

E-Book for Distributors



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Service users can be referred to our web-site for further information:

www.freecondomsglasgowandclyde.org

Please contact Annie or Alison to arrange a brief training session if required. Alternatively you can access a typical training session online via the training section within the 'Professionals' section of our website.

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1. Background to the Free Condoms Scheme



1.1 Our aims

As with the rest of Scotland, there remains a continuing burden of preventable sexual ill health in the NHS Greater Glasgow and Clyde (NHSGGC) area.

Diagnoses of HIV and sexually transmitted infections (STIs) have generally shown an upward trend in recent years. During 2011 there were 118 newly reported diagnosis of HIV and whilst this represented a 25% decrease on the previous year it is apparent that the number of cases of HIV transmission in sex between men has overtaken that of heterosexual transmission. 135 new HIV patients presented within NHSGGC in 2012-2013 and of these 81 were new diagnosis.

Diagnoses of sexually transmitted infections have also shown an upward trend in recent years. 2012 data demonstrates an overall increase in gonorrhoea diagnoses across Scotland with NHSGGC accounting for 41% of all new cases. The greatest proportion of diagnoses were noted to occur amongst young adults under the age of 25

Alongside this NHSGGC has a teenage pregnancy rate higher than the overall Scottish average with some neighbourhoods across the health board area having rates considerably higher than the Scottish average, notably those of the greatest socio-economic deprivation.

HIV, STIs and unintended pregnancies can all be prevented by the correct and consistent use of male or female condoms. As such, the guiding principle aims of the Free Condoms service are:

- the prevention of HIV transmission
- the reduction of sexually transmitted infections
- the reduction of unintended pregnancies

1.2 Who the service is for

Quite simply, the Free Condoms service aims to provide free condoms across NHS Greater Glasgow and Clyde to people who need them.

We want to make sure that we meet the needs of those most at risk of preventable ill health. The following sub-populations can be defined as our priority groups:-

- **People living with diagnosed HIV**

People living with diagnosed HIV require free condoms to reduce onward sexual transmission.

- **People at risk of acquiring HIV infection**

Approximately 50% of all new cases of HIV infection acquired within NHSGGC are amongst men who have sex with men. Of the remaining population the vast majority of cases are acquired through heterosexual sexual intercourse. Of those who acquire HIV through heterosexual transmission it is known that in many cases, the infection was acquired outside the UK, mostly in countries with high HIV prevalence and particularly sub Saharan African countries. Therefore men who have sex with men and people from African countries of origin remain the biggest focus for efforts in reducing ongoing HIV transmission.

It is estimated that the gay, male sexually active population in NHSGGC is around 23,000.

There is no known figure for the number of people resident in NHSGGC who have an African country of origin.

- Young adults aged up to 24

The majority of sexually transmitted infections (approximately 75%) are found in young people and young adults aged up to 24. It is estimated that as many as one in ten young men have Chlamydia but will be unaware of their condition as in approximately 50% of cases in young men and 80% of cases in young women there are no symptoms. Condoms are known to be the most utilised method of protection by this age group however use is often inconsistent and condoms are principally used to prevent pregnancy rather than STIs. Often, more established couples move to hormonal contraception to prevent pregnancy and do not maintain condom use. Therefore this age group is a priority for encouraging consistent and ongoing condom use, especially for those in new relationships.

It is estimated that there are approximately 116,250 young adults who are sexually active in NHSGGC.

- Sexually active young people aged 13 to 15

It is known that approximately 50% of all young people have experienced some form of sexual behaviour by the age of 16. NHSGGC seeks a reduction in the numbers of young people who have been sexually active before the age of 16 by supporting young people to delay sex until such time as they are sufficiently emotionally and physically ready to handle the consequences of a sexual relationship. However, it is recognised that many young people will still continue to be sexually active and therefore it is important to ensure that they are able to protect themselves from sexually transmitted infections and unintended pregnancy.

It is estimated that there may be approximately 10,500 sexually active young people aged 13-15 yrs when you consider sexual intercourse and 13,300 when you consider oral sex.

Additionally, NHSGGC has a responsibility to plan and deliver its services with a focus on addressing inequalities in health and life circumstances. This means that the Free Condoms service will be delivered in ways that address poverty and rurality. We also require to make the service available to those who have added vulnerability such as disability, homelessness, involvement in prostitution or substance use dependency.

2. Our Core Values



In 2008/09 NHSGGC commissioned research to gain an understanding of the key features required of the condom distribution scheme to ensure it meets the needs of those most requiring free condoms in the health board area. Findings are reported in *Service Review: Condom Distribution within NHS Greater Glasgow and Clyde* (Fullerton and Burtney 2009).

The following core values of the Free Condoms service were agreed following the Service Review and take into consideration the views expressed by condom distributors and service users alike.

These values have been introduced to ensure that distributors are informed, supported and confident in their role and that service users receive a quality service, no matter where they choose to obtain their condoms

1. *Orders are prioritised by the Free Condoms service team*

The Free Condoms service team will place orders with our supplier (currently Pasante) on the day the order is made. Our supplier endeavours to deliver stock direct to each venue within 10 working days. Distribution venues are responsible for maintaining stock levels and placing orders with the Free Condoms team, ideally by nominating one named person to monitor stock levels.

2. *Support to distributors is prioritised by the Free Condoms service team*

The Free Condoms service team are generally available by telephone or e-mail during office hours; Monday to Friday should you wish to discuss any issues.

3. *Training and support for distributors is available in various formats*

The Free Condoms service team can provide training in a variety of formats to suit the needs of all distributors. A range of training and support options are available including on-site training, web based information and electronic newsletters.

4. *The Free Condoms service is actively publicised and promoted*

The Free Condoms team promote the service and run a variety of marketing campaigns throughout the year with a range of partners. Due to the large number of agencies involved in condom distribution over a large geographic area we cannot print lists of distribution points. However, all 'open access' venues are promoted on the Free Condoms web-site via the 'find a venue' search facility. Distributors are asked to actively promote the service on their premises by displaying posters, choice cards etc.

5. *The Free Condoms service is accessible to all target groups*

Links are made with agencies that have contact with the target groups for condom distribution. Distribution venues are located in a range of agencies across all NHSGGC communities. Open access premises should be barrier free in order to be amenable to service users with physical impairments. Distributors should ensure that condoms are available during their opening hours and that the environment is accessible, receptive and welcoming.

6. *The Free Condoms service is available through a range of agencies*

The Free Condoms service team will strive to improve the reach of the service by increasing the range of agencies/venues involved in distribution. This will also include organisations who are in contact with more vulnerable individuals for example, drug and alcohol services, homeless services etc.

7. *The Free Condoms service is available across a range of locations*

The Free Condoms service team is working towards having a choice of sites offering condoms within all communities across the NHSGGC area.

8. *The Free Condoms service is easy to access*

The Free Condoms service operates on an 'open access' basis where service users can access condoms discreetly and confidentially with minimum discussion if required (with the exception where the provision is for young people under the age of 16 when a short discussion should take place). The service recognises that a condom distribution scheme that involves services users having to register and/or give personal details may act as a barrier for service uptake. Therefore, this service does not require distributors to record any details.

9. *All staff involved in condom distribution are accepting and non-judgemental*

Service users view that the attitude of the staff can be a barrier when collecting condoms. Service users are keen to talk to someone who is knowledgeable and trained but it is of greater importance that staff are accepting and non judgemental.

10. *Confidentiality and anonymity are central to service provision*

Confidentiality is of upmost importance to service users. Distributors may wish to consider including a private space for any discussion with service users. Distributors will ensure that confidentiality is a priority in all cases (however, should the service user be under the age of 16 and there are concerns about his/her wellbeing then information may be shared).

11. *Child protection issues are recognised and referred to appropriate agencies*

The Free Condoms service will provide guidance for distributing to condoms to under 16s. All agencies out-with NHSGGC involved in distributing Free Condoms to under 16s will ensure that their organisation has child protection procedures/policy in place and that staff involved in condom distribution are aware of appropriate action including local referral routes.

12. *Complaints will be responded to and corrective action will be taken*

The Free Condoms service team encourages distributors, service users and anyone else to provide comment on the service. Any complaints will be dealt with in accordance with NHSGGC procedures.

3. Free Condoms – Our Procedures



3.1 Main features of the Free Condoms Service

The distribution of free condoms in the NHSGGC area was reviewed in 2008/09. In 2010 NHSGGC made decisions on the significant changes that were required to expand the distribution of free condoms to ensure that the service is visible and accessible to our target audiences.

The Free Condoms service has been designed to be a user friendly service for both the service user and for those distributing condom products.

The main features of the scheme for service users are;

- Free Condoms can be accessed at a range of locations.
- Free Condoms can be accessed from a range of agencies.
- There is no requirement to register as a service user
- There is no requirement to provide personal details in order to obtain condoms.
- The service is discreet and simple
- There are no restrictions regarding how often the service can be accessed or how many condom packs can be collected.
- A range of products are available
- Condoms are provided in discreet packaging

Individuals who would most benefit from using condoms should face minimal barriers in accessing and using condoms. Therefore we aim to provide a service that is easy to access with no requirement to give personal details or any additional information.

The main features of the service for distributors are;

- The transaction involved in providing a condom pack is simple and discreet and therefore should not take up a great deal of staff time.
- There is no requirement to record transactions or complete monitoring forms.
- Condoms are ordered from the Free Condoms service team and are delivered directly to the point of distribution.
- Condoms are delivered pre-packaged into discreet white packs
- Delivery occurs within 10 days of ordering – distributors therefore do not need to carry large stocks and only minimal space for storage is required.

There is no requirement for distributors to record any details. The only requirements are to 'stock check' frequently and re-order to ensure that stock levels of each product do not run out. The Free Condoms team monitor condom supply by recording products ordered by individual locations. Naturally, this only gives a picture of what has been ordered but by encouraging distributors to order smaller amounts regularly we will be able to build up an accurate picture of distribution across our localities.

3.2 Types of organisations involved in distribution

Venues joining as 'Free Condoms' distributors have the option to supply condoms on an 'open access' basis (access to these venues is to any member of the public). These include Sandyford services and pharmacies.

Other venues are classified as 'limited access' (e.g. colleges/universities, GP surgeries – where not all members of the public would access).

Some organisations/services are for very particular client groups, and these are not published on the Free Condoms Website.

Some agencies choose not to supply condoms but will actively promote access to Free Condoms at nearby open access sites. These 'signposting' agencies may be in a position to discuss sexual health/condom use with clients and support them to access condoms at a nearby distributor or may simply advertise the service more generally on their premises.

3.3 Signing up as a distribution venue



If an agency would like to join the Free Condoms scheme as a distributor they can make contact with the service team who will talk through the details of what is involved and arrange any training required together with delivery of condom stock and supporting materials.

Ideally, an initial visit to the new distributing agency will be arranged to explain how the scheme operates in practise, the ordering process and support offered by the Free Condoms service team.

Each agency should nominate a lead contact person who will;

- be a first point of contact for the Free Condoms service team
- take responsibility for ordering stock
- provide advice and support to other staff in their organisation who may be involved in distributing condom supplies
- promote the service appropriately on their site to ensure that all service users are aware of the availability of Free Condoms and are encouraged to access

3.4 Sample 'New Venue' Form

		<h1>Free Condoms</h1> <h2>New Venue Contact Details</h2>						
DATE OF APPLICATION:								
CONTACT INFORMATION:								
Contact Name:								
Job Title:								
Business Name:								
Building Name/Floor No:								
Street:								
Town:					Postcode:			
Local Authority Area:								
Telephone Number:								
Email Address: <small>(please don't provide personal email addresses):</small>								
Where did you hear about us:								
OPENING HOURS								
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
AGENCY TYPE								
NHS		<input type="checkbox"/> Local Authority		<input type="checkbox"/> Voluntary/ Charity Organisation		<input type="checkbox"/>		
Further Education		<input type="checkbox"/> Commercial Venue		<input type="checkbox"/> Other (please specify below)		<input type="checkbox"/>		
BUSINESS TYPE								
Acute		<input type="checkbox"/> Addiction Services		<input type="checkbox"/> Bar/Club		<input type="checkbox"/>		
College/University		<input type="checkbox"/> Community Centre		<input type="checkbox"/> Community Health/Social Care		<input type="checkbox"/>		
Criminal Justice		<input type="checkbox"/> GP Practice		<input type="checkbox"/> Health Centre Reception Desk		<input type="checkbox"/>		
Housing Services		<input type="checkbox"/> Library		<input type="checkbox"/> Mental Health Services		<input type="checkbox"/>		
NHS Youth Health Services		<input type="checkbox"/> Pharmacy		<input type="checkbox"/> Residential/Secure Unit		<input type="checkbox"/>		
Sandyford Services		<input type="checkbox"/> Social Work		<input type="checkbox"/> Sport Facility		<input type="checkbox"/>		
Vocational/Training		<input type="checkbox"/> Workplace		<input type="checkbox"/> Youth Services		<input type="checkbox"/>		
Other (please specify)		<input type="checkbox"/>						

4. Free Condoms – Our Products and Materials



4.1 Supporting Materials

Venues are also supplied with promotional materials such as posters and 'choice cards'. Choice cards are of similar size as business cards and are supplied in a plastic box which doubles as a display container. The cards allow service users to tick the type of condoms they require and hand to the distributor. These have been reported to be particularly useful to reduce embarrassment when collecting condoms from a busy pharmacy or health centre. The product description on the choice card is brief but does correspond to the coloured label on each condom pack. Please make sure that 'choice cards' are placed at reception, a counter top or other accessible place.

You can use this card to select your Free Condoms:

- tick to select which product you would like
- collect from your nearest venue

For further info on our condoms and to find your nearest venues please visit us at: freecondomsglasgowandclyde.org
Alternatively, email us at: freecondoms@ggc.scot.nhs.uk.

NHS
Greater Glasgow
and Clyde

<input type="checkbox"/> STANDARD	<input type="checkbox"/> LARGER FIT	<input type="checkbox"/> FEMALE CONDOMS	<input type="checkbox"/> OPAQUE LUBRICANT
<input type="checkbox"/> HALO	<input type="checkbox"/> TRIMMER FIT	<input type="checkbox"/> BLACK CONDOMS	<input type="checkbox"/> CLEAR LUBRICANT
<input type="checkbox"/> LATEX FREE	<input type="checkbox"/> VARIETY OF SIZES		



Download a QR Reader to scan the code on your smart phone



Posters are available in A3 and A4 sizes and contain a blank space allowing venues to add their own information e.g. 'ask at reception'.



4.2 Product packaging

Condoms and lubricant sachets are packaged into a plain white bag which is sealed with a coloured label bearing a code indicating the product, lot number and expiry date. Each bag contains 12 loose condoms or sachets of lubricant together with an instruction leaflet containing information on local sexual health services.



4.3 Product range

A range of products are available and includes a range of sizes, a latex free option, choice of lubricant and products that appeal to our target service users.

Our 'choice cards' describe the condom by a generic name rather than their brand name. A quick reference guide to the condom range is available on the following page.

- **Standard Condoms**

These are standard sized condoms with a natural fitting shape. This condom continues to be the most popular product within the range. Currently, the product supplied is the Pasante Naturelle product. Our standard sized condoms are also supplied in a smaller pack size containing 3 condoms instead of the usual 12. These are specifically for young people under the age of 16 in cases where distributors may have concerns about giving out a larger supply in the first instance.

- **Halo Condoms**

The Halo condoms are essentially our Standard Condom packaged in a stylish circular foil printed in mixed designs. They are more likely to appeal to younger males and females.

- **Larger Fit and Trimmer Fit**

There is a focus on size within the product range. This is because research suggests that condom failure may be more likely to be caused when the condom is not of the correct fit. A condom that is too large might slip and a condom that is too small might split or tear. The 'Larger Fit' product is the Pasante King Size product and the 'Trimmer Fit' product is the Pasante Trim.

- **Variety of Sizes**

We supply a pack containing a 'Variety of Sizes' (4 x Larger Fit, 4 x Trimmer Fit and 4 x Standard) giving service users a way of finding the correct condom fit. Distributors are asked to highlight this choice to new service users.

- **Latex Free**

The latex free condom in the range is the Pasante 'Sensiva' condom which is designed to be allergy free. This product comes in a unique container which ensures that the condom is always the 'right way up' when opened.

- **Female Condoms**

The west of Scotland has not traditionally been a great consumer or promoter of female condoms. However, we have decided to continue to supply female condoms and would like to actively promote them. The product has dramatically improved in texture since its introduction in the early 1990s and has the added advantage of being latex free. The female condom has a unique selling point around its ability to be put in place prior to sexual intercourse taking place. Information on how to use female condoms is supplied with the product and is also available on our web-site. We know from local information that female condoms may be in greater demand amongst some African women.

- **Black condoms**

We provide the Pasante Black Velvet brand of black condoms with our African population in mind as local anecdotal information suggests a preference for this product. Please note that this product is a larger fit than standard condoms.

- **Lubricant**

Two types of lubricant have been included in our range; the Opaque Lubricant is the Pasante TLC Lubricant whilst the Clear Lubricant is the Pasante Light Lube brand. Both are odourless and safe to use with all latex and non latex condoms.

Lubricant should **not** be provided with every condom pack issued. In terms of condom safety, evidence suggests that there is no advantage in the use of lubricant for vaginal sex. In addition, some evidence suggests that condoms may slip/fail if lubricant is used during vaginal sex. We advise that lubricant should only be used with condoms during anal sex or in cases where vaginal dryness is an issue. We do not expect distributors to enquire about sexual practice and therefore lubricant can be provided on request only.

Further information for service users on the use of lubricant is contained in our web-site.



4.4 Product Label Codes

BAG CODE	PRODUCT NAME	PRODUCT DESCRIPTION	QUANTITY IN BAG	PRODUCT
STN	STANDARD FIT	STANDARD SIZED CONDOMS NATURAL FITTING SHAPE	12	
HALO	HALO STANDARD FIT	OUR STANDARD NATURAL FITTING CONDOM IN A STYLISH ROUND FOIL WITH MIXED DESIGNS	12	
LAR	LARGER FIT	WIDER AND LONGER FITTING CONDOM	12	
TRI	TRIMMER FIT	SHORTER AND NARROWER FITTING CONDOM	12	
BLK	BLACK CONDOMS	BLACK COLOURED CONDOMS LARGER FOR GREATER COMFORT	12	
VAR	VARIETY OF SIZES	VARIETY OF CONDOM SIZES 4 STANDARD FIT 4 TRIMMER FIT 4 LARGER FIT	12	
LATEX FREE	LATEX FREE	LATEX & ALLERGY FREE CONDOM	12	
STN x3	STANDARD FIT 3 PACK	STANDARD SIZED CONDOMS IN A SMALLER PACK OF 3	3	
FEMALE CONDOM	FEMALE CONDOM	NON LATEX FEMALE CONDOM	12	
LUB1	CLEAR LUBRICANT	CLEAR WATER BASED FORMULA FOR GENTLE LUBRICATION 10ML SACHETS	12 SACHETS	
LUB2	OPAQUE LUBRICANT	OPAQUE WATER & SILICONE BASED FORMULA WITH SKIN SOOTHING PROPERTIES 10ML SACHETS	12 SACHETS	

4.5 How to order supplies

Distributors can order a supply of condoms, posters or choice cards by either telephone or e-mail, whichever is more convenient. There is no need to complete an order form, just simply list the items you require.

Order by telephone: please dial 0141 211 3994/3993.

An answering service is available during times when staff are unavailable; please leave a message including your name and distributor address details. A member of the team will return your call, usually within 24 hours.

Order by e-mail: please contact us at freecondoms@ggc.scot.nhs.uk.

This mail box is checked at least once daily. Please include your name, distributor address details together with details of your order. We will send a confirmatory e-mail when your order is placed. Please note you may need to add our email address to your list of "safe senders" in your email settings as some firewalls may be sensitive to the email address.

Order via www.freecondomsglasgowandclyde.org website

We ask that each order is made up of a **minimum of 90 bags** – by doing this we do not incur carriage charges from our supplier. Distributors can choose which products are more frequently requested by their service users and can order in any combination. For example, distributors may find that they have frequent demand for Standard and Latex Free condoms so might choose to re-order these products only. However, distributors should ensure that they carry at least one of each product in the range at all times.

There is no upper limit to the amount distributors can order but we encourage distributors not to bulk order. One of the ways that we monitor our distribution levels is by tracking ordering amounts, therefore we prefer if distributors order smaller amounts frequently. This also helps to reduce wastage due to stock going 'out of date'.

Orders will be delivered direct to distributors by the manufacturer.

In normal circumstances, your stock will be delivered within a few days. On occasion, some items may be on back order with the supplier. However, deliveries should take no more than 10 working days to be delivered so if your delivery has not been made within this time please call a member of the Free Condoms team who will endeavour to find out your estimated delivery date.

If there is a problem with your delivery please contact a member of the Free Condoms team who will endeavour to resolve any issues.

4.6 What we cannot supply

Flavoured condoms and dams

NHSGGC has, in recent years, provided flavoured condoms and dams through previous condom distribution services. As previously stated, the current Free Condoms scheme was designed around three particular sets of preventable sexual health outcomes and in order of importance these are:

HIV Prevention

Prevention of sexually transmitted infections

Prevention of unintended pregnancy

National and international research evidence does not suggest that by providing flavoured condoms we will add to our ability to achieve the above three aims. Additionally, there does not appear to be a case to justify the extra expense associated with providing flavoured products.

Most research into sexual behaviour of the populations indicates a very low likelihood or acceptability of people using flavoured condoms for oral sex, particularly amongst our key target groups.

Extra strong/safe condoms

NHSGGC has carefully considered the evidence around the use of extra strong condoms, particularly with regard to their use for anal sex. Having unprotected anal sex is a high risk activity in terms of transmission of HIV or sexually transmitted infections such as gonorrhoea.

Previously across Scotland, to encourage safer anal sex, agencies have recommended that it was best to use only extra strong condoms and plenty of lubricant. However it would appear that there is no evidence to support this recommendation and several research studies have since indicated that using any strength or thickness of condom is equally as effective as using extra strong condoms.

In addition, in the USA and Australia, common practice has always been to recommend any strength of condom for anal sex and research studies in these countries do not report any greater level of condom failure.

It is not apparent where the original recommendation of only using extra strong condoms for anal sex came from but it was probably inspired by a desire for extra caution when HIV first became apparent in the 1980s. However, this does not appear to have been based on any scientific evidence.

Similarly, extra strong condoms do not offer any greater protection when used for vaginal sex.

Some anecdotal evidence suggests that some individuals find extra strong condoms off putting because of their thickness and lack of sensitivity. Some stigma has occurred where service users have reported that they are conscious that they feel they are disclosing that they are gay or bisexual by asking for extra strong condoms. Additionally, by referring to extra strong condoms it may intimate that other products are somewhat inferior.

Therefore, NHSGGC has decided not to include extra strong condoms within the Free Condoms range.

5. Guidance for Condom Use



The following key information points might be useful when giving advice/guidance to service users. Each condom pack comes with a set of detailed instructions on condom use. In addition, illustrated guidance on using male and female condoms can be found within the 'General Advice' section of our web-site – www.freecondomsglasgowandclyde.org.

General advice on condom safety:

- Check that the condom is in date. All Free Condoms products carry the British Safety Standard (kite mark) and CE European Standard safety mark.
- Check that the packaging is intact – squeeze the package gently to ensure no air is escaping.
- Tear open the package carefully at one of the perforated edges. Make sure long nails/jewellery don't tear the condom and ensure the condom is the right way round i.e. can be unrolled, when removing from the packaging.
- Ensure the air has been squeezed from the tip of the condom before unrolling on the penis. The condom can burst if any trapped air has not been expelled.
- Recommend that individuals make sure they are using the right size of condom. The Free Condoms range includes 3 different sizes of product. Condoms that are too large may slip and condoms that are too small may split during sex.
- Advise not to use two condoms simultaneously as this increases friction that can tear condoms.
- A fresh condom should be used every time, do not attempt to re-use condoms.
- Dispose of condoms by wrapping in tissue paper and putting in the bin; do not flush down the toilet.

General advice on lubricant use:

- Recommend that lubricant is **not** added to the inside of the condom or on the penis before putting on the condom.
- Water based lubricant is available from the Free Condoms scheme. Any oil based product, including baby oil or Vaseline, can damage a latex condom causing it to split or tear.
- Lubricant is only advised for vaginal sex when vaginal dryness is an issue.
- Lubricant is always advised for anal sex.

General advice regarding anal sex:

- Use plenty of water based lubricant on both the condom (the whole shaft not just the tip) and the anus.
- Recommend that people change to a fresh condom after every half hour of anal sex.

6. Providing Condoms to Young People Under the Age of 16



This service will make free condoms available to sexually active young people between the ages of 13-15. There is no legislation which makes it unlawful to provide condoms to under 16s but we have to be aware of other legislation including the Sexual Offences Act (Scotland) 2009 and national guidance including Under-age Sexual Activity: Meeting the Needs of Children and Young People and Identifying Child Protection Concerns (Scottish Government, 2010).

In short, when providing free condoms to young people under the age of 16 distributors are asked to have a brief discussion with the young person, as has always been standard practice, to ensure that they are not in an exploitative or abusive situation. This should happen every time they seek condoms. As with all other service users, there is no need to issue cards or complete monitoring forms for this age group.

6.1 Sexual Activity and Under 16s

Sexual feelings affect virtually all people from (at least) puberty onwards. In common with other aspects of development, the age at which puberty occurs varies widely from person to person. It is normal for the onset of puberty in different individuals to start as young as 8 or to be delayed until 16 or 17.

The age at which people first begin to act on their sexual interests varies widely and can be affected by a large range of factors including biological development, hormone levels, cultural factors, religious and moral views, upbringing, self-esteem, education and socio-economic status. This wide variation in age of first sexual experience is part of the normal spectrum of adolescent development.

Within our local health board area, it is thought that approximately 50% of all young people have experienced some form of sexual behaviour by the age of 16. It is estimated that there may be approximately 14,500 young people under the age of 16 who are sexually active within the NHSGGC area.

It is acknowledged that the circumstances in which many young people under the age of 16 have sex can be very poor involving a high degree of perceived pressure from partners or peers, the use of alcohol as a disinhibitor and some young people being in relationships with older and more “powerful” partners. Indeed, many young people report regretting their early sexual experiences. NHSGGC in no way condones sexual behaviour in young people under 16 and actively encourages that young people delay sex until they are physically and emotionally ready to handle the implications of sexual relationships in a positive way.

However, it's important that young people under the age of 16 are able to access sexual health services, including free condoms, in order to prevent sexually transmitted infections and unintended pregnancy.

6.2 Background Information on Sex, Young People and the Law.

A young person under the age of 16 (and, in certain circumstances, 18) is regarded as a child for the purposes of Child Protection Guidance, the aim of which is to protect children and young people from harm.

The current legal framework allows professionals working with young people, including those under the age of 16, to provide information about the use of condoms to prevent unintended pregnancy and the prevention of sexually transmitted infections. Similarly, there are no legal restrictions with regard to professionals providing sexual health information, advice and support to under 16s.

There is no law in existence which prevents individuals under the age of 16 from buying condoms from pharmacies, supermarkets or vending machines. There are no legal restrictions with regard to selling or distributing condoms to under 16s.

Sexual Offences Act (2009)

The relevant piece of legislation is the Sexual Offences Act (2009) which came into force in December 2010. Under this Act:

- The Act states that a 'child' can be defined differently in different legal contexts and a distinction is made between 'older children' aged 13-15 and 'younger children' aged under 13.
- It is a criminal offence for anyone to be involved in any sexual act (sexual intercourse, sexual touching, kissing etc) with anyone under the age of 13 whether the young person agrees or not, on the basis that anyone under 13 lacks the capacity to give valid consent to any sexual act.
- It is a criminal offence for anyone who is 16 or older to have any kind of sexual contact with someone aged 13, 14 or 15. There is a defence available of proximity of age to someone over 16 who are engaging in sexual activity that falls short of intercourse or oral sex (i.e., heavy petting) if there is less than 2 years age difference between the two young people. BUT it is important to remember that this defence only applies to activity that would be legal if both young people were "older children" as defined by the Act – so not sexual intercourse or oral sex.
- It is a criminal offence for an "older child" as defined by the Act (someone who is 13-15 years old) to have consensual sex with any other older child. This applies whether they are the initiating partner or the consenting partner. The sexual activity covered by the Act is intercourse whether vaginal or anal, and oral sex. All other sexual acts between older children are legal.
- It is a criminal offence for anyone in a position of trust in relation to anyone under the age of 18 to have any sexual contact with them. A position of trust would include anyone who supervises, cares for or provides guidance to the young person. Examples of position of trust include a teacher, youth worker, minister, residential care worker, step-parent or partner of parent.

The Act includes some offences, for example, showing drawings of genitals to a young person that might seem to criminalise people who provide sexual health information. Staff working in condom distribution might worry that they could be charged with inciting or being involved "art and part" in an offence by either showing images of how to put on a condom or by providing condoms. However the Act includes specific exemptions; no criminal offence can be committed where people act solely to protect someone from sexually transmitted infection or pregnancy, to protect their physical safety or emotional wellbeing or to provide appropriate sex education.

**National Guidance - Under-Age Sexual Activity:
Meeting the Needs of Children and Young People and Identifying Child Protection
Concerns (2010)**

This guidance suggests that whilst the law makes clear that society does not encourage sexual intercourse in young people under 16, it does not necessarily follow that every case has child protection concerns and a range of issues should be considered. The guidance describes that there are circumstances where children and young people may be at risk of significant harm as a result of under-age sexual activity. The guidance suggests that agencies provide local guidance on identifying and supporting young people and ensuring their needs are met appropriately.

Based on the National Guidance the following points should be adhered to when providing condoms to under 16s:

- Where under-age sexual activity relates to under 13s, information must always be shared in accordance with local child protection procedures. If you become aware that anyone under the age of 13 has been involved in any sexual act, this must be reported to the Designated Person for Child Protection in your organisation or to the relevant local authority department (see section 6.8 Child Protection Referral Contacts).

Prior to reporting you should explain to the young person that you intend to share information unless you feel explaining this to them would expose them to more serious risk. You should discuss the reason you need to share information, with whom information will be shared and the possible consequences (positive and negative) for the young person. You should listen to and try to deal with any concerns the young person may have. You should also ensure that they get any support they may need (see section 6.8 Child Protection Referral Contacts).

- Consensual sexual activity is not unlawful when both parties are aged 16 or over but there may be particularly vulnerable young people between the ages of 16-17 who may be placing themselves at risk and require further support. Distributors should be aware of the need to refer these young people to local sexual health services (see section 6.9 Sandyford Services).
- The law states that it is an offence for 13, 14 and 15 year olds to have sex with one another. However, assuming there is no coercion or exploitation it is unlikely that it would be in the public interest to prosecute such a case. Distributors should therefore check that relationships between young people are consensual and that there are no immediate risks to the young person with regards to their sexual health (see section 6.4 Checking Procedures, Stage 3).

6.3 How the Free Condoms scheme will operate for under 16s.

Previous condom distribution schemes operating in the NHSGGC area have offered a different level of service offered to young people and in the past distributors were given the option of 'opting out' of providing condoms to under 16s. In the interests of ensuring that young people can access free condoms the current condom distribution scheme offers service access to 13, 14 and 15 year old young people. The service is not open to young people aged 12 and under.

Some additional checks are required to ensure the safety and protection of young people. Equally, services and agencies offering condoms to under 16s will want to ensure they are acting within the law and are offering a service that fits with young people's needs and expectations.

All services that are signed up to distribute free condoms are expected to provide condoms to young people aged 13-15 on the condition that they:

- follow guidance contained within this document
- carry out a brief discussion with the young person as described within this document
- agree to work within the National Guidance on Under-age Sexual Activity and/or local policy guidelines
- have child protection procedures and policy in place (if the agency is not part of NHSGGC)
- agree to attend training updates on operating a condom distribution scheme for under 16s
- ensure that young people are made to feel supported, welcome and are not discouraged from accessing the service.

Services will be supported by the condom distribution service team and advice, updates and training will be provided as required.

In situations where a young person under 16 approaches a distribution point and enquires about condoms the distributor should perform a routine enquiry to ascertain that the young person is not at risk.

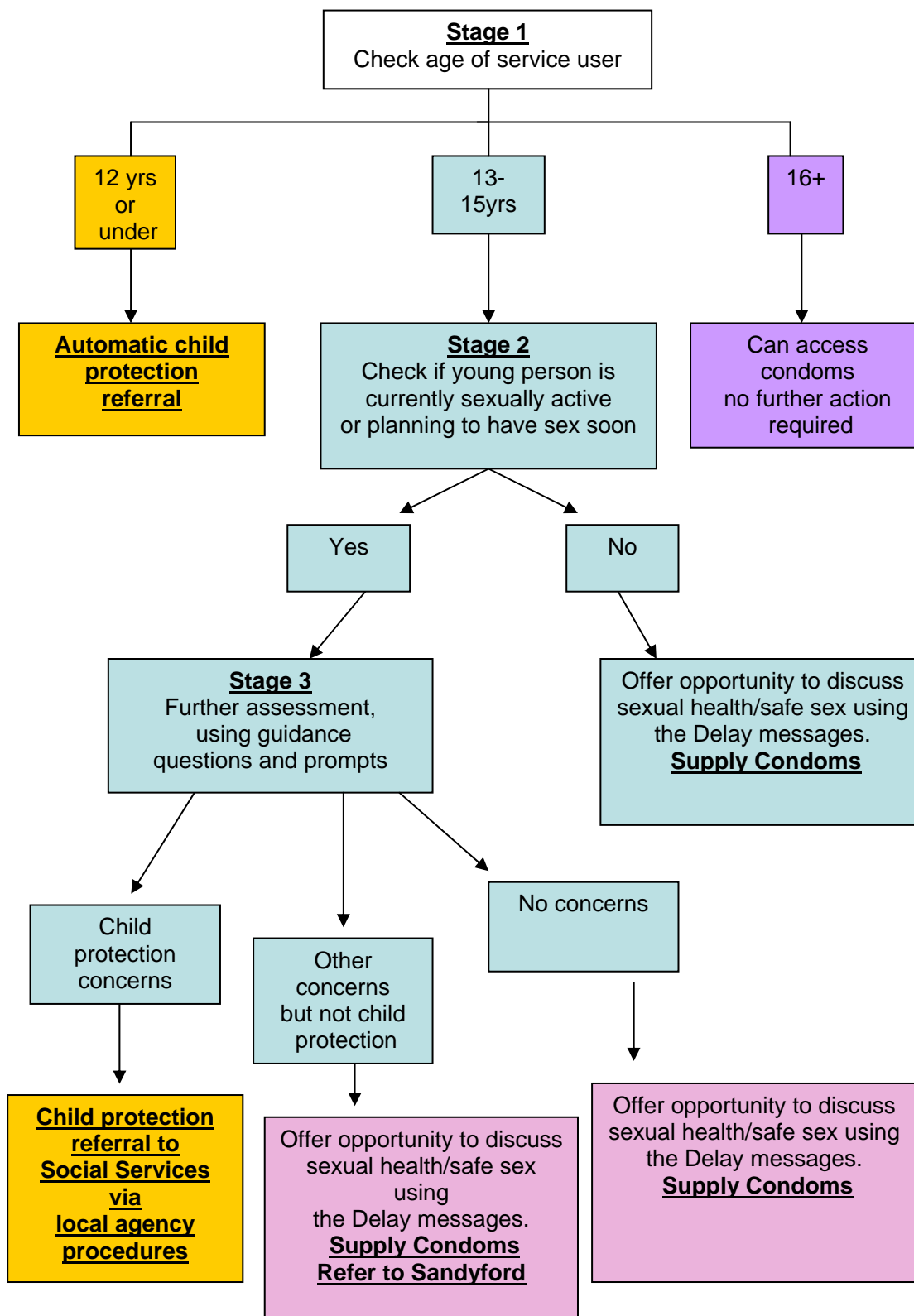
Under 16s are welcome to access the full range of condoms however 'Single' packs (containing 3 standard condoms) are available for distribution to this age group. Distributors might want to use these smaller packs when;

- They do not know the young person and the full details of their circumstances
- The agency would like the young person to engage on a more regular basis
- There are any concerns regarding the young person

Young people asking for condoms should not be turned away and in the above situations it may be better that they at least have a small supply of condoms to protect them from any immediate sexual health risks. Where concerns are identified by a distributor, referrals to appropriate agencies should be made.

Distributors are asked to use the following staged the following flowchart and guidance notes to assist with their discussions when a young person presents at their service for condoms.

6.4 Supplying Free Condoms To Under 16s - Checking Procedures



Stage 1 – Check the Age of the Service User

Staff providing condoms should check the age of the young person accessing Free Condoms. There are 3 possible outcomes;

- If the person is over 16 they can access condoms with no further action being required.
- If the young person is aged 13-15 check some further checks will be required.
- If the young person is aged 12 or under this would be an immediate concern and should be raised with your agency's designated child protection officer/link person.

Stage 2 – Check whether currently sexually active

Staff should be prepared to ask young people aged 13-15 some extra questions to assess their current situation. Ideally, a private space should be utilised for this. Some distributors might prefer to enlist support from a colleague.

- If the young person is not sexually active and is not planning to have sex soon this can be used as an opportunity to briefly discuss their sexual health using delay messages (see section 6.5 Delay Messages). The young person can be provided with a under 16s condom pack containing 3 condoms. Condoms should not be refused if the young person states they are not currently sexually active - it should be noted that some young people might want to try out condoms or carry them around for a variety of reasons.
- If the young person states that they are currently sexually active and/or are planning sex soon then the further checks using guidance and prompts at Stage 3 should be used.

Stage 3 – Further assessment - deciding if there are child protection concerns.

We want to ensure that sexually active young people aged 13, 14 and 15 can access condoms and sexual health services. By doing so we must ensure that everyone involved clearly understands what can be described as a consenting relationship and what factors would determine abuse or coercion. In addition, confidentiality must be balanced between the needs of the young person and the need to pass on concerns to relevant agencies.

Most sexual activity is likely to be consensual. If sexual activity is not consensual and the young person is subjected to exploitative, coercive or abusive sexual situations it is important that they are, as far as possible, protected from harm.

Any work we do with young people regarding their health and wellbeing can be checked against the GIRFEC principles (Getting It Right For Every Child). GIRFEC states that it is every worker's responsibility to ask themselves 5 key questions:-

- What is getting in the way of this child's or young person's well-being?
- Do I have all the information I need to help this child/young person?
- What can I do now to help this child/young person?
- What can my agency do to help this child/young person?
- What additional help, if any, may be needed from others?

Distributors must ensure that the appropriate response is afforded to each young person based on the guidance questions and prompts. Distributors are advised to have a conversation with the young person rather than performing a formal assessment. As every young person's situation will be different the conversation and questioning will vary. The following questions can be used as guidance:-

- What is the age of the young person?
- What is the age of their sexual partner (is there a significant age difference)?
- What is the nature of the relationship with partner?
- Is this a consensual relationship?
- What is the length of relationship?
- Are parents aware of the relationship?
- What was the age of 1st sexual experience?
- How many previous sexual partners?
- Are there any risks regarding possible exploitation or coercion?

Stage 3 responses

1) No concerns

Where there are no child protection concerns or issues the young person can be offered the opportunity to briefly discuss their sexual health using delay messages (see section 6.5 Delay Messages). A condom pack should also be offered.

2) Child protection concerns

If the responses to the above prompts and questions determine clear cases of abuse, exploitation or coercion then a child protection referral to social services should be made by following your agency's local protocols.

Examples of circumstances which are clearly abusive include:

- Rape
- Forced participation in other sexual acts
- Overt Aggression
- Any sexual contact where:
 - the partner is a close relative or is in a position of trust in relation to the young person
 - the young person is being used as a male or female prostitute (whether sex is exchanged for cash, drugs, alcohol, accommodation or other goods or services)
 - the young person is learning disabled to the extent that he/she is incapable of consenting to sex

3) Other concerns but not child protection

There may be variety of "softer" signs that all is not well. None of these "prove" abuse, exploitation or coercion but they might give cause for concern. In some cases, further conversation might heighten concern and suggest child protection concerns. In all cases

offer the opportunity to discuss safer sexual health using delay messages (see section 6.5 Delay Messages) supply an under 16s condom pack and refer the young person to Sandyford services but be aware that further action may be required.

Much will depend on the individual young person and on the circumstances that have brought them to you. The following is a list of potential scenarios which would raise concerns:-

Lack of understanding/consent: if the young person didn't really understand the sexual behaviour they were involved in and hadn't fully agreed to it at the time there is the possibility that this could be an abusive situation. The young person should be given the opportunity to discuss this further with a sexual health professional.

Power imbalance: abuse of power can involve differences in age, size, material wealth and/or psychological, social and physical development. Gender, race and levels of sexual knowledge can all be used malevolently to exert power. It's really a question of degree. You need to listen carefully to the young person's story and use your professional judgement to determine whether the age gap/power imbalance is a cause of concern.

Young person denies or minimises concerns: older young people may not see why you would be worried. However, people at the lower end of the age group should at least understand why you might be concerned. You need to make a professional judgement as to whether, if the young person dismisses your concerns, this is valid, is an attempt to conceal sexual abuse, or indicates they're being abused but aren't themselves conscious of it.

Child on Child Protection Register/Statutory Measures: if you are directly involved with the young person you are likely to know if he or she is subject to registration or statutory measures. If you think it might be an issue, ask the young person. If you still have concerns you should consult with your organisation's Designated Person for Child Protection.

Misuse of substances: young people do sometimes experiment with drink and drugs and they may have sex after drinking or taking drugs. This may be incidental or could be part of a pattern of abuse, particularly where the sexual partner has provided substances with a view to overcoming resistance to sex or where the sexual partner has taken advantage of a young person under the influence of substances. This is a crime if the intention of providing gifts of alcohol/drugs was in exchange for sex.

Coercion/bribery/grooming: This might include bribery, threats, aggression and/or coercion, for example isolating the young person from his or her peer group. Grooming could include attempts to gain the trust and friendship of the young person by indulging or coercing him or her with gifts, treats or money, by befriending his or her family, or by developing a relationship with him or her via the internet. However, many of these can also be part of normal romantic relationships. You need to listen to the young person and use your professional judgement to determine whether the situation they are describing departs from the normal spectrum of behaviour within relationships.

Particular vulnerabilities: a young person may be at higher risk of coercion/bribery/grooming and sexual exploitation if he/she is at disadvantage within society. Young people who have disabilities, young women, young gay men and women, those affected by poverty, those experiencing homelessness, looked-after children and young people, those living away from home and survivors of sexual abuse can all be particularly vulnerable to sexual abuse or exploitation.

However, the fact that a young person falls into one or more of these categories does not necessarily mean they are being exploited. Paradoxically, taking an automatic view that young people within any of these categories are more likely to have been coerced may have the effect of making it more difficult for these young people to access appropriate services, thus disadvantaging them further.

If a young person in one of these categories is involved in underage sex, you should seriously consider the possibility they might be victims of sexual exploitation as, indeed, you should in relation to all young people. You must also be clear in your discussions and practice that vulnerable young people will not face additional barriers in accessing the services they need to keep them safe.

Attempted secrecy: young people may, in any case, want the details of their relationship to be kept confidential. But secrecy is often demanded by an abuser. Professional judgement and good communication with the young person is needed to determine which is which.

Regular visits to risky places: young people often congregate in social groups in town centres and other spaces where they may or may not arrange sexual encounters with each other. This is quite normal. However, you should be concerned if a young person, male or female, is regularly visiting places that are used for public sex or anonymous sex and where the young person may be at additional risk such as risk of physical assault. You should also be concerned if a young person, male or female, regularly visits places that are used for prostitution.

With thanks to Lorraine Mann, Senior Health Promotion Specialist (Sexual Health and Young People), NHS Highland, who kindly allowed us to re-produce some of the information from the 'Highland Underage Sex Protocols' website.

6.5 Delay Messages

A reduction is sought in the numbers of young people who have been sexually active before the age of 16 by supporting young people to delay sex until such time as they are sufficiently emotionally and physically ready to handle the consequences of a sexual relationship.

Delay messages are a way that distributors can support young people to make informed choices that are right for them and help them to decide when they are really ready for a sex.

All interactions regarding condom distribution with young people under the age of 16s should be framed within these messages. The 2 main messages are:

It's ok to say 'no' – young people should be made aware that they should not be pressured into having sex whether this be from partners, friends or external sources such as the media or assumed cultural 'norms'.

It's ok to 'leave it until later' – young people should receive a balanced message that it's acceptable to delay sex until it's a positive choice. Ideally young people will have access to quality information around sexual health topics and being positive about intimacy, sex & pleasure.

Distributors are expected to have an understanding that not all the young people approaching the service for free condoms will be having sex – many will not. Additionally, some young people will like to access condoms to experiment with them or just carry them around and this is perfectly acceptable.

6.6 Confidentiality

The Free Condoms service operates within the existing confidentiality guidelines of the participating organisations. Participating professionals must respect the right of young people to confidentiality when discussing contraception and when distributing condoms. This means that professionals will not pass any information on to other professionals or enquiring persons except to protect the young person or someone else from serious harm. Confidentiality, for example, will be broken where a young person discloses child protection concerns or may be in need of medical assistance. In this case the professional is expected to discuss this with the young person in question first. Professionals are encouraged to use the following or equivalent phrase when young people access condoms through the scheme:

“We will not pass information about you to anyone else. The only time we might have to pass on information would be to protect you or someone else from serious harm. In such a case, we would try to discuss this with you first”.

6.7 Some common questions about distributing condoms to under 16s;

What does the law say about giving condoms to young people?

There is no legislation covering condoms or their provision in Scotland. In fact young people of any age can buy condoms over the counter. However, the reality is that young people often find buying condoms both too expensive and too embarrassing. This scheme aims to reduce the embarrassment while simultaneously providing additional support. The law also says that young people have a right to access health services and for this to be kept confidential unless they are at serious risk of harm.

Should I give young people aged under 16 be given condoms?

Young people who are over the age of 13 and under 16 who are looking for condoms will be able to access them after having a brief conversation with an adult at the distribution venue. Condoms will be given out, usually in small numbers, when the staff member believes that the young person is not in an abusive or exploitative situation. Staff will only issue condoms if they are satisfied that the young person is not at risk of harm.

Will we not just be opening a can of worms in relation to child protection?

Anyone providing condoms to a young person aged under 16 should have a conversation with that young person to ensure that there are no risks or concerns for them in regard to their sexual, emotional and physical health. On the whole, it has been reported that this conversation is useful to open up dialogue and awareness around relationships and sexual health in general. Since the launch of the Free Condoms service there has not been a reportable child protection issue uncovered by this conversation.

I'm providing condoms to under 16s – am I encouraging sexual activity?

Whilst the scheme might create awareness of the availability of free condoms it does not directly encourage sexual activity. Young people accessing the scheme may have sex without protection if condoms are not available or if they are difficult to obtain. Ideally, the Free Condoms service strives to remove significant barriers such as cost or embarrassment. Messages encouraging young people to delay sexual activity can be used by distributors in one to one situations.

Research tells us that when young people have access to free condoms they are less likely to have adverse outcomes. Having access to condoms does not influence young people in their decisions to have sex; they are more likely to be influenced by their parents, schools, friends and the media. It is also important to remember that young people who access free condoms are often not sexually active. Young people sometimes access free condoms to see what they are like and become more familiar with them so that when they do become sexually active later on, they know more about them and how they work.

Will I be told if my child is looking for condoms?

Staff will not inform parents if young people access condoms. Staff will however always encourage young people to discuss sexual health and relationships with their parents however in law young people have the same right to confidentiality as adults. Regrettably, some young people do not always have safe, positive supportive relationships with their parents.

It is important that parents talk to their children about sexual health and relationships. Young people have told us they want their parents to talk more to them about relationships and sexual health.

What if I get a complaint from a parent?

You can explain the principles and values of the free condom scheme i.e. that this is a universally accessible service that has been put in place to reduce unintended pregnancy and STIs. You might also want to state that young people have the right to access health services and that checks are put in place to ensure that young people are not at harm. Any complaints can be directed to the Free Condoms Manager who will be happy to discuss any issues further.

6.8 Child Protection Referral Contacts

If you have any concerns about a child, would like further information on child protection, and/or find contact information please visit NHS Greater Glasgow and Clyde's Child Protection Unit web page. This provides contact telephone numbers for the unit, and includes local Social Work Department contact telephone numbers (including out of hours).

<http://www.nhsggc.org.uk/about-us/professional-support-sites/child-protection-unit/>

6.9 Sandyford Services

Please check www.sandyford.org for up-to-date information.

Please advise your adult service users/patients/clients to phone Sandyford first on 0141 211 8130.

<p>Sandyford Central 2/6 Sandyford Place Sauchiehall Street Glasgow G3 7NB</p> <p>Tel: 0141 211 8130</p>	<p>Sandyford East Glasgow Parkhead Health Centre 101 Salamanca Street Glasgow G31 5BA</p> <p>Tel: 0141 211 8130</p>
<p>Sandyford East Renfrewshire Barrhead Health and Care Centre 213 Main Street Barrhead G78 1SW</p> <p>Tel: 0141 211 8130</p>	<p>Sandyford North Glasgow Springburn Health Centre 200 Springburn Way Glasgow G21 1TR</p> <p>Tel: 0141 211 8130</p>
<p>Sandyford South East Glasgow Community Wing Govanhill Health Centre 233 Calder Street Glasgow G42 7DR</p> <p>Tel: 0141 211 8130</p>	<p>Sandyford West Dunbartonshire Ground Floor Old Maternity Building Vale of Leven Hospital Alexandria G83 0UA</p> <p>Tel: 0141 211 8130</p>
<p>Sandyford East Dunbartonshire Kirkintilloch Health and Care Centre 10 Saramango Street Kirkintilloch Glasgow G66 3BF</p> <p>Tel: 0141 211 8130</p>	<p>Sandyford Inverclyde Bogleston Clinic Dubbs Road Port Glasgow PA14 5UA</p> <p>Tel: 0141 211 8130</p>
<p>Sandyford Renfrewshire 1st Floor - New Sneddon Street Clinic 8 New Sneddon Street Paisley PA3 2AD</p> <p>Tel: 0141 314 9402</p>	<p>Sandyford Southwest Glasgow Pollok Health Centre 21 Cowglen Road Glasgow G53 3EQ</p> <p>Tel: 0141 531 6807</p>
<p>Sandyford Castlemilk Castlemilk Health Centre 71 Dougrie Road Glasgow G45 9AW</p> <p>Tel: 0141 211 8130</p>	<p>Sandyford Clydebank Clydebank Health Centre Kilbowie Road Clydebank G81 2TQ</p> <p>Tel: 0141 211 8130</p>

Sandyford Easterhouse Easterhouse Health Centre Auchinlea Road Glasgow G34 9HQ Tel: 0141 211 8130	Sandyford Drumchapel Drumchapel Health Centre 80-90 Kinfauns Drive Glasgow G15 7TS Tel: 0141 211 8130
Sandyford Johnstone Johnstone Clinic 60 Quarry Street Johnstone PA5 8EY Tel: 0141 211 8130	

READY TO ROLL



7. Marketing Free Condoms



7.1 Branding

In the 2011 work was carried out with a design agency to look at the name and brand design of the Free Condoms scheme. A number of suggestions for names were given to a range of professionals and service users. It was apparent that people felt that the condom distribution scheme should describe itself clearly and not have an abstract or metaphorical name. Therefore it was decided to simply call the scheme 'Free Condoms' thereby making the scheme's intentions clearly evident. The scheme has intentions around the 'normalisation' of condom use and making the target audience more aware of the need to use condoms. Having a scheme that clearly uses the word 'condom' in its branding will hopefully go some way in achieving this.

Brand design was also tested with professionals and service users from our target audiences with assistance from our partner agencies including Gay Men's Health and African Health Project and a range of young people's groups from across the health board area. The brand design was chosen to be striking in colour but also simplistic in style. The brand is modern, friendly and memorable, clearly states the scheme's intentions whilst reflecting the simplicity of the scheme's procedures.

7.2 Advertising

There will be occasional advertising campaigns to promote the Free Condoms brand. Advertising will take place in locations that will be most relevant to our target audiences. Occasionally we might opt to sponsor an event that we think might be relevant to a particular audience group. Similarly, we might take occasional advertising in a publication such as an event programme.

If you are involved in an event that you think might be of interest to the Free Condoms target audience please get in touch with a member of the team to discuss further.

7.3 Website

www.freecondomsglasgowandclyde.org

Our web-site will be the main way we that we communicate with our service users and distributors alike.

For service users we will include sections on the following;

- types of condoms available
- how to use male/female condoms
- 'find a venue' location finder
- general advice and information
- signposting to sexual health service

The 'find a venue' tool allows individuals to key in their location/postcode and receive location details of their nearest 'open access' venues. All 'open access' distributor details will be held on the web-site with information on opening hours and a Google map.

There is a designated section within the web-site for existing and potential distributors. This contains information on running the service and further details on products. The web-site also allows the Free Condoms team to communicate with distributors via electronic mail. Distributors can expect to be updated 3-4 times each year on any news, promotions and, information on training, evaluation and so on.

7.4 Resources

As stated in section 4.1, we have produced a 'business card' sized information card including the branding and web address that serves as a 'choice card' – this is essentially a list of all the products available. Individuals can choose to tick their choice and hand the card over the counter; particularly useful if there are language barriers or if the distributor is in a public place and the individual feels uncomfortable asking for condoms.

We have posters available in A4 sizes. Again, these advertise the logo and the web address. The posters include a blank space allowing distributors to write some instructions for collection, for example 'ask at pharmacy counter' or 'ask at reception'.

Window vinyl stickers are also available. These are self cling stickers for glass doors, windows or reception screens.

Other resources are available on request including condom demonstrators and condom samples.

We would be happy to support you with any event you have planned in order to promote the service – please call to discuss.

8. Training



Training is tailored to suit the needs of each organisation and takes place at the distributor's premises. All training is arranged to suit the needs of individual distributors/staff groups but largely is delivered in one of 2 formats:

- Awareness raising session
- Introductory session for new distributors

The awareness raising session is a basic introduction to the service. The Free Condoms Manager will visit, often at a team meeting or as part of a larger training event. The session concentrates on the aims of the service and basic information on how it operates with time for staff to ask questions, raise concerns or make suggestions around any aspect of the scheme. This will likely take between 15 minutes to half an hour, depending on any issues that staff wishes to raise. This session is useful for organisations that are contemplating becoming distributors.

The introductory session for new distributors usually takes place at the distribution site and can be tailored to the particular needs of the organisation (the training can be delivered to a group of staff then repeated to ensure minimum disruption). The session includes information on the aims of the service, service design and details on products, how to offer the service to young people and handling various enquiries. The length of this session can be agreed but usually takes between an hour to an hour and a half.

Please contact the Free Condoms Manager to discuss your training needs further.
All training is free of charge.

9. Evaluation



9.1 Volume of condoms distributed

The Free Condoms team monitor the amount of condoms distributed in the community by tracking all orders. Quarterly Reports are generated to look at trends in condom supply by geographical area and by service/agency type. For example, reports might look at trends in a particular local authority area and might break down those trends amongst pharmacies, sexual health services, health centres etc. All information is compiled into an annual report which is available from the Professionals section of our web-site. This will assist us with planning services and identifying geographical gaps.

We would be happy to give you a breakdown of your agency's condom orders - please contact a member of the Free Condoms team if required.

9.2 Distributors perspective

Distributors will be asked to take part in brief service evaluation from time to time. This is to find out how satisfied distributors are with the scheme and how we can improve what we provide. The Free Condoms team aim to visit each distribution site to discuss aspects of the service and listen to any suggestions regarding improvements. Distributors and the public are welcome to make comments/complaints/suggestions via e-mail.

In the future we may carry out some wider consultation with service users to ascertain their views.

10. Complaints and Suggestions



The team welcome suggestions and comments from service users and distributors. Any suggestions for service modification and improvement will be welcomed.

We hope to operate a valuable, uncomplicated and unproblematic scheme. However, if you have an issue or problem please raise this with a member of the Free Condoms team in the first instance. The team will endeavour to find a solution to your problem or reach a mutually agreeable solution.

If you would like to raise any issues outwith the Free Condoms team please contact:

Principal Health Improvement Officer - Sexual Health
NHS Greater Glasgow and Clyde
Gartnavel Royal Hospital, West House, Ground Floor
1055 Great Western Road
Glasgow
G12 0XH

Telephone: 0141 211 0639

