

Terrence Higgins Trust Norfolk

C-Card (Condom Card) Distribution Scheme



Handbook

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www.youngandfree.org.uk

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Introduction

Across the UK numerous schemes provide young people with access to free condoms and encourage engagement with services offering support around sexual health and healthy relationships.

The Terrence Higgins Trust C-Card Scheme is a free condom distribution scheme for anyone aged 13 to 24 living in the East of England (Bedfordshire, Cambridgeshire, Milton Keynes, Norfolk and Suffolk currently), no matter if they are having sex, thinking about having sex or are just curious about condoms. This scheme is coordinated by the Terrence Higgins Trust and commissioned locally.

Any organisation who wishes to provide a C-Card service must adhere to the C-Card processes and responsibilities within this document and complete, sign and return the **C-Card Scheme Partner Organisation Agreement** (see Appendix 1).

Aims of the C-Card Scheme

1. To encourage young people to use condoms consistently and correctly.
2. To improve access to, and increase availability of, free condoms/lube and sexual health information.
3. To provide a safe working framework for practitioners enabling young people to join the scheme and collect more condom/lube packs, as they require.
4. To promote access to additional sexual health services.

C-Card Points and C-Card Lite Points – Summary (See also Appendix 2)

C-Card Points – Joining and Collection for 13- to 24-year-olds

- Young people aged under 16 (13 to 15) **are able** to join the C-Card scheme, following a short consultation with a trained practitioner who has a valid DBS certificate and a unique ID (PIN) number.
- Young people aged 16 to 24 (16+) are able to join the C-Card scheme without a consultation with a practitioner.
- All young people aged 13 to 24 are able to collect packs of condoms/lube with a C-Card valid for their age.

C-Card Lite Points - Joining for 16- to 24-year-olds only and Collection for 13- to 24-year-olds.

- Young people aged under 16 (13 to 15) **are unable** to join the C-Card scheme at C-Card Lite Points.
- Young people aged 16 to 24 (16+) are able to join the C-Card scheme without a consultation with a practitioner.
- All young people aged 13 to 24 are able to collect packs of condoms/lube with a C-Card valid for their age.

Practitioner Responsibilities - Summary

The C-Card scheme is designed so that the joining consultation is closely matched to the age of young people, and so they can access condoms/lube with the minimum of difficulty. It is important to remember that some young people who access the C-Card scheme may not feel confident talking to practitioners, especially in relation to sex/sexual health.

Practitioners at C-Card Points who enable young people aged 13 to 15 to join the C-Card scheme must:

- Have received C-Card training and been provided with a unique ID (U16 PIN) number.
- Understand their safeguarding responsibilities.
- Have a valid DBS certificate.
- Assess the competency and safety of the young person (13 to 15) wishing to join the scheme.
- Demonstrate the correct use of condoms.
- Assess whether the young person (13 to 15) may have an allergic reaction to latex.
- Re-join young people (13 to 15) to the scheme, who have used up their 6 visits on their C-Card (Under 16) or lost their C-Card.
- Have read this guidance.

Practitioners at any C-Card/C-Card Lite Points must:

- Give the requested pack/s of condoms/lube (pre-made) to young people (13 to 24) who present their C-Card at a C-Card Point or a C-Card Lite Point.
- Signpost young people (13 to 15) who wish to join or re-join the scheme to C-Card Point if your venue is a C-Card Lite Point. Signpost young people (13 to 24) to sexual health and other services, as appropriate.
- Use the Young and Free [Norfolk Resources Order Form](#) to order and maintain appropriate stock levels of C-Card condoms/lube packs and other sexual health and marketing resources, as required/appropriate, and to return data (NB. Pharmacies must use PharmOutcomes)
- Complete and retain a **C-Card Data Return Form** (see [Appendix 3](#)) on a monthly basis, even when there is zero activity* BUT return the data collected by submitting it via the Young and Free [Norfolk C-Card Reporting Form](#) (or PharmOutcomes if your site is a pharmacy).
*Please note - if we have not received your C-Card activity data, we may need to delay posting your C-Card condoms/resources until we have received it or spoken with you..
- Ensure your C-Card Point or C-Card Lite Point is operational and promoted as advertised. Marketing should be clear and concise, stating opening times or times of C-Card availability, where a C-Card should be shown and to whom.
- Ensure the information on www.youngandfree.org.uk for your C-Card Point or C-Card Lite Point is up-to-date and to inform us (Terrence Higgins Trust Norfolk) of any changes.
- Have read this handbook and signed the Staff Read Record at the end of this document.

Joining Process - Summary

Young people aged 13 to 15 are only able to join the C-Card scheme and get a C-Card (Under 16), at C-Card Points not C-Card Lite Points.

C-Card Points will be available to view on the interactive map www.youngandfree.org.uk

Young people between 13 and 15 will be seen individually for an initial joining consultation, by a trained C-Card Practitioner with a valid DBS certificate and a unique ID (U16 PIN) number.

The young person's competency and emotional wellbeing will be assessed by the practitioner during the consultation. If the young person has adequate understanding and seems to be at no risk of significant harm, they will be able to join the C-Card scheme.

Young people aged 16 to 24 (16+) are able to join the C-Card scheme and can get a C-Card (16-24), at both C-Cards Points and C-Card Lite Points.

C-Card Lite Points will also be available to view on the interactive map

www.youngandfree.org.uk

Young people aged 16 and 17 can join the C-Card scheme without a consultation, but they should always be offered the opportunity to speak with a trained C-Card Practitioner who has a valid DBS certificate and a unique ID (U16 PIN) number.

Young people aged between 18 and 24 (adults) can join the C-Card scheme without a consultation.

This scheme is referred to as **C-Card Lite** as it removes the barrier of the consultation discussion we know can exist for older young people. We are working on the principle that accessing and using free condoms/lube should be made as easy as possible to reduce the risk of unintended pregnancy and poor sexual health.

Each young person should be provided with a **C-Card (specific to their age)**.

Young people aged 13, 14 or 15 should be given a C-Card (under 16)



Young people aged 16 to 24 should be given a C-Card Lite (16 to 24)



Each young person given a C-Card should also be offered a **Starter Pack** (pre-made) consisting of:

- 4 x Regular condoms**
- 1 x Trim condom**
- 1 x King condom**
- 1 x Lube**
- 1 x Condom Instructions**
- 1 x Sexual Health Services leaflet**

The purpose of the starter pack is to give young people the opportunity to explore the range (different sizes) of condoms available via the C-Card scheme and to find the size that best suits them or their partner/s.

It's helpful to talk through the contents of the pack with the young person so they understand importance of using the correct size condom and how to use lube correctly.

Ensure that the young person knows how to use their C-Card to collect (pick up) more packs of condoms and lube.

Joining Process - Detailed

The C-Card practitioner should have various items to hand during the joining process including:

- C-Cards – C-Card (under 16) and/or C-Card Lite (16 to 24)
- **Joining Prompt Sheet** (see Appendix 4) - for young people under 16 (13 to 15)
- Condom Demonstrator and some condoms.
- Latex Allergy Questionnaire
- Starter Packs (pre-made)
- Data Return Form

It may be helpful to have the following items to hand also:

- Chlamydia testing kits
- Various sexual health information leaflets
- Collection packs (pre-made)

Joining the scheme should take place in an accessible but private location. The process with a 13- to 15-year-old / 16 or 17 year old requiring a consultation, can take anything from 5 minutes to 30 minutes depending on the young person and their needs.

The purpose of the initial consultation with a 13- to 15-year-old is to ensure that the young person knows how to use a condom correctly, has a good understanding of the possible consequences of sexual activity for themselves and their sexual partner, and to encourage them to seek support from their parents and/or carers if they want to.

It is not expected that a young person aged between 13 and 15 will know everything about sexual health, but they should be able to demonstrate that they understand the information discussed, are deemed competent and unlikely to come to harm or harm others.

The C-Card practitioner should follow Fraser Guidelines and their own organisation's safeguarding policy and procedures. The practitioner will need to take enough information from the young person to identify them and validate the assessment should a safeguarding concern arise.

We can supply practitioners with an example of a C-Card Under 16 proforma, that organisation's could adapt to align with their own policies and procedures. Please contact Terrence Higgins Trust Norfolk for an electronic copy.

Practitioners are responsible for collecting and storing information in line with the law and their own organisation's policy and procedures.

Joining Prompt Sheet for Under 16s

This document will help the practitioner ensure that the necessary topics are always discussed with young people under 16 years old (13 to 15) and it should also be helpful for conversations with young people 16 and over.

The points to discuss are detailed in [Appendix 4](#) and include: What is C-Card?, condoms, Sexually Transmitted Infections (STIs), Emergency Hormonal Contraception (EHC), relationships, law, consent, confidentiality, relationships and support networks. It may be appropriate to include other sexual health information depending on the young person's needs.

If the young person has adequate understanding and seems to be at no risk of significant harm, they will be able to join the C-Card scheme and should be provided with an introductory Starter Pack and a C-Card (under 16).

Condom Demonstration for Under 16s

Each young person under 16 (13 to 15) must demonstrate condom use correctly by putting a condom on a condom demonstrator at least once. Show them how to do it first, then let them have a go. Support them by discussing and constructively correcting any mistakes that they may make. The points to discuss are detailed in [Appendix 5](#).

Latex Allergy?

Non-latex condoms are not supplied in the Starter Pack because of the significantly higher unit cost. Provide a pack of non-latex condoms (these are regular size) as a starter for young people with a latex allergy or who have a partner who has a latex allergy.

If your organisation has a policy regarding the use and/or distribution of latex products, you should use that policy to guide you when supporting young people to join the C-Card scheme. However, if your organisation does not have such a policy in place, then the **Latex Allergy Questionnaire** (see [Appendix 6](#)) provided should identify any possible issues and concerns.

If the young person answers **yes** to any of the questions below, you should:

- Advise them to visit their GP to check for latex allergy and to avoid contact with latex until they have seen their GP.
- Continue to join the young person onto the C-Card scheme and provide a pre-made pack of latex-free condoms and a sexual health services booklet, instead of a starter pack.
- Reassure them that C-Card Points and C-Card Lite Points are able to provide packs of non-latex male condoms for them to access.

It is not necessary to keep records of answers to the questionnaire for the C-Card Scheme purposes. It is implied that the practitioner will take appropriate action if required.

Latex Questionnaire

Have you ever:

1. Had an allergic reaction during an operation?
2. Suffered from raised reddish itchy rash when in contact with rubber items such as 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?

Re-Joining

Remind the young person (13 to 24) that they will need to re-join the scheme if they lose their C-Card. If they are under 16 (13 to 15), they can use their C-Card (Under 16) six times before they need to rejoin the scheme.

Quick reminder:

- Young people aged 13 to 15 are only able to join the C-Card scheme at C-Card Points not C-Card Lite Points.
- Young people aged 16 to 24 (16+) are able to join the C-Card scheme at both C-Card Points and C-Card Lite Points.
- Nearby C-Card Points and C-Card Lite Points will be available to view on the interactive map www.youngandfree.org.uk

Who cannot join the C-Card Scheme?

Young adults aged 25 and over are not permitted to join the C-Card Scheme.

If a person aged 25 or over requires condoms they will need to purchase them from a retail outlet or they may be able to access limited numbers from their GP practice or an iCaSH clinic if they are a registered patient.

Young people aged under 13 are not permitted to join the C-Card Scheme.

If a young person under 13 is sexually active the C-Card practitioner should follow their own organisation's Safeguarding Children policies and procedures. As a professional (not a family member or member of the public) you should also raise your concern with the **Children's Advice and Duty Service** on their direct line: **0344 800 8021** 8am-8pm (Mon-Fri) or out of hours: **0344 800 8020**.

If in your professional opinion the young person requires condoms/lube, you can provide them from C-Card stock if you believe that this is in their best interests, but they cannot join the scheme. You should record your actions in line with your organisational policies and procedures and report your concerns.

Young people unable to understand the information provided.

If a young person is assessed as unable to understand the information provided by the practitioner and is not sexually active then the practitioner should signpost the young person to somewhere where they can receive some support, such as their parents or carers, another adult they feel able to talk to, or their own GP practice or an iCaSH clinic.

If a young person is sexually active, then it may be appropriate to provide a starter pack to ensure that they do not engage in unprotected sex. Support should be provided to help the young person attend their own GP practice and/or an iCaSH clinic for further support. You should be alert to the possibility that this may be a safeguarding issue since a young person not meeting the criteria set out in the Fraser Guidance may also lack the capacity to consent to sex.

If possible, they should be offered leaflets or signposted to sources of further information suitable to their needs and encouraged to return once they have attained sufficient maturity and understanding.

The Mental Capacity Act should be followed for adults (and young people aged 16-17 years) with learning difficulties or disabilities or where there is impairment of decision making.

Collection Process - Summary

To get quick and easy access to pre-packed condoms and lube of their choice, the young person simply presents their C-Card at either a C-Card Point or a C-Card Lite Point and asks for one pack or two of the condom size they require - they may also use their C-Card to acquire lube.

The practitioner must check that the young person has a C-Card (Under 16) or a C-Card Lite (16 to 24). If a young person presents without a C-Card they will need to join the scheme before they can access condoms and lube.

The young person should be given a pre-made pack/s of condoms (6/pack) of a size of their choosing, and a pack of water-based lube (6/pack) if they wish. Remember to mention that lube is available.

Packs (pre-made) contain:

6 x condoms – either Regular, Trim, King or Latex free
6 x lube - water based

There isn't a need to check the understanding or intent of any young people presenting with a C-Card, including an under 16-year-old, as this will have been checked and discussed during the joining process, as appropriate for their age. However, if you are concerned that the young person is below the age of 13, and not the original owner of the card, it would be reasonable to ask for their date of birth (D.o.B).

It's important that the young person can choose a pack/s that suits their needs. It is not appropriate to give someone pack/s randomly, even if you haven't got the full range, as this may not be appropriate for them or their partner. Ensure you check your stock regularly and have all the options available.

If a young person wants to ask questions whilst choosing condoms, they should be encouraged to do so. If they want to collect condoms/lube with minimum of contact, that's fine too.

A young person aged 16 to 24 (16+) may use their C Card Lite (16 to 24) repeatedly until they turn 25.

A young person aged 13, 14 or 15 may use their C-Card (under 16) six times before they need to re-join the scheme at a C-Card Point.

The C-Card (under 16) lists six visits on the reverse. These need to be checked off (by adding the date) by a practitioner each time the young person collects a pack of condoms or lube. The C-Card is valid until all six visit boxes have been dated.

A young person with a used-up C-Card needs to re-join the scheme by visiting a C-Card Point (not a C-Card Lite Point) and have another consultation with a trained C-Card practitioner, with a valid DBS certificate and a unique ID (PIN) number, who will give them a new C-Card (under 16). This process ensures regular opportunities to discuss sexual health and sexual experiences and relationships with young people aged 13 to 15.

Practitioners do not require training to give out packs of condoms or lube quickly and efficiently. The whole process usually takes only a minute or two.

Practitioners should record the number of packs they have given out on a paper copy of the THT C-Card Data Return Form ([See Appendix 3](#)) for reporting purposes, and upload this information onto the [Young and Free website](#) (or PharmOutcomes for pharmacies) at the end of every month.

Collection Process - Detailed

Practitioners should have the following items to hand during the collection process:

- Collection packs (pre-made)
- Data Return Form

It may also be helpful to have these items to hand:

- Chlamydia testing kits.
- Various sexual health information leaflets.

The idea is that after receiving their initial starter pack, when they join the scheme, young people will be aware of their/their partner's preferred sizing and need for latex free condoms. If they are not sure what size they require, we suggest giving them another starter pack and a regular pack.

The collection process is just as important as the joining process for ensuring all young people trying to access condoms/lube have a positive experience and are not delayed or embarrassed. The process can take place at a wider variety of locations than joining, as privacy is less of an issue, although confidentiality and sensitivity to the young person's needs are still important. Locations that are accessible for young people may include a clinic reception area, a quiet classroom during lunch, a discreet room in a youth club or a counter in a pharmacy etc.

DBS Certificates?

Most practitioners who give out packs of condoms or lube will be doing jobs which do not require them to have a valid DBS certificate/check. Those who support young people 13 to 15 to join the C-Card scheme will always need one because the process requires a conversation with a young person, often on their own and in a private area/closed space.

If practitioners do not have a valid DBS certificate, then it is recommended that young people presenting with a C-Card are not required to enter a private area (such as a consultation room) unless the door is left open and is therefore no longer defined as a private area.

Organisations should conduct their own risk assessments for the services they offer and ensure that all staff are delivering services in line with their own policies and procedures.

Female/internal Condoms or Super King Condoms?

Female/internal condoms and super king condoms are not routinely on offer via the C-Card scheme. If a young person with a C-Card asks for either of these condom types, please explain that they are not routinely available. Let them know that you will get them some and advise them to return again in a fortnight. When ordering please indicate what you need on the [online order form](#) by inputting your request into the notes box at the bottom.

Young Person (13 to 15) with a full C-Card (Under 16)?

If a young person presents with a C-Card (Under 16) that has all six visit boxes dated and you are a C-Card Lite Point (where only young people 16 to 24 can join the scheme) then it would be reasonable to give them a pack of condoms/lube in the usual way until they are able to re-join the scheme at a C-Card Point.

Add Visit 7 and the date onto their C-Card (Under 16). Explain to the young person that they will need to re-join at a C-Card Point in order to collect more packs of condoms/lube. Remind them that all C-Card Points will be available to view on the interactive map www.youngandfree.org.uk

Young Person with an old style C-Card?

If a young person presents with an old-style C-Card, ask them their age. If they are 16 to 24 swap their existing Card for C-Card Lite (16 to 24).

C-Card and Sexual Health Resources - Ordering

C-Card resources, including all C-Card condom and lube packs (pre-made), C-Cards (Under 16) and C-Card Lite (16 to 24), marketing resources, plastic condom demonstrators and chlamydia testing kits can be ordered from Terrence Higgins Trust **Norfolk** via the Young and Free website at <https://youngandfree.org.uk/norfolk/norfolk-order-resources/> **Pharmacies order via PharmOutcomes** All items provided are free but they are not for resale. Orders for C-Card stock are dependent on the regular return of C-Card Data which is returned via Young and Free [Norfolk C-Card Reporting Form](#), or PharmOutcomes (Pharmacies only)

C-Card Marketing Resources

Window Sticker Point
(10cm x 10cm)



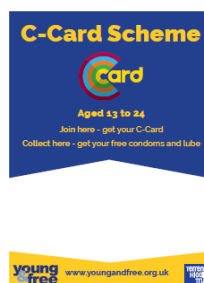
Sexual Health Service Booklet

(8.5cm x 5.5cm)



Posters: C-Card Point & C-Card Lite

(A4)



(A4)



There is also a C-Card Information Poster available on request for any service wishing to signpost young people to the Scheme if they don't participate in it themselves.

Training

In order to meet the responsibilities outlined above, we (Terrence Higgins Trust) provide face to face C-Card and other sexual health promotion training to enable practitioners to talk confidently and competently with young people about the C-Card scheme, and other issues relating to sexual health and relationships. Many of our courses are also available to access remotely in short form via Zoom.

The needs of individual practitioners will depend on their own knowledge, skills and competences gained from their experience previously, including attending sexual health promotion training locally or elsewhere.

Although the C-Card training provided by the Terrence Higgins Trust is primarily for practitioners who wish to enable young people aged 13 to 15 to join the C-Card scheme, other practitioners providing C-Card services are also welcome to attend training if only to refresh their knowledge.

C-Card Training

2-hour face to face course for all practitioners wishing to deliver the C-Card scheme within their service, including enabling young people aged 13 to 15 to join the C-card scheme.
Short 1 hour Zoom version also available.

For practitioners new to sexual health promotion, or for those who would like to refresh any previous learning, we recommend attending the following multi-agency sexual health training courses:

Sexual Health Promotion and Young People: A Beginner's Guide

2-3 Hour face to face course exploring the knowledge, skills, attitudes and values that are required for good sexual health promotion with young people.
Short 1 Hour Zoom version also available.

STIs: A Beginner's Guide

2 Hour face to face course introducing sexually transmitted infections (STIs).
Short 1 Hour Zoom version also available

For more information on the multi-agency sexual health training courses provided by the Terrence Higgins Trust Norfolk, including short Zoom courses visit <https://THTNorfolktraining.eventbrite.co.uk>.

Young People, Sex and Confidentiality

Doctors and health professionals have a duty of care and a duty of confidentiality to all patients, including young people under 16 (13 to 15).

Research ([NATSAL-3](#)) has shown that more than a quarter of young people are sexually active before they reach 16, and the median age of first sex is 16. Young people under 16 (13 to 15) are also least likely to use protection or contraception and their concerns about confidentiality remain the biggest deterrent to seeking advice and support.

It's really important therefore that young people know that the C-Card scheme is free and confidential.

Young People's Personal Information

The C-Card scheme was re-designed in 2019 so that only anonymous C-Card activity data needs to be collected and returned to the Terrence Higgins Trust. This data relates to the number of young people who join the scheme (under 16 and 16 to 24) and the number of condom/lube packs given to young people (13 to 24). See the [C-Card Data Return Form \(Appendix 3\)](#) for details.

You may be required by your own organisation to collect and record young people's personal identifiable information in line with your own organisation's policies and procedures and in accordance with the [Data Protection Act 2018](#) and the [UK General Data Protection Regulation \(GDPR\)](#).

For example, your own organisation may require you to collect and record personal identifiable information (e.g. name and date of birth) of a young person under 16 (aged 13 to 15), in order to identify that young person should a future safeguarding concern arise.

Practitioners offering C-Card services and their employer or managed service, are data controllers and processors of young people's C-Card data, so are responsible for protection, organisation, retrieval, alteration, use, disclosure, blocking and distribution of that information.

A data subject may access personal data through the data controller if a request is made in writing and the data controller is satisfied as to the identity of the individual requesting the data.

Practitioner's Personal Information

The Terrence Higgins Trust only asks for the minimum information from practitioners that is needed to efficiently and effectively co-ordinate the C-Card scheme. Any information provided is stored securely in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). Practitioners should only provide information to the Terrence Higgins Trust that they are happy to share for use in a professional capacity.

Sexual Offences Act 2003

The [Sexual Offences Act 2003](#) classes states that it is an offence to have sex with anyone under 16, and statutory rape to have sex with anyone under 13.

However, this does not affect the ability of health professionals and others working with young people under 16 to provide them with confidential advice or treatment in relation to contraception, and sexual and reproductive health.

The Act states that a person is not guilty of aiding or abetting or counselling a sexual offence against a child where they are acting for the purpose of:

- Protecting a child from pregnancy or sexually transmitted infection.
- Protecting the physical safety of a child.
- Promoting a child's emotional well-being by the giving of advice.

Gillick/Fraser Competencies

A person under 16 (13- to 15-year-olds) has the capacity to consent to medical treatment and intervention without parental involvement if they fully understand the medical treatment that is proposed.

Such a person is said to be [Gillick/Fraser Competent](#).

Lord Fraser, the presiding judge in the 'Gillick case' (Gillick v West Norfolk, 1985) produced guidelines that specifically relate to contraception and sexual health to inform a health professional's decision to manage young people aged 13 to 15 without the involvement of a young person's parent(s).

Fraser Guidelines

It is lawful for doctors and sexual health professionals to provide contraceptive advice and treatment without parental consent, providing certain criteria are met.

These criteria, known as Fraser Guidelines, were laid down by Lord Fraser in the House of Lords in 1985 and require the professional to be satisfied that:

- The young person will understand the professional's advice.
- The young person cannot be persuaded to inform their parents/ carers.
- The young person is likely to begin, or to continue having, sexual intercourse with or without contraceptive treatment.
- The young person's physical and mental health are likely to suffer unless he/she receives contraceptive treatment.
- The young person's best interests require them to receive contraceptive advice or treatment with or without parental consent.

Although these criteria specifically refer to contraception, including condoms, the principles are deemed to apply to other treatments, including abortion and consent to testing for STIs.

Safeguarding Children, Young People and Adults

Before any organisation joins the C-Card scheme it is recommended that they check their own policies and procedures for any potential professional working issues, particularly when distributing condoms to young people aged under 16 or providing a comprehensive C-Card service.

Safeguarding policies and procedures should be followed as normal within each individual organisation. If a child, young person or adult discloses information regarding their own or someone else's safety when accessing the C-Card scheme, the individual practitioner must follow their own safeguarding policies and procedures internal to the organisation they are employed by.

If you are responsible for recruiting or employing people, or if you otherwise control who can work with children, young people or vulnerable adults in your care, you should make sure that their suitability is checked, for example, with the Disclosure and Barring Service (DBS), formerly the Criminal Records Bureau (CRB). Staff should also undertake safeguarding training appropriate to their level of engagement with children, young people and adults.

Quick reminder:

Practitioners at C-Card Points who enable young people aged 13 to 15 to join the C-Card scheme must:

- Have a valid DBS certificate.
- Understand their safeguarding responsibilities.
- Have received C-Card training and been provided with a unique ID (PIN) number.

Other C-Card Schemes

There are other C-Card schemes in operation around the country. Some C-Cards cannot be used in other geographical areas. The C-Cards for the Terrence Higgins Trust East of England Scheme can currently only be used in Bedfordshire, Buckinghamshire, Cambridgeshire, Milton Keynes, Norfolk and Suffolk. If a young person lives elsewhere but spends some of their time (e.g. studying or working) in one of these areas they are welcome to join the East of England scheme.

Other Services - Contact Details

- **iCaSH** Tel: 0300 300 30 30 Web: www.icash.nhs.uk
- **Children's Advice and Duty Service** Tel: 0344 800 8021 or 0344 800 8020 (out of hours)
- **Sexual Assault Referral Centre** Tel: 01603 276381 Web: www.theharbourcentre.co.uk/
- **LGBT+ Project** Tel: 01603 219299 Web: www.norfolklgbtproject.co.uk/
- **BPAS (British Pregnancy Advisory Service)** Tel: 03457 30 40 30 Web: www.bpas.org

Terrence Higgins Trust - Contact Details

Please contact **Terrence Higgins Trust Norfolk** with any questions or queries.

Address: Terrence Higgins Trust Norfolk, 1A Oak Street, Norwich NR2 3AE.

Tel: 01603 226666

Email: norfolksexualhealth@ttht.org.uk

All information relating to the Terrence Higgins Trust C-Card scheme, including the ability to search for all C-Card Points and C-Card Lite Points in the East of England can be found at:

www.youngandfree.org.uk

Bibliography

The following documents have informed this document:

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2. BASHH, [Guidelines on Safer Sex Advice, 2012](#)
3. Brook and Public Health England, [C-Card Condom Distribution Schemes: Why, What and How, 2014](#)
4. Care Quality Commission: [GP mythbuster 8: Gillick competency and Fraser guidelines](#)
5. [Data Protection Act 2018](#)
6. Information Commission Office (ICO), [UK General Data Protection Regulation \(UK GDPR\), 2018](#)
7. NICE, [Guideline \(NG68\), Sexually Transmitted Infections and Condom Distribution Schemes, 2017](#)

8. NICE, [Guideline \(NG211\), Reducing Sexually Transmitted Infections, 2022](#)
9. NATSAL, [NASTAL-3, The National Survey of Sexual Attitudes and Lifestyles, 2010 – 2012](#)
10. Office of the Public Guardian, [Mental Capacity Act, Code of Practice, 2005](#)
11. [The Sexual Offences Act, 2003](#)
12. University of Southampton and Brook, [Choreography Of Condom use: How, Not Just If, Young People Use Condoms, 2004](#)
13. [Working Together to Safeguard Children, 2018](#)

Staff Read Record

Please encourage any staff involved in delivering C-Card services at your C-Card Point or C-Card Lite Point to sign below to confirm that they have read this document. This is for your organisation's records and does not need to be shared or returned to Terrence Higgins Trust. Thank you.

Staff Name (printed)	Staff Signature	Date

Appendix 1



**C-Card Scheme
Partner Organisation Agreement**



Organisation*								
Address/es & Postcode/s* where service provided								
Telephone number *								
Email address for enquiries								
Contact name								
Job role								
Service Type:	GP <input type="checkbox"/>	Pharmacy <input type="checkbox"/>	Health <input type="checkbox"/>	Youth <input type="checkbox"/>	Education <input type="checkbox"/>	Drug & Alcohol <input type="checkbox"/>	Community <input type="checkbox"/>	Other <input type="checkbox"/>
C-Card information					Chlamydia information			
C-Card Point?* <input type="checkbox"/> Yes <input type="checkbox"/> No					Testing kits?* <input type="checkbox"/> Yes <input type="checkbox"/> No			
C-Card Lite Point? * <input type="checkbox"/> Yes <input type="checkbox"/> No					Chlamydia Site Code (if known):			
Website address: *								
Opening days and times for C-Card: *								
Who can access the C-Card scheme at your organisation?* <input type="checkbox"/> All <input type="checkbox"/> Just your students <input type="checkbox"/> Just your clients/ patients <input type="checkbox"/> Other (specify)								
Declarations (Check List) These must be completed and signed by someone with responsibility and authority to commit the organisation to the C-Card scheme.								
C-Card Points and C-Card Lite Points								Yes, No, N/A
The information asterisked (*) can be used on www.youngandfree.org.uk and other Terrence Higgins Trust websites to promote the C-Card scheme provided at your organisation.								
I consent to contact name and email address being used to receive THT Norfolk e-newsletters - C-Card and other sexual health updates (unsubscribe at any time).								
The organisation listed above has a current safeguarding policy.								
All staff delivering the C-Card scheme have read the safeguarding policy, have access to this policy and understand their safeguarding responsibilities.								
Any data collected as part of the C-Card joining process will be handled and stored in line with your organisation's own data protection/GDPR guidance								
Staff will ensure the scheme is safe for all service users and follows the principles set out in the C-Card Handbook (good practice guidance) document supplied.								
C-Card Points only								Yes, No, N/A
All staff who enable young people aged 13 to 15 (Under 16s) to join the C-Card Scheme have a valid DBS certificate, in line with your organisation's requirements and have received THT C-Card training.								
Your organisation must be able to answer Yes to all the above declarations, as appropriate to the C-Card service provided. Failure to comply with the above will result in the organisation being removed from the C-Card scheme.								

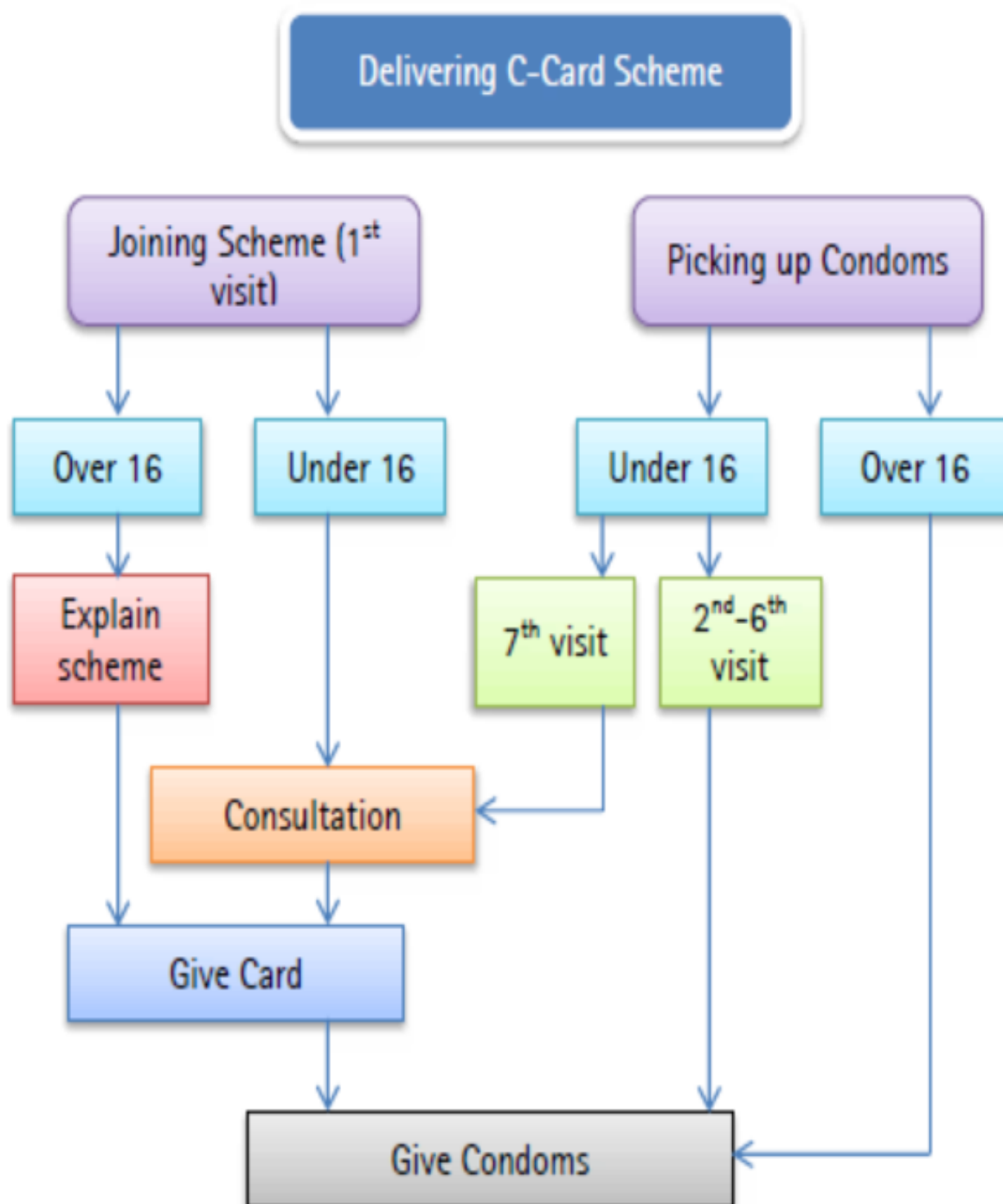
Signed (type/sign)

Date

Please return to:
norfolksexualhealth@tht.org.uk or Terrence Higgins Trust, 1A Oak Street, Norwich, NR3 3AE



Card Scheme: Joining and collection/picking up Flowchart





Terrence Higgins Trust Norfolk C-Card Data Return Form



Venue name, address and postcode	
I am returning data for the month of	
How many young people aged 16 to 24 in total have joined the scheme in the month above?	
Is it possible for young people aged 13 to 15 (under 16) to join the scheme at your venue?	
If 13 to 15s (under 16) can join the scheme at your venue, how many joined in the month above?	
How many packs of condoms/lube (including starter packs) in total have you given out to young people with C-Cards in the month above?	
Name of person submitting this form	
Contact email address	
Notes:	

Please return at the end of the month via: <https://youngandfree.org.uk/norfolk/norfolk-reporting/> or if you are a pharmacy, via PharmOutcomes.

- Print a copy and use it to record your C-Card activity for the month.
- Retain paper forms for your records and in accordance with General Data Protection Regulations.



C-Card Scheme Joining Prompt Sheet Young People Under 16 (13 to 15)



The purpose of the initial conversation is to ensure that the young person under 16 years (13 to 15) knows how to use a condom correctly, has a good understanding of the possible consequences of sexual activity for themselves and their sexual partner, and to encourage them to seek support from parents and/or carers if they want to.

If the young person has adequate understanding and seems to be at no risk of significant harm, they will be able to join the C-Card scheme and should be provided with a C-Card (under 16) and an introductory Starter Pack (pre-made).

The following topics should also be helpful for conversations with young people aged 16 and over.

Topic to discuss	Notes
What is C-Card? <ul style="list-style-type: none"> - Explain scheme - Where to get condoms - Latex allergy 	13-24, free, confidential service – limits of confidentiality (i.e., why you may have to disclose/ inline with your own safeguarding policy), for anyone regardless of gender or identity, if they're having sex, thinking of having sex, or are just curious. Latex allergy: see questionnaire.
Condoms <ul style="list-style-type: none"> - Why use condoms? - Different types - Reliability - Consistent use - Correct use - Safety 	Young person must demonstrate condom use correctly at least once on the demonstrator. Show them how to do it first to repeat or to correct any mistakes. Check quality marks, packet for damage, use by date, care needed when opening packet, making sure condom is right way up, squeezing teat to expel air before putting on, putting on when penis is fully erect and before the penis has contact with vagina, anus or mouth, rolling right down to the base of the penis, ensuring penis and condom are withdrawn soon after ejaculation, disposing of a condom, not reinserting penis into vagina, anus or mouth afterwards and the risk of pre ejaculation containing sperm, use a condom only once. Talk about things that could damage condoms such as jewelry, sharp fingernails, teeth, piercings and <u>any oil-based lubricant</u> . 98% effective at preventing pregnancy, STI prevention depends on the STI. Better to use a condom with another form of contraception if appropriate.
Sexually Transmitted Infections (STIs) <ul style="list-style-type: none"> - Awareness - Bacterial / Viral - Testing/Treatment - Discussing STIs with a partner 	Young person must have an understanding of STIs, can they name some, do they know what they are, how they are passed on, and how to prevent them? Support with explaining some of these STIs and risks, (Chlamydia, Gonorrhoea, Genital Herpes, Genital Warts, Syphilis, Pubic Lice, HIV, Hepatitis B). Discuss the Chlamydia Screening Programme and where to

	<p>access kits.</p> <p>1 in 14 (7%) of sexually active 15- to 24-year-olds have chlamydia, often symptomless, can lead to infertility in males and females.</p> <p>How would you talk about STIs with a partner?</p> <p>Responsible attitude, routine testing, nearest sexual health clinic, free and confidential services for all.</p>
<p>Emergency Hormonal Contraception</p> <ul style="list-style-type: none"> - What is it for? - Where can you get it? 	<p>For emergencies only, 72 hours, more effective the sooner it is taken, free from iCaSH, A+E, most GPs, most pharmacies.</p>
<p>Relationships</p> <ul style="list-style-type: none"> - Are they ready? - Other contraception 	<p>Why do they want condoms? Reinforce it doesn't mean they have to have sex and that it's better to practice handling condoms first. Are they ready? Is their partner ready? Pressure, rushing in to it, other ways to show love, other things to do rather than full sex. Have they considered using other contraception as well?</p>
<p>Law, Consent, Confidentiality</p>	<p>Age of consent, law is there to protect young people, sex under 13 automatic Child Protection/safeguarding referral. Drugs, alcohol, peer pressure affect consent. What is consent? Right to confidentiality under 16.</p>
<p>Support Networks</p>	<p>Who do they turn to for support? Encourage parent / carer involvement or alternative. Signpost to relevant support networks.</p>
<p>Joining the scheme</p> <ul style="list-style-type: none"> - Joining form - Starter Pack - C-Card - C-Card Points - Re-Joining 	<p>Follow Fraser guidelines and your organisation's safeguarding policy and procedures and complete any forms required. Clarify data protection. Discuss contents of Starter Pack, different sizes available, latex-free etc. Discuss how they can collect (pick up) more pre-made packs of condoms and lube and that regular, trim and king-size condoms are available. Discuss local C-Card Points and C-Card Lite Points and the need for under 16s the need to re-join at a C-Card Point after 6 visits if still under 16.</p> <p>Remind young people that there is a comprehensive list of C-Card Points and C-Card Lite Points and more sexual health information on the website www.youngandfree.org.uk</p>



Condom Demonstration for Under 16s



Here are some points to cover:

1. Keep condoms in a cool, dry place (avoid wallets or purses where other items can cause damage).
2. Check all outer packaging for damage.
3. Check packaging for the British Standard Kite-mark, the European EN600 or International ISO 4074. Some condoms may only carry safety/reliability marks on the outer packaging and not the individual condom packet. NB: CE 0086 is a safety mark and not a quality or reliability mark. Non-latex condoms/female condoms, for young people with latex allergies, don't have kite-marks only CE 0086.
4. Check the expiry date – out of date condoms are more likely to break.
5. Ask about latex allergies - using the Latex Allergy Questionnaire.
6. Before any genital contact, push the condom to one side and open the foil wrapper, take the condom out – taking care not to damage it with jewellery, nails etc. Be aware of the way it rolls down.
7. Squeeze the teat to exclude air and roll down the erect penis until fully unrolled to the base.
8. Check the condom is rolled down properly and it's not inside out.
9. If it is inside out, start again with a new condom. Do not re-use condoms.
10. Never use two condoms together – it increases the likelihood of splitting. It is not double protection!
11. Only use water-based lube (lubricants) with latex condoms.
12. Don't use oil-based products because they damage latex and often cause the condom to break. Don't use the following as they are very likely to contain oil: ointments, topical medicines, pessaries, creams, massage oils and cosmetics.
13. Using plenty of water-based lube is important during anal sex. C-Card condoms are now all standard thickness, and these are fine.
14. Only put lube on the outside of the condom and/or around the anus or vagina. Putting lube inside the condom, known as "gel charging" could cause the condom to slip off during penetrative sex.
15. Withdraw carefully, but immediately after ejaculation, holding the condom in place at the base of the penis to avoid leakage.
16. Check the condom has not split.
17. Remove the condom from the penis whilst still erect, making sure there's no genital contact.
18. Tie a knot in the condom - wrap it up in tissue and dispose in a bin. Never put condoms down a toilet.
19. Never re-use condoms, use a new one every time you have sexual contact with your partner.
20. If fingers are used for the sexual stimulation of others (fingering or masturbating) make sure their sexual fluids don't come into contact with your genitals, mouth or eyes as some infections like chlamydia can be passed on in this way.
21. If sex toys, such as dildos or vibrators are being shared, a new condom should be used for each person sharing, to minimise genital contact with someone else's body fluids.



C-Card Scheme: Latex Allergy Questionnaire



If your organisation has a policy regarding the use and/or distribution of latex products, you should use that policy to guide you when supporting young people to join the C-Card scheme. However, if your organisation does not have such a policy in place, then the following questions should identify any possible issues and concerns.

If the young person answers **yes** to any of the questions below, you should:

- Advise them to visit their GP to check for latex allergy and to avoid contact with latex until they have seen their GP.
- Continue to join the young person onto the C-Card scheme and provide a pre-made pack of latex-free condoms and a sexual health services booklet, instead of a starter pack.
- Reassure them that C-Card Points and C-Card Lite Points are able to provide packs of non-latex male condoms for them to access.

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

Latex Questionnaire

Have you ever:

1. Had an allergic reaction during an operation?
2. Suffered from raised reddish itchy rash when in contact with rubber items such as 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?