end of each quarter a tally of the relevant registration and distribution recording forms should be carried out and the quarterly reporting form should be returned to the C-Card coordinator.

Activity completed during:	Reporting deadline
Q1 (Apr-May-Jun)	First Friday in July
Q2 (Jul-Aug-Sep)	First Friday in October
Q3 (Oct-Nov-Dec)	First Friday in January
Q4 (Jan-Feb-Mar)	First Friday in April

Please store client information securely and maintain a filing system which will enable you to locate a record of the assessment should this be required.

Do not send C-Card scheme coordinators any information which contains person identifiable data and sensitive information about individuals.

Forms to be completed and stored securely by the C-Card outlet:

- C-Card individual registration form (Appendix B)
- C-Card registration recording form (Appendix C)
- C-Card distribution recording form (Appendix E)

Forms to be returned to C-Card coordinator esht.ccardeastsussex@nhs.net on the first Friday following the end of each quarter:

- C-Card registration quarterly reporting [Excel form](#) Appendix D
- C-Card distribution quarterly reporting [Excel form](#) Appendix F

Both quarterly reporting forms are available to download from the East Sussex Sexual Health Website:

<https://www.eastsussexsexualhealth.co.uk/page/c-card-condom-distribution-scheme-for-young-people>

Note for PHARMACY C-Card providers only:

Please note that return and completion of quarterly distribution and registration monitoring forms is not required, as this information is entered directly onto the [PharmOutcomes system](#). Advice on the use of PharmOutcomes is provided separately.

3.2 Ordering C-Card stock

East Sussex C-Card scheme products can be ordered by completing the online [C-Card stock order form](#) or Appendix I. Microsoft Word order forms should ideally be sent via email to esht.ccardeastsussex@nhs.net rather than by post.

Forms can be sent by post Sexual Health, First Floor, Sexual Health Department, Avenue House, The Avenue, BN21 3XY

On receipt, your order will be confirmed by email and dispatched to you within 7 working days.

Please note that we may not be able to process your order if we have not received regular quarterly monitoring returns for C-Card activity undertaken by your service (not applicable to new C-Card outlets / pharmacies using the Sonar system).

Product selection

The following products are currently available to order through the C-Card scheme:

Condoms

- EXS Regular (Standard Size)
- EXS Snug Fit (Conform- tighter fitting)
- EXS Magnum (Larger Size)
- EXS Mixed Flavour Condom
- EXS Air Thin (Thinner)
- EXS Latex free condoms

Lubricant

- Opaque Water Based Lube (10ml Sachet orders of 500 only)

C-Card products

- C-Cards (*business card sized cards provided to young people at registration*)
- C-Card stickers (*use these to advertise your venue as a C-Card outlet – limited to 3 per venue, although more could be provided in special circumstances*)



See Appendix K for information and advice on condom choice and the correct process for condom demonstration.

Storage and access to condoms

Condoms should be stored in a cool, dark, dry place. Only C-Card trained staff should have access to C-Card supplies.

3.3 Sources of health promotion information and resources

East Sussex Health Promotion Resource Service

Free downloadable Health Promotion resources are available from East Sussex County Council
www.hpac.nhs.uk/HPAC//HPACIndex.jsp?sitename=healthpromotionresourceeastsussex.org.uk

Sex Wise

Honest advice about contraception, pregnancy, STIs and pleasure.
The National Health Promotion Programme for Sexual Health and Reproductive Health
www.sexwise.org.uk

Public Health England

Campaign resource centre
<https://campaignresources.phe.gov.uk/resources/>

Brook

Free downloadable resources, activities and further e-learning for sexual health, relationships and contraception
<https://www.brook.org.uk/>

Rise Above

The Rise Above website provided interesting and useful stuff from the web and beyond to get young people talking about the things that matter to them. You'll find inspiring and useful stories, videos, games and
<http://riseabove.org.uk/topics/>

Terence Higgins Trust

HIV, Sexual Health, Sexual health information for the Trans* community
[Sexual health for trans and non-binary people | Terrence Higgins Trust \(tht.org.uk\)](http://Sexual%20health%20for%20trans%20and%20non-binary%20people%20|%20Terrence%20Higgins%20Trust%20(tht.org.uk))

Full information about local services can be found at www.eastsussexsexualhealth.co.uk

3.4 Suggestions and complaints

The C-Card coordinators welcome suggestions and comments from service users and C-Card outlets.

We hope to operate a valuable, uncomplicated and unproblematic scheme and suggestions for service modification and improvement will be welcomed.

Young people should be made aware of their right to complain using the following procedure (this procedure can also be used for any complaints received from the general public):

Step 1

All complaints will be dealt with at the first point of contact. Ask the complainant to explain what went wrong and what you would like them to do to put it right. In many cases, the problem can be resolved then and there. Any suggestion or complaint should be listened to in a sympathetic manner, taken seriously, and the complainant assured that it will be dealt with.

All complaints should be recorded on the C-Card complaints form (Appendix J). Where possible, complaints should be recorded without including person identifiable information. Forms should be copied and kept on file for performance management purposes.

Step 2

If the complainant is not satisfied with the response given in Step 1 the complaint should be referred to the C-Card coordinator.

The complainant should be offered the right to contact the C-Card Co-ordinator directly and the appropriate telephone number provided. If the complainant would prefer the C-Card coordinator to contact them, they will need to provide full contact information. Discretion is advised as this process may raise confidentiality concerns.

Step 3

Copies of **all** C-Card complaints forms dealt with by C-Card outlets must be passed to the C-Card coordinators (esht.ccardeastsussex@nhs.net) within 5 working days for recording and any follow-up required. Client person identifiable information should not be included on the form sent, unless consent to share information has been provided and a response is required from the C-Card coordinator.

3.5 Serious incident reporting

C-Card outlets are required to have a designated post holder and deputising post with responsibility for reporting and managing serious incidents.

C-Card outlets will agree with the East Sussex Healthcare Trust its procedure for the reporting of serious incidents.

3.6 Indemnity and insurance

East Sussex NHS Healthcare Trust does not indemnify C-Card outlets or ask them to indemnify the Trust in any way. The expectation is that providers undertake the C-Card role as part of their main occupation and that any potential claim resulting from the provision of advice or goods under the C-Card scheme is covered by the indemnity associated with their main role.

Note: Providers delivering C-Card as part of the Public Health Local Service Agreement (PHLSA) should refer to the terms and conditions of contract as part of these agreements.

APPENDICES

Appendix A	Application to become a C-Card outlet
Appendix B	Individual C-Card registration form
Appendix C	East Sussex C-Card registration recording form
Appendix D	East Sussex C-Card registration quarterly reporting form
Appendix E	East Sussex C-Card distribution recording form
Appendix F	East Sussex C-Card distribution quarterly reporting form
Appendix G	Codes for recording ethnic group
Appendix H	Codes for recording sexual orientation
Appendix I	East Sussex C-Card scheme order form
Appendix J	East Sussex C-Card suggestions and complaints form
Appendix K	Condom choice and condom demonstration
Appendix L	Chlamydia Free East Sussex
Appendix M	Child protection contacts

Appendix A – Application to become a C-Card outlet



1. Your details

Name	
Job title	
Organisation	
Address	
Telephone	
Email	

2. What type of C-Card outlet are you applying to be?

Registration <i>(please tick one option)</i>	<input type="checkbox"/> Registration of any young person who calls into your service <input type="checkbox"/> Registration of your regular service users only <input type="checkbox"/> No registration of young people
Distribution <i>(please tick one option)</i>	<input type="checkbox"/> Condom distribution to any young person who calls into your service <input type="checkbox"/> Condom distribution to your regular service users only <input type="checkbox"/> No condom distribution
When will the service be available?	<input type="checkbox"/> At all times during your service opening times <input type="checkbox"/> At specified times each week (e.g. a drop-in service) <input type="checkbox"/> During your scheduled contact with clients (e.g. planned appointments)

3. What are your service operating times?

Day	Opening time	Closing time	Notes
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Can these times be advertised as 'drop-in' for any young person? (e.g. on the C-Card web page)	<input type="checkbox"/> Yes <input type="checkbox"/> No
How will your organisation advertise that free condoms are available at your service?	

4. What is the name of the proposed C-Card outlet LEAD WORKER ?

Name	East Sussex C-Card training completed?		Date of training
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

5. What are the names of all other members of staff to be operating the scheme?

Name	East Sussex C-Card training completed?		Date of training
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

6. What are the features of your proposed C-Card outlet site?

			Details
Private area for consultation (required for Registration outlets)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Lockable storage for confidential paperwork	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Suitable storage available for condoms (away from heat sources and direct sunlight)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
C-Card promotional window sticker can be displayed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
C-Card promotional leaflets can be displayed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Confidentiality statement can be displayed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Toilet facilities are available	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Currently offer Chlamydia (and Gonorrhoea) testing	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

7. Working with young people

			Details
What is the age range of the young people you work with?			
Will your organisation work within Pan Sussex Child Protection and Safeguarding Guidelines?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If a registration site: Have staff who will register young people to the C-Card scheme had an enhanced Disclosure & Barring Service (DBS) check within the last three years? (formerly CRB check)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

For further information regarding DBS check requirements see: <https://www.gov.uk/criminal-record-checks-apply-role>

8. Please read and sign the C-Card delivery agreement that follows **C-Card delivery agreement**



By signing this agreement you are confirming that, in return for the supply of free training and C-Card products (e.g. condoms) provided by East Sussex Healthcare Trust, your agency will distribute C-Card products and comply with the responsibilities set out below. Your agency will follow the good practice guidance included within the C-Card guidance document.

Individual staff members will sign an agreement upon completion of training. The latest version of the C-Card scheme guidance will be kept by the C-Card Lead within your organisation and stored in a safe, convenient place for easy access.

THIS AGREEMENT made the _____ day of _____ 20__
East Sussex Healthcare Trust of, _____ of the one part and
[_____]
[(Company Registration No. _____)] whose registered office is situate at
[_____] of the other part.

Agency responsibilities

1. Numbers of condoms to be made available to young people:
 - 6 condoms per visit for those aged 13 and 14
 - 12 condoms per visit for 15 to 24-year olds.In individual cases, exceptions can be made, providing a higher or lower number of condoms, depending on the judgement of the provider. Judgement of the provider should also be made if there are regular repeat visits requesting large numbers of condoms. Discussion should be facilitated around the intended use.
2. Only staff with an up to date enhanced DBS (Disclosure and Barring Service) check will register young people to the scheme or undertake sexual health discussion, education and condom demonstration.
3. Only staff who have attended C-Card training will carry out registrations and distribute condoms.
4. Staff will attend update training every three years.
5. C-Card registrations and C-Card reviews/re-registrations will be undertaken by suitable experienced and qualified health and social care practitioners, youth workers or staff involved in education and learning. Agencies must ensure that staff involved in the scheme have appropriate qualifications and training for working with young people around sexual health and receive regular supervision including their role in the C-Card scheme.
6. Lists of trained members of staff at the C-Card outlet will be updated, maintained and shared with C-Card coordinators.

7. East Sussex Healthcare Trust will be informed immediately when a trained member of staff has left the organisation so that accurate records of current C-Card practitioners can be maintained.
8. All staff will use the specified monitoring forms to record young people's data. All data will be recorded accurately and at the time of seeing the young person. Aggregate data will be provided to East Sussex Healthcare Trust on a quarterly basis.
9. Your agency and all staff will duly observe all obligations under data protection legislation which arise in connection with this agreement, including the General Data Protection Regulation.
10. When/if registering young people onto the scheme a private area for condom demonstration and sexual health discussion will be available.
11. A notice explaining use of data will be shown to young people or displayed in the area that C-Card work is being carried out.
12. A C-Card guidance manual, training pack, signposting information and this agreement will be kept in an accessible place for all staff. All staff involved in the scheme will have read these documents and be aware of where they are kept.
13. There will be an agreed advertising mechanism for the scheme within your agency.
14. Your agency will have an agreed complaints and feedback procedure that service users can use to log complaints or concerns. These will always be fed back to the scheme co-ordinator at East Sussex Healthcare Trust according to the East Sussex C-Card suggestions and complaints procedure.
15. Your agency/organisation will have and adhere to its own confidentiality policy at all times when providing the C-Card scheme. This policy will be displayed in an area where young people accessing the scheme can see it.
16. Your agency/organisation will have and adhere to its own child protection and safeguarding policies at all times when providing the C-Card scheme. All staff will have been trained in child protection and safeguarding.
17. Your agency/organisation will have and adhere to its own information governance policy at all times when providing the C-Card scheme.
18. Your agency/organisation is required to have a designated post holder and deputising post with responsibility for reporting and managing serious incidents. Your agency/organisation will agree with East Sussex Healthcare Trust its procedure for the reporting of serious incidents, which will be in accordance with the Trust's policy.
19. East Sussex Healthcare Trust does not indemnify provider organisations or ask them to indemnify the Trust in any way. The expectation is that agencies/organisations undertake the C-Card role as part of their main occupation and that any potential claim resulting from the provision of advice or goods under the C-Card scheme is covered by the indemnity associated with their main role.
20. Condoms will be kept in a cool (maximum 30 degrees) dry and secure place, only accessible to staff involved in the scheme.

21. Condom stock will be maintained and ordered in a timely way in line with the numbers of condoms that are being distributed.
22. Your agency will agree to assist/participate in evaluation of the scheme, contributing staff views and obtaining views of young people.

East Sussex Healthcare Trust, responsibilities

1. East Sussex Healthcare NHS Trust (ESHT), or a nominated C-Card support provider, will supply a variety of condoms free of charge to the agency as and when ordered. East Sussex Healthcare Trust and/or the support provider reserves the right to confirm that stock ordering is in line with distribution amounts.
2. Condom orders will be processed and dispatched within 10 working days of request being received.
3. Regular training and update training opportunities will be provided. For larger organisations with groups of staff to be trained, tailored sessions may be available.
4. C-Card guidance along with signposting information and this agreement will be provided to each agency and each member of staff that attends training.
5. General scheme support and advice will be available while agencies are participating in the C-Card scheme.
6. Monitoring and evaluation of the scheme will be carried out and feedback provided to C-Card outlets where appropriate.

Details of the C-Card lead worker within the outlet:

Name	Click here to enter text.
Job title	Click here to enter text.
Organisation	Click here to enter text.
Address & Postcode	Click here to enter text.
Telephone	Click here to enter text.
Email	Click here to enter text.

Signed on behalf of each of the parties on the date at the head of this agreement

SIGNED BY.....

Print Name.....

For and on behalf of East Sussex Healthcare Trust

SIGNED BY.....

Print Name.....

For and on behalf of []

Complete and return this form to _____

Appendix B – Individual C-Card registration form

Ensure the young person is aware of the Confidentiality Policy and that these records are obtained, processed and stored with consent.

Today's date		Name of worker	
Name of Young Person		Age	Date of Birth
Town of residence	Postcode	Gender identity same as gender assigned at birth? (Y / N / Prefer not to say)	Sexual orientation (see categories)
Disability (Y / N / Prefer not to say)		Ethnicity (see codes)	Latex allergy (Y / N)

IMPORTANT NOTE: If you suspect a young person to be under 13, do not issue a C-Card.

Ensure the young person is:			Tick ✓
Aware a condom may protect them from an STI or unplanned pregnancy			
Aware of emergency contraception (EHC and IUD) and how to access it			
Aware of what STIs are and how they are contracted			
Aware of HIV and how it can be contracted			
Aware of the law with regards to underage sex			
Capable and has demonstrated putting on a condom			
Informed as to their decision to have sex			
Offered a Chlamydia screening test (if sexually active, 15-24 years)			
Aware of impact of alcohol on practising safer sex			
Fraser Guidelines:			Tick ✓
Young person understood the contraceptive advice given			
Young person is likely to have sex without a condom			
Encouraged discussion with parents/carers			
Giving condoms meets the best interests of the young person			
Notes (including any referral to other services):			
<i>Note: You must have covered all of the sections above before issuing a C-Card.</i>			
C-Card Issued:	Date:	Registration / C-Card number: (outlet code–1 st part postcode–DOB–sex–disability?)	Consent to share anonymised information with ESCC
YES / NO			YES / NO

Process this form in line with the General Data Protection Regulation. Keep this form for your records and any potential future audit of the C-Card scheme. Do not send East Sussex Healthcare Trust any person identifiable data.

Appendix D – East Sussex C-Card registration quarterly reporting form

An Excel version of the East Sussex C-Card registration quarterly reporting form is available from:

<https://www.eastsussexsexualhealth.co.uk/page/c-card-condom-distribution-scheme-for-young-people>

ORGANISATION:		OUTLET CODE:	
----------------------	--	---------------------	--

Q1 Apr-May-Jun	Q2 Jul-Aug-Sep	Q3 Oct-Nov-Dec	Q4 Jan-Feb-Mar	YEAR:
--------------------------	--------------------------	--------------------------	--------------------------	--------------

AGE	NUMBER OF C-CARD REGISTRATIONS		
	MALE	FEMALE	OTHER / PREFER NOT TO SAY
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
TOTAL			

SEXUAL ORIENTATION	CODE	NUMBER REGISTERED
Bisexual	A	
Gay man	B	
Gay woman / lesbian	C	
Heterosexual / straight	D	
Other	E	
Prefer not to say	F	

No. of young people with a DISABILITY registered to C-Card	
No. of RE-REGISTRATIONS	
No. CHLAMYDIA tests provided	

ETHNICITY	CODE	NUMBER REGISTERED
White		
English / Welsh / Scottish / Northern Irish / British	A	
Irish	B	
Gypsy or Irish Traveller	C	
Any other White background	D	
Mixed / Multiple ethnic groups		
White and Black Caribbean	E	
White and Black African	F	
White and Asian	G	
Any other Mixed / Multiple ethnic background	H	
Asian / Asian British		
Indian	I	
Pakistani	J	
Bangladeshi	K	
Chinese	L	
Any other Asian background	M	
Black / African / Caribbean / Black British		
African	N	
Caribbean	O	
Any other Black / African / Caribbean background	P	
Other ethnic group		
Arab	Q	
Any other ethnic group	R	
Not stated	Z	

At the end of each quarter (the first Friday in July for Q1, October for Q2, January for Q3 and April for Q4) please complete and return this form to: Email: esht.ccard@sussex.nhs.uk Address: C-Card, Sexual Health – First floor, Avenue House Clinic, The Avenue Eastbourne. BN21 3XY

Appendix F – East Sussex C-Card distribution quarterly reporting form

An excel version of the East Sussex C-Card distribution quarterly reporting form is available from: <https://www.eastsussexsexualhealth.co.uk/page/c-card-condom-distribution-scheme-for-young-people>

ORGANISATION:		OUTLET CODE:	
----------------------	--	---------------------	--

Q1 Apr-May-Jun		Q2 Jul-Aug-Sep		Q3 Oct-Nov-Dec		Q4 Jan-Feb-Mar		YEAR:	
--------------------------	--	--------------------------	--	--------------------------	--	--------------------------	--	--------------	--

AGE	NO OF C-CARD DISTRIBUTION ENCOUNTERS		
	MALE	FEMALE	OTHER / PREFER NOT TO SAY
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
TOTAL			

	Male latex condoms	Male non-latex	Female condoms	Chlamydia testing kits
Total no. provided				

At the end of each quarter (the first Friday in July for Q1, October for Q2, January for Q3 and April for Q4) please complete and return this form to: Email: esht.ccardeastsussex@nhs.net Address: C-Card, Sexual Health – First floor, Avenue House Clinic, The Avenue Eastbourne. BN21 3XY

Appendix G – Codes for recording ethnic group

To which of these ethnic groups do you feel you belong?	CODE
White	
• English / Welsh / Scottish / Northern Irish / British	A
• Irish	B
• Gypsy or Irish Traveller	C
• Any other White background, please describe	D
Mixed / Multiple ethnic groups	
• White and Black Caribbean	E
• White and Black African	F
• White and Asian	G
• Any other Mixed / Multiple ethnic background	H
Asian / Asian British	
• Indian	I
• Pakistani	J
• Bangladeshi	K
• Chinese	L
• Any other Asian background	M
Black / African / Caribbean / Black British	
• African	N
• Caribbean	O
• Any other Black / African / Caribbean background	P
Other ethnic group	
• Arab	Q
• Any other ethnic group	R
Not stated	Z

Source: Census 2011

Appendix H – Codes for recording sexual orientation

Research suggests that to determine sexual orientation the question is best phrased in the following way:

What is your sexual orientation?	CODE
Bisexual	A
Gay man	B
Gay woman / lesbian	C
Heterosexual / straight	D
Other	E
Prefer not to say	F

Source: Department of Health (2009) *Sexual orientation: A practical guide for the NHS*



Appendix I – East Sussex C-Card scheme order form

An online version of this form is available at

<https://www.eastsussexsexualhealth.co.uk/forms/east-sussex-c-card-scheme-order-form>

Please complete this form to order East Sussex C Card scheme products

Sexual Health Improvement – First floor, Avenue House Clinic, The Avenue Eastbourne. BN21 3XY

or esht.ccardeastsussex@nhs.net

For any other questions please phone **0300 1314545**

Delivery details

Date of order	
Organisation name	
Name of C-Card outlet / service	
Contact name	
C-Card outlet code (if applicable)	
Delivery address	
Postcode	
Telephone number	
Email address	

PRODUCT AND DESCRIPTION	QUANTITY (1 box = 144 condoms)
Exs Regular (<i>standard size</i>)	box(es)
Exs Snug Fit (<i>tighter fitting</i>)	box(es)
Exs Magnum (<i>larger size</i>)	box(es)
Exs Mixed Flavoured condom (<i>mixture of coloured and flavoured condoms – suitable for oral sex</i>)	box(es)
Exs Latex free condoms (<i>non-latex</i>) Normally limited to 1 box per order	box
Exs Air Thin (<i>thinner</i>)	box
Opaque Water Based Lube (<i>10ml sachets</i>) Multiple orders of 500 only	box(es) of 500 sachets
C-Cards Provided to a young person as part of registration to the scheme	Pack Size 50
C-Card window stickers (REGISTRATION & PICK UP POINT) Use these to advertise your venue as a C-Card outlet – max. 3 per order	
C-Card window stickers (PICK UP PONT) Use these to advertise your venue as a C-Card outlet – max. 3 per order	
C-Card information leaflet for young people:	Pack Size 50
Chlamydia Screening Unisex Test Kits (<i>Order from PreventX - contact esht.ccardeastsussex@nhs.net for further info</i>)	Box of 36 Test kits
East Sussex Sexual Health Information Contact Cards.	Pack Size 50
Pregnancy Tests	Order from public.health@eastsussex.gov.uk

Your order will be confirmed by email and dispatched to you within 7 working days.

Please note that your order may be delayed if we have not received regular quarterly monitoring returns for C-Card activity undertaken by your service (not applicable to new C-Card outlets / pharmacies using the Pharm Outcomes system)

Appendix J – East Sussex C-Card suggestions and complaints form

C-Card Worker Name:	
Job title:	
Organisation:	
Address:	
Telephone number:	
Date of suggestion / complaint:	
Suggestion / complaint details:	
Name and contact details of complainant (if response required and consent to share information provided):	
Action taken:	
Other Comments:	

Appendix K – Condom choice and condom demonstration

Condom choice

Condoms are available in a range of shapes, sizes, thicknesses, flavours, textures and colours. Though standard size will fit most men, smaller and larger condoms are available and it's important to encourage men to find a brand that fits well and is comfortable.

Lubricant

Water-based lubricant sachets should be recommended in every contact - for both vaginal and anal sex. Oil-based lubricants or any oil-based products will degrade the latex, making the condom susceptible to failure. A wide range of products can cause problems for condoms including baby oil, lipstick or lip balm, and some creams such as thrush treatments.

Latex allergies

Most condoms are made out of latex (rubber). The alternative to using a latex condom is to use ones not made out of latex (such as *Mates Skyn* or *Durex Avanti*). These are available in limited supply as they are far more expensive. Non latex condoms can be made from a synthetic version of latex (polyisoprene) or polyurethane.

Condoms and anal sex

In the past it has commonly been recommended that extra-strong condoms are used for anal sex. However, recent research found that standard condoms are just as effective for anal sex as extra-strong condoms as long as they are use with plenty of water-based lubricant.

Flavoured condoms

Some people find flavoured condoms cause them irritation when having vaginal/anal sex, which is caused by the flavouring ingredient. If this is the case, recommend that they use additional lubricant or try other types of condom.

Female condoms

Female condoms are made from thin, soft plastic called polyurethane and are non-latex. Female condoms are worn inside the vagina to prevent semen getting to the womb. Like male condoms they can only be used once. For more information about how to use female condoms, along with some of the advantages and disadvantages, see: www.nhs.uk/conditions/contraception-guide/pages/female-condoms.aspx

Gel-charging

Some men may complain of loss of sensitivity when using condoms. Gel-charging can enhance sensitivity for the man whilst using a male condom. A small, pea-sized amount of lubricant should be put into the end of the erect penis, before the condom is put on. It is important that only a small amount of lubrication be used, or the condom could slip off.

Storing and carrying condoms

Condoms should be stored in a cool, dark, dry place. Condom do not like heat/sunlight, as this may damage them. We need to encourage young people to keep them handy but if they are kept in back pockets or wallets they need to be checked and changed regularly to ensure they do not get too warm or crumpled, otherwise the quality may start to deteriorate. Condom holders are available to prevent damage to condoms whilst they are being carried.

Condom demonstration



Check the packet, does it have a BSI Kite/European CE mark and is the condom in date?
Push the condom to one side and open the condom packet carefully on the opposite side (do not use teeth to open the packet as this may cause the condom to tear)



Make sure you've got the condom the right way around. You can tell by squeezing the air out of the tip and unrolling it slightly before placing it on the erect penis.



Still squeezing the air out of the tip with your thumb and finger, roll the condom all the way to the base of the penis with the other hand. Watch out for fingernails/rings! There must not be any air in the tip and there should be enough room for the semen.



During sex regularly check the condom is still on and hasn't broken. If it gets dry add some water-based lubricant.



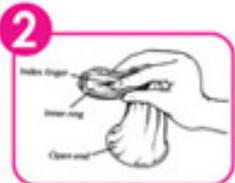
After ejaculation, withdraw fully, holding on to the base of the condom. Then take off the condom, wrap it in a tissue and bin it (not down the toilet)
Always use a brand-new condom if you have any sexual contact again - they can only be used once.

Female condom demonstration



Open the package carefully; tear at the notch on the top right of packet

DO NOT USE SCISSORS OR A KNIFE TO OPEN



While holding the female condom at the closed end, grasp the flexible inner ring and squeeze it with your thumb and second or middle finger so it becomes long and narrow.



Choose a position that is comfortable for insertion. Gently insert the inner ring.



Place the index finger on the inside of the condom, and push the inner ring as far as it will go, being sure not to twist the condom. The outer ring should remain on the outside the vagina.



When you are ready, gently guide your partner's penis into the female condom. Keep the condom open with your hand to make sure it enters properly – be sure that the penis is not entering on the side, between the female condom and the vaginal wall.



To remove the condom, twist the outer ring and gently pull the condom out.



Wrap the condom, in the package or in the tissue, and dispose of it in a bin.

DO NOT PUT IN TO A TOILET.

Appendix L – Chlamydia Free East Sussex

A confidential service for 15-24-year olds

Chlamydia Free is a dedicated service offering free screening and treatment for Chlamydia to people aged between 15 and 24 in East Sussex. Samples are also tested for Gonorrhoea.

What are Chlamydia and Gonorrhoea?

Chlamydia and Gonorrhoea are sexually transmitted infections (STI) which are passed from one person to another during sexual contact. Anyone who is sexually active can get them and pass them on. You don't need to have lots of sexual partners to get Chlamydia or Gonorrhoea. The highest rates of STI infection in the UK are found in people aged under 25. They can be spread through vaginal, anal or oral sex. Chlamydia can also be passed from a pregnant woman to her baby.

What are the symptoms of Chlamydia and Gonorrhoea?

There are frequently no symptoms of Chlamydia and there are sometimes no symptoms of Gonorrhoea. If you have symptoms they could include: A change in vaginal discharge or discharge from the penis. Pain/burning when peeing or when having sex. Bleeding after sex or between periods. Pelvic pain (for women) or painful testicles (for men). If you have any of these symptoms go to a sexual health clinic or see your GP ASAP.

How do I know if I have Chlamydia or Gonorrhoea?

The only way to know if you have either of these infections is to have a test.

What is the test?

A Chlamydia test is a simple test that you can do yourself. There is no need to be examined or to see a doctor. Men need to do a urine sample and women take a vaginal swab themselves.

Where can I get the test?

Getting a test is simple. If you are in the 15-24 age group please call us on our freephone number 0808 1681 28 or order a home testing pack from [SH:UK](#) and we will send you a test through the post for you to do at home and return to us. A [school nurse](#), [youth centres](#), some [pharmacies](#) and [sexual health clinics](#) offer tests too.

How long will the result take?

You should receive your result by text within 2 weeks of us receiving your sample.

What happens if the test is positive?

Don't worry! Both infections are curable with antibiotics. Treatment is simple and free.

Who will know that I have had the test?

Having a Chlamydia test is entirely confidential. The only people who know that you have had the test are yourself and the Chlamydia Free Team. There is no need to tell your GP.

I am 25 or over, where can I get tested?

You can get a Chlamydia test at any sexual health clinic or from your GP surgery. Our local sexual health service is at Avenue House, Eastbourne, Phone: 0808 1681282 or [03001 314537](#) (option 1) or Station Plaza Clinic in Hastings, Phone: [01424 464750](#).

How can I contact you?

If you would like to speak to someone, please call Freephone [0808 1681 282](#) and someone will call you back. Alternatively, you can call the Chlamydia Free Team on [0300 131 4545](#) for advice about testing.

Appendix M – Child protection contacts

Safeguarding vulnerable adults and children

The C-Card outlet must ensure that service users, and anyone using the service, are safeguarded from any form of abuse or exploitation in accordance with written policies and procedures to be agreed with the commissioner prior to the commencement of the service and that meet the standards and regulations set out in:

- East Sussex Local Safeguarding Children Board (LSCB) Child Protection and Safeguarding Procedures
- The Sussex Multi Agency Policy and Procedures for Safeguarding Vulnerable Adults produced by the Safeguarding Adults Boards of Brighton and Hove, East Sussex and West Sussex

The C-Card outlet will share information with the following relevant organisations: Police, Probation Service, Adult Social Care and Children's Services if an individual delivering the service or a trained individual discloses information that would indicate a child or vulnerable adult is at risk of harm and/or admitted to an offence for which they have not been convicted.

If a C-Card outlet is worried about a child or teenager who might be at risk of harm or in danger; In an emergency call 999

Otherwise contact the Single Point of Advice (SPOA) team:
Phone: 01323 464222

Opening hours: Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm

Email 0-19.SPOA@eastsussex.gov.uk

For out of hours enquiries please contact our Emergency Duty Service.

Emergency Duty Service - Children's Services (East Sussex County Council)

This service operates outside of normal office hours and covers East Sussex and Brighton & Hove. The service responds to serious child care issues that cannot wait until the following working day so if this is the case, please call the numbers below. This service is only available outside normal office hours, at nights, weekends and on Public Holidays.

Monday to Thursday - 5pm to 8.30am
Weekends - Friday 4.30pm to Monday 8.30am.
Public Holidays - 24 hours

Phone: 01273 335906 or 01273 335905

<https://www.eastsussex.gov.uk/childrenandfamilies/professional-resources/spoa/>