



YOUNG PEOPLE FRIENDLY SERVICES
IN REDBRIDGE

HANDBOOK



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YPF Site.....

Description of service.....

.....

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YPF project lead

Trained team members.....

.....

.....

YPF Service provided

Condoms and information

Emergency Hormonal Contraception

Young people's contraception clinic

Other (please list).....

Date of 1st Audit..... Date of 2nd Audit.....

Young Person Auditor Status Awarded

Acknowledgements

A special thanks to the Barking & Dagenham Primary Care Trust and to Havering Local Authority for the initial design and implementation of the YPF scheme.

Background

The United Kingdom has the highest rate of teenage pregnancy in Western Europe. Reducing the teenage pregnancy rates locally is a priority in Redbridge. The Young People Friendly scheme in Redbridge aims to encourage local organisations to develop a friendly approach to enable young people to easily identify non-judgemental, accessible services and increase the availability of advice and free condoms.



Why young people friendly services?

Many young people that require advice or need to speak to a health professional may feel reluctant to use local services. The reasons are varied and quite often involve a number of factors, which may include embarrassment, lack of confidence, and fear of the legal system if they are sexually active, or even the confidentiality of the service they receive.

This scheme is being launched in Redbridge to alleviate some of those concerns and to encourage young people to make better use of the local services available to them. The handbook sets out some guiding principles to support services in working towards creating a safer environment for young people.

How YPF works in Redbridge

By joining this programme, health and other services working with young people in Redbridge will have the opportunity to improve practice by focusing on the following criteria:

- Accessibility
- Confidentiality
- Environment
- Staff knowledge and values
- Partnerships

A member of the Teenage Pregnancy Strategy Team will provide support to individual services to help improve current practice by visiting your site and developing our training to target your staff's specific needs.

Redbridge Teenage Pregnancy Strategy is committed to involving young people therefore we will be training local young people on the YPF criteria and conducting supervised visits with them to each YPF site.

When services have met the essential criteria they will be awarded with the YPF logo. This logo will tell young people when they visit a service that anything discussed will be treated with confidentiality and respect and that they will not be judged.

The Criteria

- A member of the Teenage Pregnancy Strategy team will visit the service to meet with your site's YPF project lead and carry out an audit with the YPF toolkit on the criteria listed on pages 6 – 9.
- This generic toolkit has essential (E) and desirable (D) criteria. Some of these may not apply to your service.
- If your service does not meet all of the essential criteria we will support you in working towards meeting these standards so that we can award you with the YPF logo as soon as possible.



Accessibility

- E Is it possible for young people to use the service outside of school hours?
- D Is there wheelchair access into the building?
- E Do you see under 16's without a parent or carer?
- E Do you provide contraception information and advice to under 16's without a parent or carer?
- D Are young people offered an appointment within 24 hours?*
- E Can young people self refer?
- D Can young people request the gender they would be most comfortable with?
- D Will you see young people who are not with you for EHC and advice?*
- D Will you see for information



Confidentiality

- E Does your service have a confidentiality policy?
- E Does your confidentiality policy mention young people, including under 16's?
- E Do all members of the team have to sign up to the confidentiality policy when they join?
- E Are there notices in your service that explain the confidentiality policy to young people?
- E Does the confidentiality policy get discussed at team meetings and are staff given the opportunity to discuss issues that arise?
- E Are staff trained in applying the confidentiality policy and child protection matters?**

Environment

- E Does your service clearly display posters with information and advice about local and national sexual health services?
- E Does your service provide information and advice leaflets on sexual health that young people can take away with them?
- D Do you have young peoples magazines in your waiting area?*
- E Is a poster advertising the condom distribution scheme clearly displayed?
- D Are leaflet racks positioned so that young people can take them discreetly?
- E Do you display a sign in the reception/communal area informing young people of their right to a confidential pathway?
- E Have young people in the audit team described your service as safe and friendly?

* Not applicable to all services

** This will be covered in the training that staff will attend in order to gain YPF accredited status

Essential criteria are listed in Green

Desirable Criteria are listed in pink

Staff knowledge and Values

- D Do staff have an identified lead to keep abreast of health and social information for young people?*
- E Do staff have an understanding of the Child Protection Act and what this means in practice?*
- E Are staff aware of the referral pathways for young people for relationships and contraception advice including emergency contraception and abortion?
- E Are staff aware of a referral pathway for young people for sexually transmitted infection screening?
- E Are staff confident in their ability to provide a young people's sexual health service in a non-judgemental and open manner?
- E Are staff aware of local LGBT support services for young people?
- E Are staff confident in their ability to effectively deliver the Primary Care Trust's condom distribution scheme, including effective monitoring and reordering of resources?



Partnerships

- E Are staff aware of the service closest to their location for each of the services listed below?
- E Are staff able to identify and provide information on local agencies providing the services listed below for young people?
- E Are staff able to identify the leaflet/flyer for each of the services listed below?
- STI testing
 - Contraceptive advice
 - EHC provision
 - Drug services
 - Counselling services
- D Do any staff attend meetings or training that is multi agency?

* Not
services
** This
the training
attend
YPF accredited
Essential
in Green
Desirable
listed in



The YPF process

Initially services will need to identify a project lead who will be responsible for the founding of the YPF scheme within your service and act as a contact person.

- 1) A member of the Teenage Pregnancy Strategy team will arrange an appointment to visit your service to discuss the audit process, answer any questions that staff may have and provide information on the YPF scheme.
- 2) An appointment will be arranged to conduct an initial audit of your service, identify any potential challenges and develop staff training to address these.
- 3) Staff will be required to attend a training session facilitated by the Teenage Pregnancy Strategy. Training will cover communication skills, condom distribution, local services, confidentiality and child protection issues as well as taking into account any issues flagged up at initial audits of services (see 2).
- 4) A member of the team will arrange a time slot with you to conduct your second audit. This is to ensure that all issues identified in the initial audit have been rectified and that your service now meets the YPF essential criteria.
- 5) A trained young person will visit your service with a member of the team to assess the environment criteria and rate your service as safe and friendly for young people.
- 6) Upon meeting all essential criteria and passing the young person's audit your service will be signed off as YPF. You will be awarded with your logo to display in your doorway and your service will be promoted in our publications and on our websites, including www.youngpeoplefriendly.co.uk

The YPF Status

The YPF scheme is coordinated by Redbridge Teenage Pregnancy Strategy in partnership with Redbridge Primary Care Trust's condom distribution scheme.

The scheme is monitored by Redbridge Sexual Health and Teenage Pregnancy Strategic Board, and the Teenage Pregnancy and Parenthood Support Group, which have local statutory and voluntary sector representatives.

YPF status will be reviewed six-monthly in the first year and then on an annual basis.

Who does what?

Project lead

- Maintains the YPF ethos within their service.
- Communicates issues and updates between the Teenage Pregnancy Strategy team and staff.
- Orders additional resources when necessary

Trained members

- Attend YPF training
- Provide a friendly, non-judgemental service
- Distribute condoms and leaflets
- Collect data on service users for the PCT
- Monitor resources and inform the project lead if supplies are low

Young Auditors

- Attend young auditors training on the YPF ethos facilitated by the Teenage Pregnancy Strategy
- Monitor environmental criteria of the service.

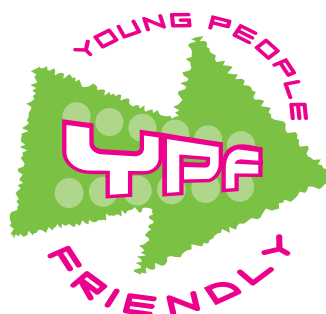
The logo

When your service has met all of the essential YPF criteria you will receive your YPF logo.

The YPF logo will be advertised locally to young people through outreach work, Sex & Relationships Education in schools, local media campaigns and our websites.

As part of our ongoing work to improve access to sexual health services we will promote YPF as a logo that is easily identifiable and highly visible. This brand will ensure that young people feel confident that they will receive a service that is:

- Youth Friendly and accessible
- Professional and non-judgemental
- Free and confidential
- Safe



How will young people access the condom scheme at YPF sites?

An essential criterion of the Young People Friendly Scheme in Redbridge is an ability to confidently deliver the Primary Care Trust's condom distribution scheme. In practice this means:

1. The Teenage Pregnancy Strategy will provide each site with a supply of YPF bags, pre-packed with Pasante condoms and local sexual health information, for the 3-month launch period of the scheme.
2. Young people will access your scheme at the reception desk/counter and show a YPF card or ask about free condoms or YPF.
3. The staff member will welcome the young person and ask them to fill out a user monitoring slip. These can be photocopied from page 14. The young person can do this themselves and can fill out the slip discreetly.
4. The staff member can then provide the young person with a YPF bag containing their condoms and local sexual health information.



* Not applicable to all services

** This will be covered in the training that staff will attend in order to gain YPF accredited status

Essential criteria are listed in Green

Desirable Criteria are listed in pink

After the initial launch period

1. The YPF Project Lead will order condoms directly from Pasante Ltd. using the photocopy form provided in the YPF handbook
2. When young people access the scheme the staff member can look at the form to see if they have accessed the scheme before:

No = The young person will be given a YPF bag containing condoms and local sexual health information.

Yes = The young person will be given Pasante condoms in the paper bags provided. If young people feel comfortable doing so they may wish to request the variety of condoms they receive.

What to do if you think the young person is under 13 years old

We understand that some staff may feel uncomfortable distributing condoms to very young people. It is important to remember that YPF is not happening in isolation, many of the young people accessing the service will have first heard about it through their Sex and Relationship Education at school and may be accessing it to “test it out” before they become sexually active.

Legally a young person under 13 years old cannot consent to sexual activity, however they do have a right to access advice and information, such as the leaflets provided in the YPF bags.

It is not always easy to tell how old a young person is just by looking at them. If you or a team member is unsure that they are 13 or older and feel uncomfortable distributing condoms to them, staff can look at the age that the young person fills in on the User Monitoring Form.

- If they are 13 or older, the young person should be given condoms as outlined above
- If they are under 13 staff should provide the young person with one condom (for educational purposes) in a YPF bag with all of the relevant information on local sexual health and relationship advice services. The staff member should explain that as the young person is under 13 they should go to a clinic listed in the leaflets to talk to a health professional about relationships and the correct use of condoms.

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