

# Public health local service agreement

1 April 2024 - 30 September 2026

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## Community Pharmacy Condom Distribution Scheme for Young People



### Key information

This Public Health Local Service Agreement (PHLSA) specification is for the distribution of condoms only as part of The East Sussex C-Card Condom Distribution Scheme. The scheme is a free and confidential co-ordinated condom distribution network for young people aged 13 - 24 years old 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 includes providers from a wide range of organisations and sectors. East Sussex NHS Healthcare Trust (ESHT) coordinate the scheme.

To register for a C-Card, a young person must 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. Young people over the age of 16 can also register for a C-Card online at [Condoms | Information on & How To Get Condoms \(eastsussexsexualhealth.co.uk\)](https://eastsussexsexualhealth.co.uk).

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, community pharmacies and other venues which provide services for young people.

The **East Sussex C-Card Condom Distribution Scheme Comprehensive Guidance Document** outlines all requirements for providers of the scheme. It is available for community pharmacies via email from [esht.ccardeastsussex@nhs.net](mailto:esht.ccardeastsussex@nhs.net)

Further information about ordering stock and arranging training for community pharmacies is available at [C-Card Condom Distribution Scheme in East Sussex \(eastsussexsexualhealth.co.uk\)](https://eastsussexsexualhealth.co.uk) or via email [esht.ccardeastsussex@nhs.net](mailto:esht.ccardeastsussex@nhs.net)

### Payment

Pharmacies are remunerated £3.00 per condom distribution which is recorded on [pharmoutcomes](https://pharmoutcomes).

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## Aims and objectives of the service

The aim of the C-Card condom distribution scheme is to improve the sexual health and well-being of young people in East Sussex by providing quick, easy and confidential access to free condoms.

## Specific objectives of the service

- To provide young people aged 13-24 years old with quick and confidential access to condoms via participating community pharmacy
- To provide sign posting to comprehensive contraceptive and sexual health services

## Expected outcomes

The expected outcome of the service is to improve the sexual health and wellbeing of young people in East Sussex by providing quick, easy and confidential access to free condoms.

## Service outline and standards

### Service outline

This PHLSA specification is for the distribution of condoms only. A separate delivery agreement must be in place in order to offer registration of young people to the scheme. Details for distribution are available at [C-Card Condom Distribution Scheme in East Sussex \(eastsussexsexualhealth.co.uk\)](http://eastsussexsexualhealth.co.uk).

### Distribution

Distribution outlets are not expected to provide further sexual and reproductive health advice, but should be able to refer the young person to local services for further help and support. The principles of distribution include:

- Identifying the young person's C-Card status
- Determining type, supply of condoms and updating their C-Card
- Consideration of a chlamydia test offer or signposting to other services
- Recording of monitoring information

There is no formal limit to the amount of times a young person may visit for condoms. The service aims to encourage familiarisation and consistency with condom use among young people, not to police or restrict access. However, applying responsible distribution supply limits and maintaining awareness of visit frequency are methods to help prevent misuse of the scheme. The numbers of condoms to be made available to young people will be:

- 6 condoms per visit for those aged 13 and 14
- 12 condoms per visit for 15 to 24 year olds

Registration and re-registration procedures are in place to ensure young people benefit from a regular assessment which will encourage positive sexual health behaviours. Re-registration at a registration outlet is required after the young person has requested condoms 16 times (i.e. once there is no further space available on the C-Card to record

the date of distribution) or if six months have passed since a young person under the age of 16 has used the C-Card. Detailed distribution protocols and processes are provided in the East Sussex C-Card Guidance.

## Registration

C-Card registration activity is not included within this PHLSA service specification. A separate delivery agreement must be in place in order to offer registration of young people to the scheme (see the **East Sussex C-Card guidance or contact [esht.ccardeastsussex@nhs.net](mailto:esht.ccardeastsussex@nhs.net)** for further details).

## Managing the service

The Provider is required to:

- Display, or show/explain to young people, a notice explaining use of data collected as part of the C-Card service
- 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 ESHT according to the East Sussex C-Card suggestions and complaints procedure
- Have and adhere to their 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
- Have and adhere to Fraser guidelines, 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
- Have and adhere to their information governance policy at all times when providing the C-Card scheme
- Have a designated post holder and deputising post with responsibility for reporting and managing serious incidents. Your organisation will agree with the Council its procedure for the reporting of serious incidents
- Ensure sufficient staff coverage to ensure continuity of service, should circumstances arise, that will enable fulfilment of the terms of the contract
- Ensure management time is available to provide effective management of the service including regular individual and group supervision
- Ensure that sufficient management time is available for contract management, including attendance at any requested meetings in relation to the contract
- Demonstrate that the organisation is sufficiently financially robust and will use the allocated funds for the purpose of delivering and developing the service
- Ensure that the service complies with all the Health and Safety standards outlined in the Terms and Conditions of Contract
- Effectively utilise information technology (IT) to facilitate accurate recording and monitoring data
- Ensure adequate cover arrangements are put in place for holidays and sickness

- Ensure all staff members that have contact with organisations and groups carry and make available service recognisable appropriate forms of identification
- Submit accurate and timely monitoring and performance data

## Service standards

The detailed service standards are provided in the East Sussex C-Card Guidance and local protocols provided by ESHT and ESCC, which may be updated from time to time.

Please email [esht.ccardeastsussex@nhs.net](mailto:esht.ccardeastsussex@nhs.net) to receive a copy of the guidance.

## Communications

ESCC and ESHT is responsible for wider promotion of the C-Card scheme. Promotional materials such as leaflets, posters and window stickers are available to all C-Card outlets. The service provider is responsible for promotion of the service within the pharmacy.

Providers of the scheme will be promoted via the East Sussex Sexual Health website. [www.eastsussexsexualhealth.co.uk](http://www.eastsussexsexualhealth.co.uk).

## Interdependences and partnership working

Success of the scheme is dependent on a wide range of organisations promoting the C-Card service to young people, registering young people with a C-Card and providing a sufficient number of access points to distribute condoms. Organisations/sectors that may be involved in the scheme include: ESCC, local NHS organisations, pharmacies, GP surgeries, local colleges and schools, youth groups and other community and voluntary sector organisations. Signposting young people to alternative registration outlets, online and/or distribution outlets may be required in case of short-term non-availability of the service (e.g. due to stock shortage or non-availability of trained staff). An update to list of C-Card outlets and providers of postal condoms is available at <https://www.eastsussexsexualhealth.co.uk/condoms>

## Eligibility and referral criteria

- Young people aged 13-24 and resident in East Sussex are eligible for the C-Card scheme
- Young people may self-refer to the C-Card scheme. Formal referral to the scheme is not required, although sources of signposting may include: ESCC staff, staff from local NHS organisations, pharmacies, GP surgeries, local colleges and schools, youth groups and services, and community and voluntary sector organisations

## Stock Management

- C-Card products will be supplied to providers free of charge by ESCC via ESHT

- C-Card products (condoms, lubricant, C-Cards and C-Card stickers) should be ordered using the [C-Card order form](#) which is available online and within the East Sussex C-Card guidance. Forms should be sent to [esht.ccardeastsussex@nhs.net](mailto:esht.ccardeastsussex@nhs.net)

## Safeguarding vulnerable adults and children

The provider 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 local procedures as follows;

<https://sussexchildprotection.procedures.org.uk/>

<https://sussexsafeguardingadults.procedures.org.uk/>

If the provider 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](mailto:0-19.SPOA@eastsussex.gov.uk)

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

01273 335906 or 01273 335905

## Disclosure and Barring Service (DBS) Requirements

This service relates to the distribution element of the C-Card scheme. 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 pharmacies choose to provide the C-Card registration (by signing up to a separate delivery agreement - see Section 4.1) they will need to assure themselves that they are operating in line with the relevant DBS legislation. Further information is available on the GOV.UK website. Further information is available on the [GOV.UK website](#).

## Accreditation and training

The Provider is required to:

- Employ suitably experienced, qualified and skilled staff to successfully deliver and manage the service
- Support, train, supervise and appraise all staff who are employed to ensure they remain competent and deliver

- Ensure staff members are trained to submit accurate and timely monitoring and performance data
- Ensure staff members engage with continued professional development, including appropriate training
- All staff distributing condoms 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 pharmacy staff by the coordinators of the C-Card scheme (ESCC)
- Ensure those delivering the service have attended and understood the training

## Payment

Payment will only be made via PharmOutcomes. Register direct with PharmOutcomes and raise a helpdesk request to get a username and password for PharmOutcomes. Details will be required of your store, contact information, and an email address to issue the login details.

ESCC will remunerate the provider participating in this service the sum of £3.00 for each distribution encounter where condoms have been supplied to a young person. The remuneration will automatically be calculated by the PharmOutcomes at the end of each calendar month, provided that all data is entered onto the system in a timely manner.

There is no remuneration for registration of young people, however providers are encouraged, if they wish, to enable suitably experienced and trained staff to be able to offer registration as a means of driving subsequent distribution throughput at the pharmacy.

Providers participating in any of the following services should consider offering C-Card alongside to young people:

- **Community Pharmacy: Emergency Hormonal Contraception (EHC) to under 25s**

ESCC will remunerate the provider for supply of Emergency Hormonal Contraception (EHC) and in accordance with the separate service agreement, if participating in that service. ESCC will remunerate the provider for supply of Pregnancy test kits using the C-Card order form only if participating in the PHLSA: *Community Pharmacy Emergency Hormonal Contraception (EHC) to under 25s*, and in accordance with the separate agreement for that service.

## Monitoring and audit reporting

### Monitoring and review arrangements

Monitoring requirements are outlined in the East Sussex C-Card Guidance document and local protocols provided by ESHT and ESCC, which may be updated from time to time.

## Key contacts

Enquires relating to the C-Card scheme can be made to:

Email: [esht.ccardeastsussex@nhs.net](mailto:esht.ccardeastsussex@nhs.net)

Sexual Health Improvement - First floor, Avenue House Clinic, The Avenue Eastbourne.  
BN21 3XY or [esht.ccardeastsussex@nhs.net](mailto:esht.ccardeastsussex@nhs.net)

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

### East Sussex C-Card scheme order form

Please complete the online order form to order East Sussex C Card scheme products

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

### Public Health Enquiries

Email: [publichealth@eastsussex.gov.uk](mailto:publichealth@eastsussex.gov.uk) Telephone: 01273 336052

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## Background and evidence base

Condoms can protect against unintended pregnancy and many Sexually Transmitted Infections (STIs) including HIV, chlamydia and gonorrhoea. In 2022 there were 392,453 diagnoses of new STIs among England residents, an increase of 23.8% compared to 2021 (317,022). Both gonorrhoea and syphilis have returned to the high levels reported in 2019 (prior to the coronavirus (COVID-19) pandemic), gonorrhoea is increasing in people of all ages, but the rise is highest among young people aged 15 to 24 years.

NICE guidance on [sexually transmitted infections: 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<sup>1</sup>. The evidence suggests that condoms are an important part of improving sexual and reproductive health outcomes.

In July 2014 Public Health England (PHE) and the sexual health charity Brook published guidance on developing and running local C-Card schemes. 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: [C Card Guidance | brook.org.uk](https://www.brook.org.uk/c-card-guidance)

This specification and the East Sussex C-Card guidance draws on the PHE/Brook guidance and NICE guidance on [sexually transmitted infections: condom distribution schemes and contraceptive services with a focus on young people up to the age of 25](#) issued in March 2014<sup>2</sup>. 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.

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<sup>1</sup> NICE(2014) Contraceptive services for under 25s PH51

<sup>2</sup> NICE(2014) Contraceptive services for under 25s PH51