

The Free Condom Project City & Hackney 2020-2021 Quarter 2 Report

The Free Condom Project	Q1 Total	Q2 Total	July	August	September	Annual Total	% of target	Annual Targets
New Registrations	47	342	81	97	164	389	39%	980
New Reg 19-20 ¹	606	481	235	136	110	1087	N/A	N/A
Repeat Visits	256	498	145	125	228	754	35%	2156
Repeats 19-20 ²	524	627	200	230	197	1151	N/A	N/A
CAN Encounters	53	572	122	142	308	625	125%	500
Total Condoms	1995	7063	1732	1365	3966	9058	N/A	N/A
Staff Trained	9	13	0	0	13	22	55%	40
New Outlets	0	0	0	0	0	0	0%	5
Outreach Events	0	0	0	0	0	0	0%	8

Name of training	Date of training	Total number of trainees for Come Correct	Number of trainees who also offer TFCP	Duration
Intro to Sexual Health & CDS	09/09/2020	14	10	3.5 hours
Refresher Training for St. Mungo	18/09/2020	1	2	30mins
CDS Training for Pharmacies	25/09/2020	2	1	2 hours
Total	Various	17	13	hours

¹ Figures for comparison.

² Figures for comparison.

Overview

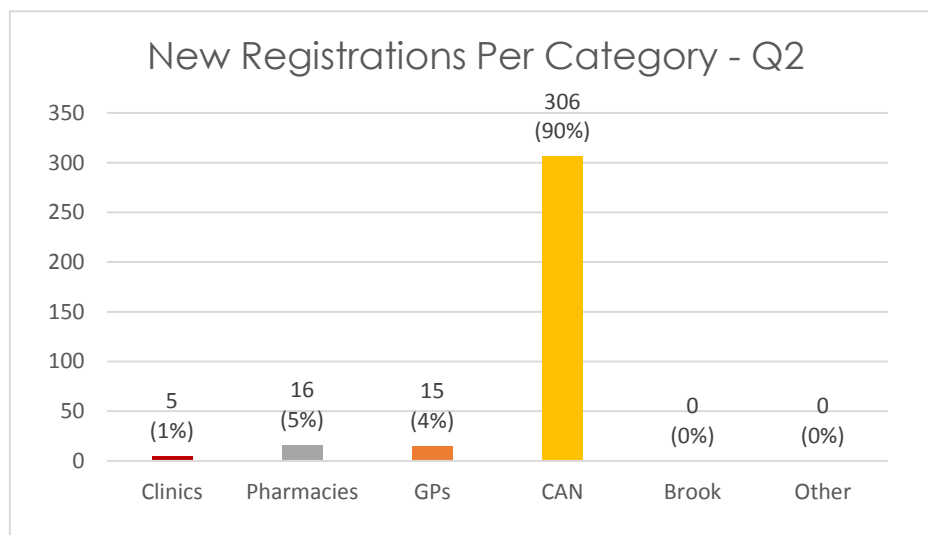
This has been the second quarter of The City & Hackney TFCP scheme 2020-2021, covering all activity from July – September. This quarter we continued to deliver the scheme with the precautions that were put in place in response to COVID in Q1; Outlets are still able to give out up to 20 condoms per visit; training is still being run online; and we have been signposting service users to pharmacies to register.

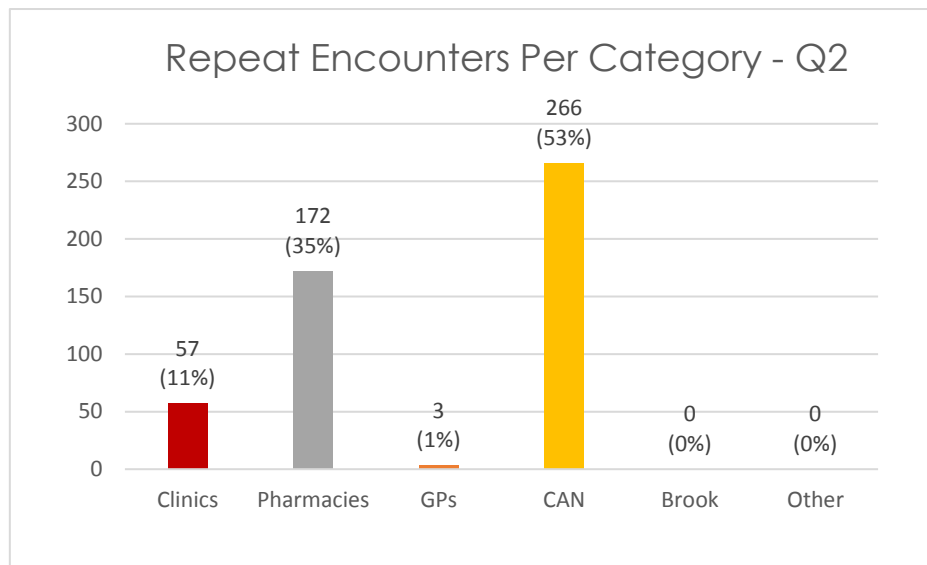
The team have adapted well to working and delivering the scheme from home, and we are pleased to see that TFCP figures are looking healthy, despite the challenges we continue to face with COVID. We have reached 39% of our KPIs for New Registrations, and 35% for Repeats. If figures continue to increase in Q3 and Q4, it is likely that we will meet our annual KPIs, which shows how resilient the scheme is. While the number of active outlets still remain low, pharmacies have performed well this quarter, and clinics are beginning to see more encounters. We have also made efforts this quarter to re-engage organisations who have not had activity for some time, and were able to meet more easily over Zoom.

The majority of encounters this quarter have come from CAN, who have reached 125% of their annual KPIs. CAN were able to distribute condoms throughout the pandemic, and have seen a big interest in condoms during this time. We thank them for their amazing efforts and contribution to the KPIs. Moving forward we will need to discuss how to manage resources, especially as other outlets continue to get busier. Please see the CAN section of the report for an update of our conversation with Oladapo – the lead at CAN.

Staffing Changes

In Emily Trips absence, Sophie Chase is currently coordinating, and will continue to do so until Emily is able to return.





Targeted Groups

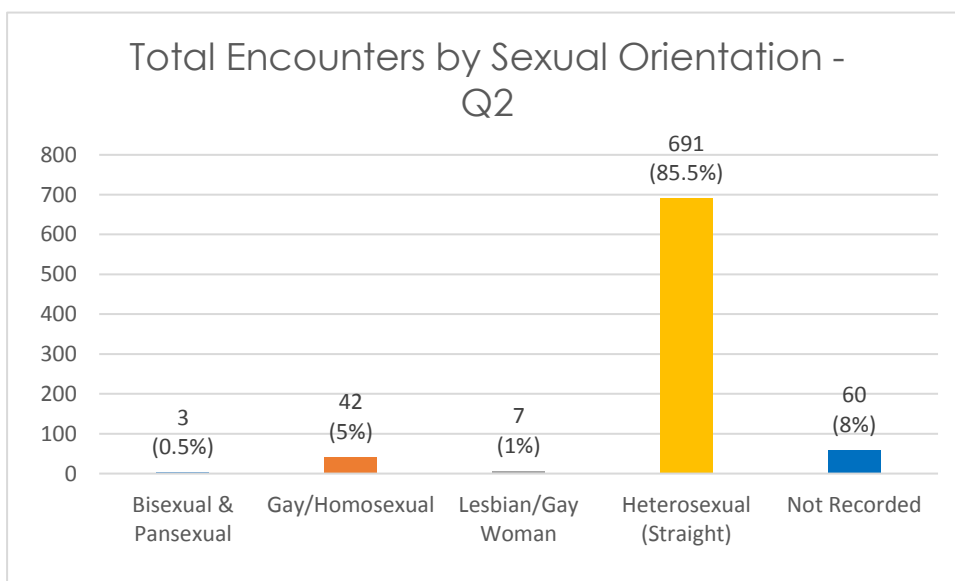
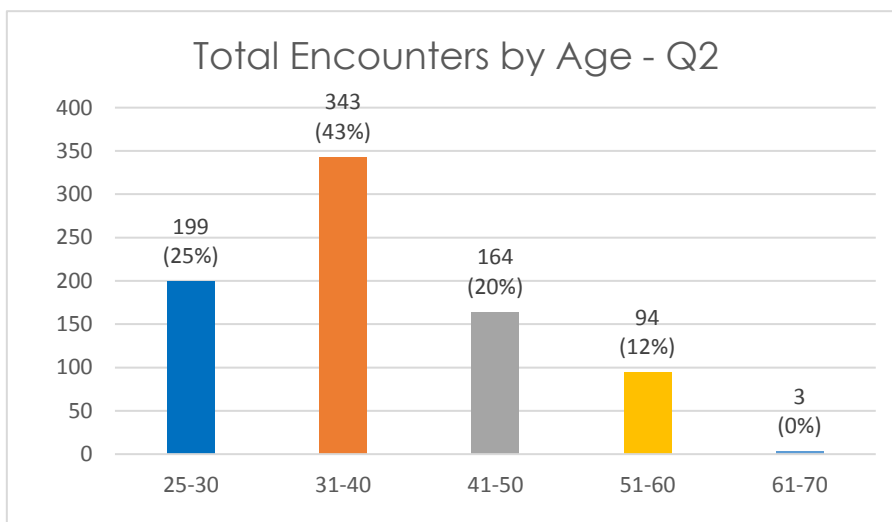
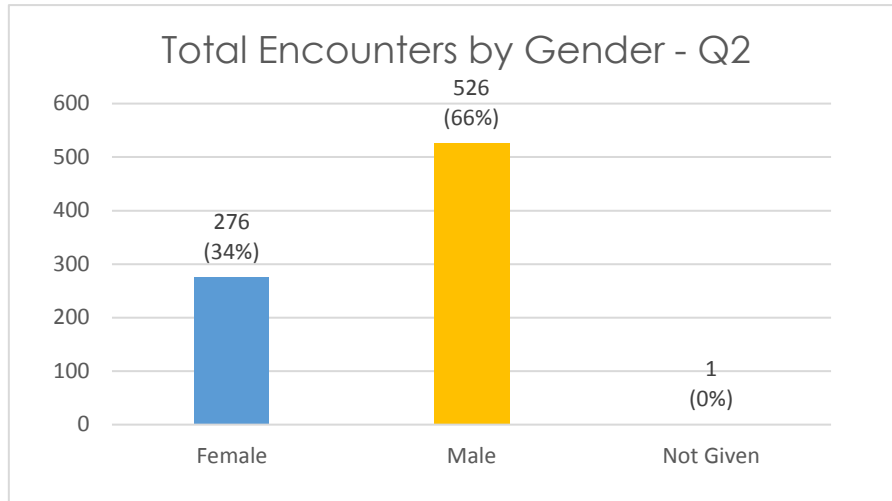
This quarter we have specifically engaged with our targeted groups via the following outlets:

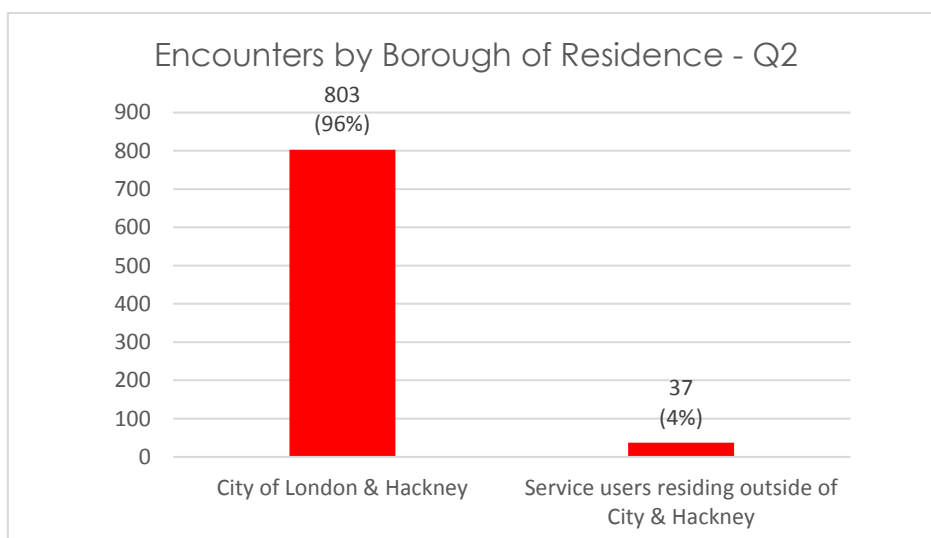
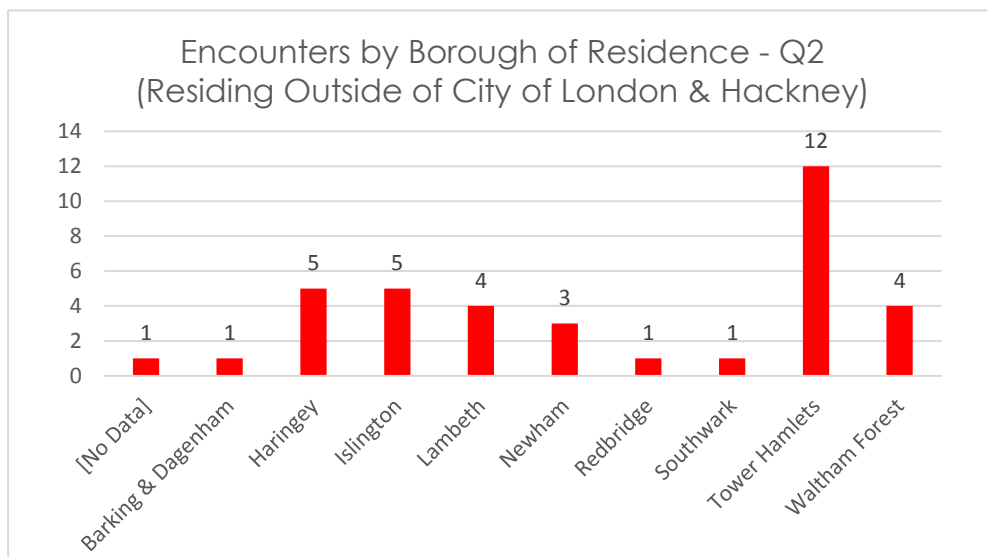
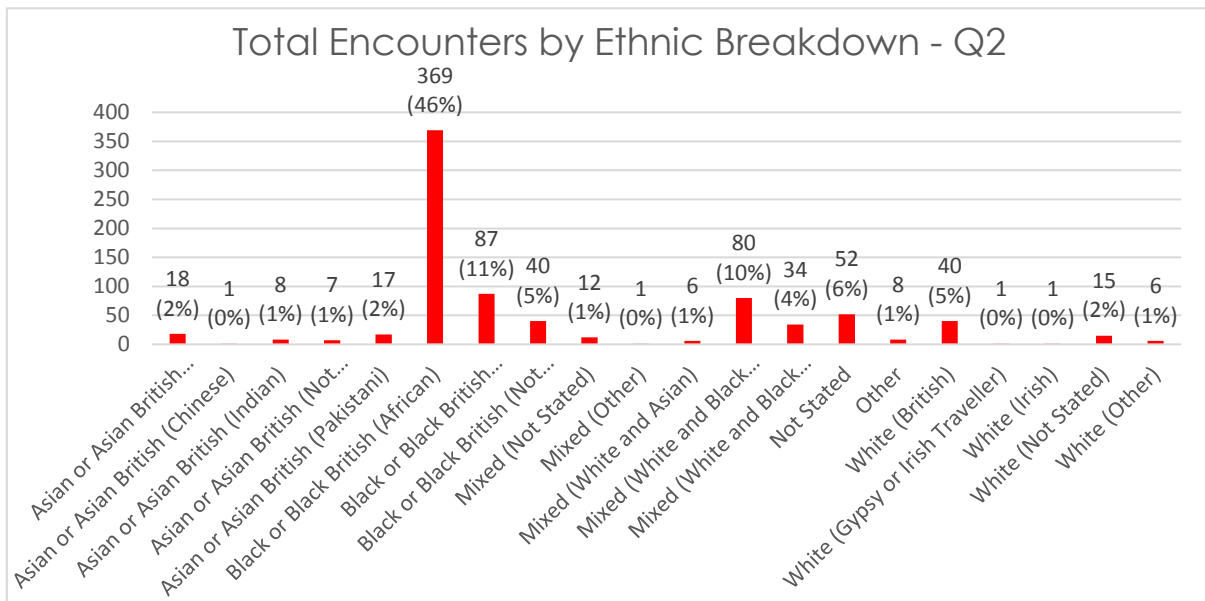
- ✦ Gay/bisexual men – Positive East were running online services for their service users – they have groups for MSM, and know to signpost to TFCP.
- ✦ Black Africans and Caribbean – CAN have remained active during the pandemic, and have been registering their service users to the scheme.
- ✦ Clients of substance misuse services – WDP & St. Mungo's signpost to TFCP alongside their services.
- ✦ Clients of homeless groups – We refresher trained St. Mungo's this quarter, and they informed us they have been giving out condoms to their service users during the pandemic.
- ✦ Those assessed as vulnerable by HSHS and GP services – HSHS remains aware of how to locate adults that fall into TFCP targeted groups.

Demographics³

- ✦ Demographics for gender show that after a big increase in the proportion of female service users accessing the scheme in Q1, this figure has now dropped to 34% - in line with what we would see in a usual quarter. This is likely due to the fact that CAN were able to continue their work this quarter, and a large proportion of their encounters are with men.
- ✦ Encounters for age show that we have seen an increase in the proportion of 25-30 year olds accessing the scheme; and a decrease in 51-50 year olds. It remains that the majority of encounters – 43% - come from the 31-40 age bracket.
- ✦ 6.5% of service users this quarter identified as LGB; and the number of people not stating their sexual orientation has dropped by 18%, which is positive to see.
- ✦ Encounters for ethnicity remain in line with what we see in a usual quarter, with 46% identifying as Black African/Black British.
- ✦ We are really pleased to see that only 4% (37) of service users this quarter reside outside of City & Hackney.

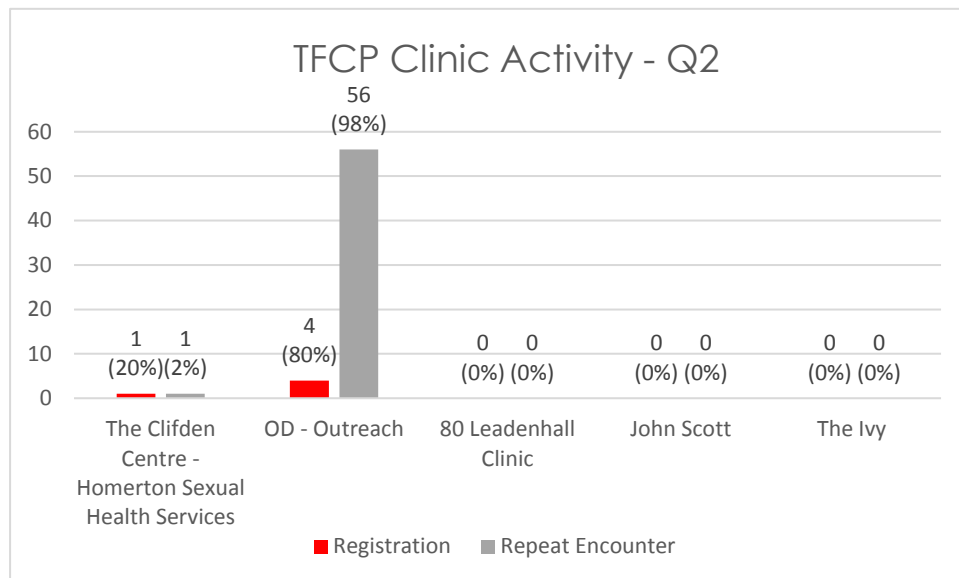
³ As requested by the commissioner Demographics are for City & Hackney Residents only. With the exception of the "Encounters by Borough of Residence Graph".





Clinical Services

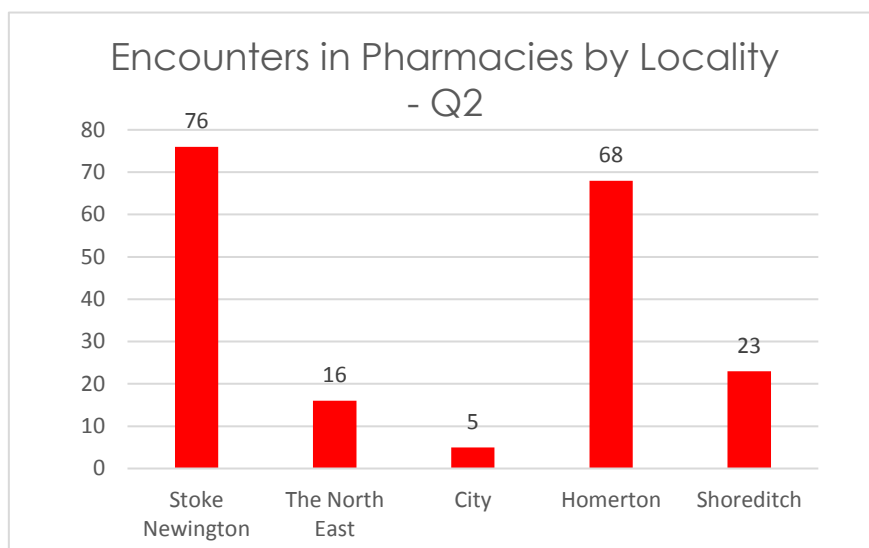
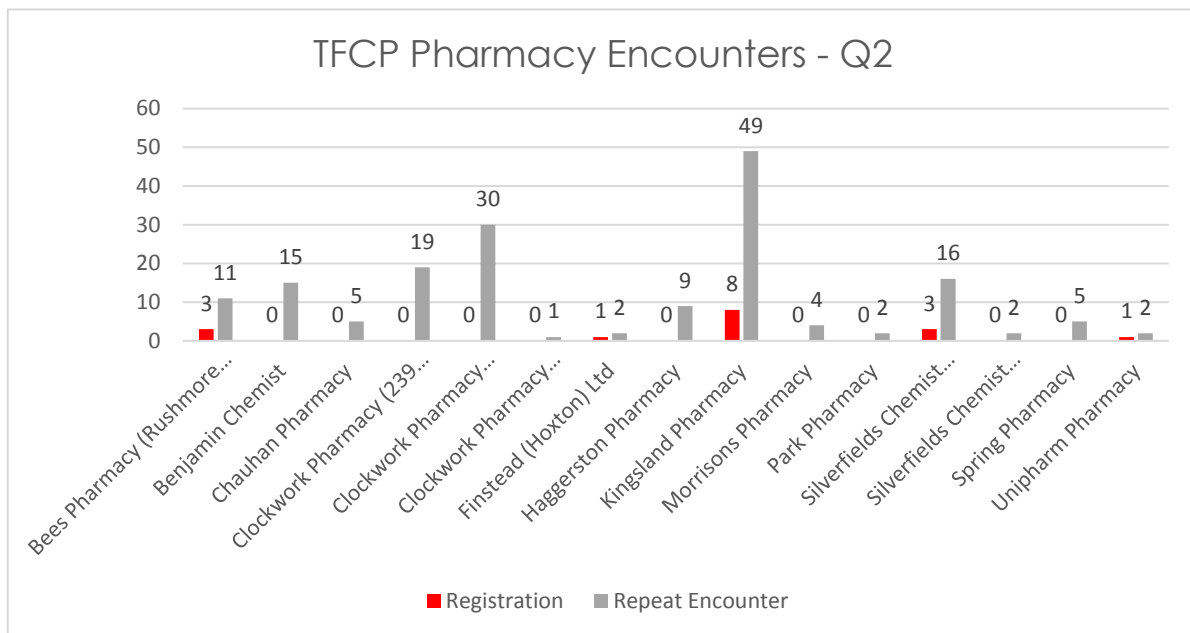
In Q2 2020-21 Clinical activity contributed 1% (5) of New Registrations and 11% (57) Repeat Encounters; a decrease of 22%, and 33% respectively in comparison to Q1. COVID has had a big impact on clinical encounters.



- ✦ Out of the HSHS clinics, John Scott Health Centre remains closed. The Clifden Centre & The Ivy are still offering telephone consultations, and seeing patients on site when necessary. This means the amount of foot traffic to the clinics has reduced, and will likely stay like this for a while longer which will impact KPIs.
- ✦ We have been in touch with Hannah Till who informed us that they were going to begin outreach for the Clifden Centre, where they will be registering people for TFCP. Before they resume this we have arranged that someone from the team will attend their team meeting, to answer any CDS related questions, and provide a refresher training.
- ✦ Open Doors have been able to continue outreach this quarter and this is reflected in the figures above. We have restocked them and ensured they have enough cards for their service users.

Pharmacies

In Q2 2020-21 Pharmacy Activity contributed to 5% (16) of New Registrations, and 35% (172) of Repeat Encounters. Proportionally this is a decrease in comparison to Q1, however the number of encounters at pharmacies has increased.



- ✦ This quarter the team have remained in regular contact with pharmacies. They have been the only outlets who have stayed open consistently throughout lockdown, so communication with them is essential for ensuring service users can access condoms there.
- ✦ We ran an internal training for staff at Haggerston Pharmacy over Zoom. 2 staff members attended and will be offering TFCP to their service users.
- ✦ Condom orders for the pharmacies have picked up again - we have mainly been restocking them by posting orders, however, with pharmacies who only need a small amount the team have delivered them to the site. We have procedures in place for packing condoms and cards to ensure they are delivered safely. When bagging condoms the team wear gloves and a mask, and when delivering to the pharmacies, masks are worn at all times.
- ✦ Kingsland Pharmacy have been our best performing pharmacy this quarter, and encounters here have increased by 10 in comparison to Q1.

- ✦ We feel our regular contact with pharmacies continues to have a positive effect on our relationship, and ensures the scheme stays on their radar.
- ✦ Many pharmacies are still not able to use their private consultation space, so they have been registering people discreetly over the phone.

GPs


In Q2 2020-21 GPs accounted for 4% (15) of New Registrations, and 1% (3) of Repeat Encounters. Whilst this shows a decrease in the proportion of New Registrations, there has actually been an increase in encounters at GPs in comparison to Q1.

	Activity Type	Registration	Repeat Encounter	Totals
Outlet Name				
GP: Barretts Grove		2		2
GP: Greenhouse Surgery			2	2
GP: Lea Surgery		1		1
GP: The Lawson Practice		9	1	10
GP: Well Street Surgery		3		3
	Totals	15	3	18

- ✦ We set up new staff members at The Lawson Practice with login details. They have since placed an order for more condoms as their stock was running low, and we are pleased to see that they have the highest number of encounters out of all the GPs this quarter.
- ✦ There is still reduced people traffic at GPs due to them running telephone consultations and having less people in the waiting room. This is likely to affect engagement for some time.
- ✦ Encounters for CDS still tend to be higher for TFCP than for Come Correct.

Community African Network

In Q2 2020/20 CAN activity contributed 90% (306) of New Registrations and 53% (266) of Repeat Encounters. This is a huge increase in comparison to Q1, where CAN accounted for 60% of New Registrations, and 10% of Repeats.

	African Support & Project Centre	Precious Lives	Rise Community Action	CARA
Q2 Registrations	104	88	63	51
Q2 Repeat Visits	106	105	8	47

- ✦ This quarter CAN have contributed to the majority of encounters for both New Registrations & Repeats. Their activity this quarter is impressive and we have passed on our thanks to the team for working so hard at getting the figures up again following lockdown. All organisations are engaging with the scheme.
- ✦ We spoke to Oladapo and he informed us that there has been an increase in demand for condoms within the community post-lockdown, which is why encounters are so high. He predicts that demand for the scheme usually quietens down during the Christmas period. Whilst it's really positive to see such a high demand, we had to discuss ways in which we will manage resources

moving forward, because if demand increases in other outlets it will be hard to ensure everyone has enough stock.

- ✦ Ola made the following suggestion which will help reduce the number of CAN encounters: Currently each organisation receives £5 per New Registration, and £7 per Repeat Encounter. He suggested increasing the payment members get per encounter, so that if they have to reduce their encounters they won't be missing out on payments. It will be useful to discuss this with the commissioner in our Q2 monitoring meeting.

Outreach

We were unable to attend any outreach this quarter, because all events were cancelled. This meant we were unable to attend our regular summer events. We are hoping when social distancing allows, we will be able to attend outreach events to promote the scheme.

St Mungo's

- ✦ We ran a refresher for the lead here to try and get numbers up. During this session he informed us that staff here have been giving out condoms to service users, but have not been inputting data to the system. This is due to changes in the team as a result of COVID, and he thinks there was some confusion around which condoms belonged to TFCP. He was going to feed this back during their meeting, and hope that next quarter they will begin inputting data again.

Positive East

- ✦ We collaborated with TFCP on our quarterly Intro to Sexual Health Training. They ran the section on HIV, and it went really well. We will continue this collaboration, and will hopefully be able to return to delivering in person once social distancing allows.
- ✦ We had a catch up meeting with Yasmin from Positive East. She sent us some feedback about the demand for an online registration process for TFCP:

"In terms of our work, it would be incredibly beneficial, as we are running a sexual health advice line, and we are receiving requests for condoms from Hackney residents who could normally register for TFCP. With the number of requests coming through the line, we don't have the capacity to do individual mail outs of cards, so an online service we could refer people to would be incredibly helpful. In turn, as an HIV support service, most of our support work has also moved online or remote, so with an online offer, we could easily advertise TFCP to relevant service users."

Free2Learn

- ✦ Free2Learn are still running their education sessions online, so have been unable to register anyone this quarter.

Review and/or refresher meetings were held with the following outlets:

- ✦ Haggerston Pharmacy
- ✦ Positive East
- ✦ St. Mungo's

Introductory meetings

- ✦ We had an introductory meeting with Yasmin who has returned to Positive East after Beatrice – the previous lead here – left for another role.

Other

- ✦ Local Hackney Neighbourhood Meetings
- ✦ Quarterly SIG LGBTQ+ Meeting
- ✦ Quarterly SIG Sexual Health Meeting

Mystery Shopping

There was no Mystery shopping for TFCP outlets this quarter, due to social distancing, however we regularly contacted the pharmacies and provided regular opportunities to refresh their knowledge of the scheme.

Successes, Challenges, and Opportunities

Successes

- ✦ CAN's engagement this quarter has contributed to increasing overall figures.
- ✦ TFCP has remained popular throughout the pandemic and if encounters at outlets continue to increase in Q3 we will be on target to meet our annual KPIs.
- ✦ The percentage of out-of-borough service users is the lowest we've ever seen it, which means almost all resources are reaching City & Hackney residents only.
- ✦ Regular engagement with pharmacies has really helped to keep TFCP on their radar, and this is reflected in their figures this quarter. We thanked them all when we spoke to each outlet over the phone.
- ✦ We are on target to meet our KPIs for number of staff trained.
- ✦ Our online training has received good feedback, and we hope it has made it more accessible to those who have been unable to attend in the past.

Challenges

- ✦ Some outlets this quarter haven't been logging data on to Therapy Audit, despite giving out condoms. They informed us that this was due to everything being a bit chaotic with staff during the pandemic, and that now things have settled down a bit it will be easier to manage.
- ✦ We have been unable to mystery shop outlets due to COVID for the last 2 quarters.
- ✦ With us being unable to deliver condoms to sites as easily, it has meant that we have sometimes had to place bigger condom orders than necessary for some outlets to ensure they have variety to offer their service users. Now that we are able to deliver smaller amounts to sites we are hopeful that as the year progresses this will be less of a challenge.
- ✦ With CAN over-exceeding their annual KPIs, we will need to discuss how we can support them moving into Q3, without putting strain on other outlets resources.
- ✦ COVID continues to affect staffing at many TFCP outlets, and the movement of staff has impacted how the scheme is being delivered at certain sites. We will monitor this over Q3, and ensure we are offering refresher training to staff who may not have been able to offer the scheme during the pandemic.

Opportunities

- ✦ It is important for us to listen to feedback from our partners, Positive East, and support them by offering to set up online registration for their service users. Figures here are low, however with a new online model they will be able to reach a higher number of people. We will need to be strategic in how we implement the online registration here – concerns in the past have been that due to the popularity of the scheme, online registration for TFCP might put a strain on resources. We will explore this in Q3.
- ✦ In Q3 we will work on making the scheme more accessible to wheelchair users, and will be updating the website accordingly.
- ✦ Figures on STI rates in over 65's shows there has been an increase in syphilis and herpes in this age group⁴. By the end of the financial year we would like to increase our encounters with people over the age of 65.

⁴ Source:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/914184/STI_NCSP_report_2019.pdf