



eC-Card

The why, what and how?

Introduction

Good **sexual health** is important to **physical** and **mental wellbeing**, and is a cornerstone of **public health**. Young people who are exploring and establishing **sexual relationships** must be **supported** to take **responsibility** for their **sexual health**.

To do this, we need an open and honest sexual health culture, in which condom use becomes the norm for people who are sexually active. Condom distribution schemes, such as eC-Card play a key role in helping young people on this journey.

The eC-Card app gives FREE condoms to young people in Suffolk aged 16-24. The service can be accessed by male or females. It doesn't matter whether service users are having sex, thinking about having sex, or if they are just curious.

This service will allow quick discreet, free access to barrier protection for 16-24 year olds in Suffolk; people over 25 years are not eligible to access the scheme.

People aged 13-15 who wish to use the app will require a face-to-face assessment with a trained professional. This can be arranged by contacting the Suffolk Sexual Health Service. Staff at Suffolk Sexual Health Service will arrange a face-to-face assessment at one of their clinics, or provide details of the nearest service within the community that has trained assessors (eg school nurses), after which access to the app can be authorised if deemed appropriate.

For young people unable to download the eC-Card app, they have the option to sign up to the scheme through the web portal which can be accessed at  **ec-card.org.uk**

There are a small number of locations that are set up to be accessible for young people that are non-smartphone users, these venues will be trained to assess the suitability of access to the scheme for the young person and then issue them with a paper c-card to confirm membership and record the number of condoms issued. The card will only be able to be utilised at the site in which it was distributed, these venues will then report transactions on a weekly basis to the service.



**Suffolk Sexual
Health Service**



0300 303 9982



provide.eccard@nhs.net

If a young person between 13-15 is authorised to have an ec-card, the assessor will have the option to select a fixed number of transactions (transaction referring to each time condoms are collected) or unlimited. After each order the user will be notified how many transactions are remaining. When the user reaches the limit of their fixed transactions they will be presented with a lock screen detailing their next steps and the correct service to contact to be reassessed for another eC-card. Their account will not be removed from the platform.

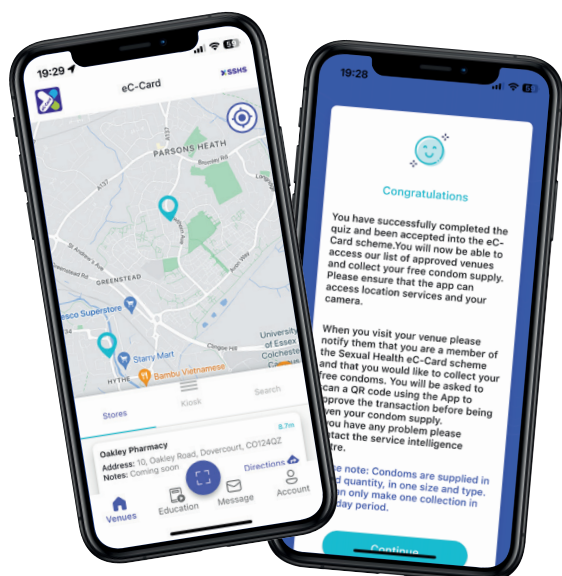
If the limited access user is set to unlimited transactions, at the time they enter the set age range the platform will transition them automatically to a normal service user with no interruption to their experience. This process is in place to ensure additional intervention opportunities to help identify any additional support a young person may need, and to create opportunity for any potential safeguards to be put in place.

Non-smartphone users may be offered membership of the scheme and will be issued with a card to confirm membership and record the number of condoms issued. The paper eC-Card will only be able to be used with the organisation that has distributed it. Staff at venues will need to sign and date the transaction on the back of the card. These venues will report transactions on a weekly basis to the service.

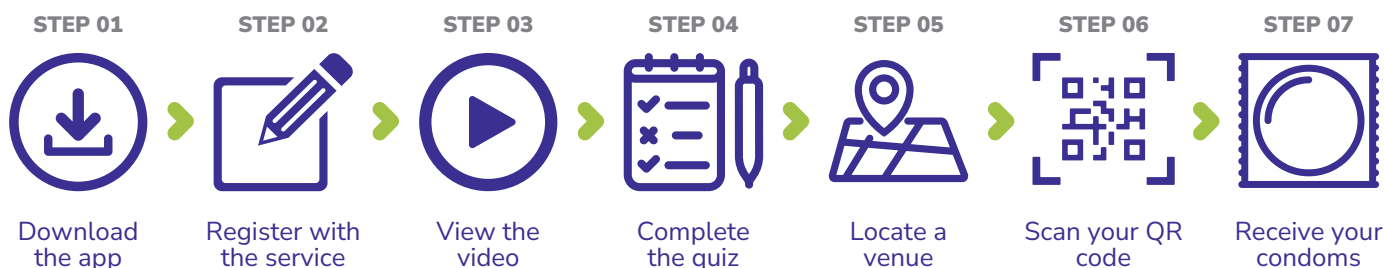


The eC-Card app

The scheme is accessed via an app downloadable from either Google Play or the App Store. Once downloaded users follow a simple seven step process. Young people wishing to use the app are required to review 3 short educational animated videos and then validate their understanding by completing a short quiz covering: Sex, consent and the law, Sexually transmitted infections (STIs) and how to use a condom.



Once registered, users can then access details of all participating venues and complete the collection of condoms by attending the chosen venue and scanning a unique QR code issued to each venue. This records details of the transaction at venue location.





Obtaining supplies

As a **registered venue** you will initially receive enough supplies that will enable you to make up **20 dispensing units** of condoms.

One unit equals:

- 10 x Condoms
- 2 x Sachets of lube
- 1 x Paper bags
- 1 x Instruction leaflets
- 1 x Sticker

Usage of stock will be monitored and a re-supply triggered when you fall to, or below **10 units**. At this point you will be sent another **20 units** worth of supplies to ensure you have enough stock at all times.

If for some reason this has not happened please email:

 provide.eccard@nhs.net

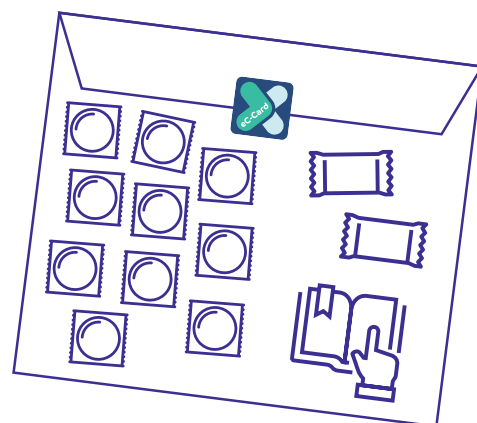
Packing the dispensing bags (one unit)

Each paper bag will need to be packed with 10 condoms, 2 lubes, and the instruction leaflet then sealed with a sticker.

Each registered user is permitted to receive only one bag (unit) per transaction during a seven day period.

The number and frequency of transactions is restricted in the app so that the scanner function on the app is disabled for further transactions until 7 days has past. The service can override this restriction remotely and any users in the position of requiring an additional supply within the 7 day period should be directed to contact Suffolk Sexual Health Service.

Do not dispense condoms to a user if they are unable to scan the QR code.

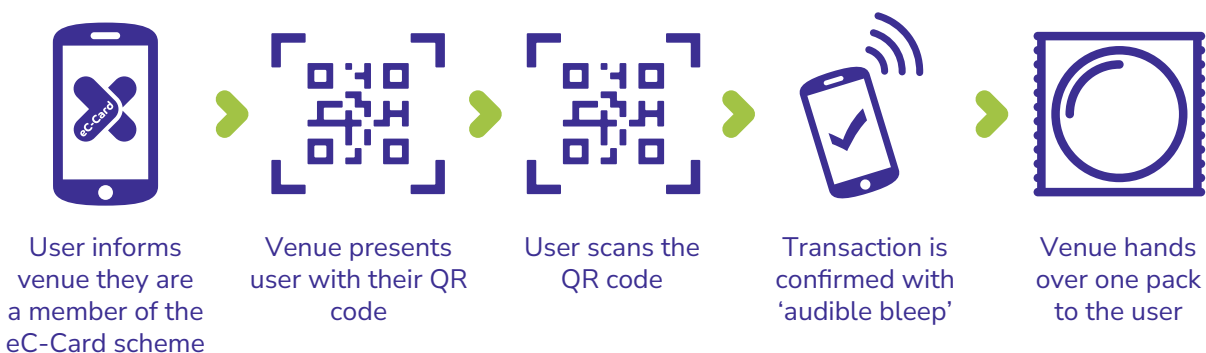




Transaction

Each venue will be provided with a display sheet containing a unique QR Code that allows you to complete and record the issuing of condoms to users.

Transaction steps:



Precautions and warnings

App users are asked to provide their date of birth and home postcode during the registration process. This restricts registration to users to those between 16-24yrs of age and a resident of Suffolk.

<Under 16

If there are concerns that the young person may be a risk to themselves or others, including subject to abuse or exploitation follow your local safeguarding process.

Outside the age limit

If you suspect a user is over 25 years of age, please remind them of the age criteria for the eC-Card card scheme.

If the young person confirms their eligibility and you still have concerns please process the transaction, and report to your manager and Suffolk Sexual Health Service.

All venues and their staff have a duty of confidentiality to eC-Card users. This confidentiality may only be compromised in the most exceptional situations when the health, safety or welfare of the young person, or others would otherwise be at grave risk. If this is the case, your safeguarding procedures should be triggered and followed.



Reporting concerns

Report to Suffolk Sexual Health Service providing the following details:

- Stating name of distribution point
- Time and Date of transaction
- Details of incident

If the young person confirms their eligibility and you still have concerns please process the transaction and report to your manager and Suffolk Sexual Health Service.

PLEASE NOTE:

It is the responsibility of the distributing venue to ensure staff are confident and competent to distribute condoms via the eC-Card scheme as per process. Compliance with mandatory safeguarding training and updates will be confirmed and reviewed as part of the criteria for acceptance as a venue.