



**EALING
HAMMERSMITH
& HOUNSLOW**

gmp

**GAY
MEN'S
PROJECT**

EVALUATION OF
24s CONDOM AND
LUBRICANT
SERVICE

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March 2004

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Introduction

24s, the free bulk condom and lubricant distribution service for gay and bisexual men in Ealing, Hammersmith & Hounslow, was launched in September 2002, and had been running for 13 months when the evaluation was carried out. This report outlines the findings of the first formal evaluation of 24s which is based on a review of membership, outputs and costs of the service, as well as a self complete questionnaire sent out directly to 24s members.

Membership levels at the time of the evaluation, December 2003, were at around 750.

The aims of the evaluation were to gauge customer satisfaction rating of the service, to assess accessibility of condom distribution and to review overall coverage and output of the service across Ealing, Hammersmith and Fulham and Hounslow. The Project also aimed to review outputs, coverage and ease of access to 24s, and to review the membership of 24s as captured on the 24s database.

The Service

The EHH Gay Men's Project supplies 24s bags to a range of venues and services within Ealing, Hammersmith & Fulham and Hounslow that have contact with gay and bisexual men. Initially the service was launched only in gay venues, but was extended to GU clinics and then more broadly to other service providers following feedback from the evaluation of EHH Gay Men's Project's review of our Freedoms service (July 2003). In order to meet racial equality targets, 24s was extended to Club Kali and Bhangra (the latter no longer operative), which had higher numbers of men from Black and Minority Ethnic communities than local venues within EHH.

24s consists of a branded bag which contains 1 x 155ml bottle of ID Glide lubricant, 6 x Durex Ultrastrong, 6 x Durex Gossamer, 6 x Mates Original, 6 x Mates Intensity.

The aim of the service is primarily to increase access by gay and bisexual men to free condoms and lubricant and to offer choice of condoms for gay and bisexual men for home use. Accordingly the condoms on offer range from thicker, stronger condoms to standard thickness condoms, and include a larger, shaped variety as well as a textured condom. Information leaflets covering correct use of condoms and lubricant are included in each bag of 24s to increase gay and bisexual men's effective use of them.

In addition, whilst the first bag of 24s given to a member is the standard variety as noted above, subsequent bags can contain any variation of the condoms on offer. For example, if a member wants 24 Gossamer condoms only, or 12 Mates Intensity and 12 Ultrastrong then they simply request this when they go to a venue for subsequent refill bags.

Each 24s bag contains, in addition to the information leaflet with advice on using condoms and lubricant use, contact details of the EHH Gay Men's Project and the venues rota for refills.

24s ASTOR

Aims & Intended Outcomes	<ul style="list-style-type: none"> To increase EHH gay & bisexual men's access to appropriate condoms and lubricant for home use To increase gay and bisexual men's effective use of condoms and lubricant To offer choice in type of condoms for gay and bisexual men
Setting	<ul style="list-style-type: none"> Commercial gay venues in EHHHA GUM/HIV Clinics in EHHHA LGB Youth Projects in EHH River House
Target Group / Customers	<ul style="list-style-type: none"> Gay and bisexual men using EHH based venues Young gay and bisexual men Gay and bisexual men with HIV Gay and bisexual men attending GUM services
Objectives	<ul style="list-style-type: none"> To provide bulk distribution packs of 24 condoms and 155 ml lubricant bottles to gay and bisexual men in EHH To register users of the service and monitor and evaluate the use of the scheme To distribute a total of 30,000 condoms and 1250 bottles of lubricant throughout the year 70% (21,000) of distribution via outreach, 30% (9,000) via static sites Repeat user target 25% of all members Recruit 400 new members per year To offer gay and bisexual men a choice of condom type – extend range to Gossamer, Ultrastrong, Comfort and Ribbed. To provide service users with information on condom and lubricant use and local services
Resources	<p>£6000 for condoms and lubricant £1500 for publicity and targeted work to BME groups 244 hours COO, 116 SOW, RO 94 hours</p>
Monitoring	<p>Quantity and range of condoms and lubricant distributed Number and demographics of registered users Costs of condoms and lubricant distributed Repeat orders by condom type</p>
Evaluation	<p>End user survey of condom use and accessibility in October 2003, to be completed by December</p>
Standards	<p>Monitor access to service by ethnic origin Target venues to meet needs of Black and minority ethnic men</p>
Customer Results Indicators	<p>Number of service users Customer satisfaction rating with service via evaluation Repeat/new user levels</p>
Outcome Measures	<p>Overall coverage and output of service Customer accessibility rating of condom distribution services Customer evaluation rating of how service has enabled effective use of condoms</p>

Services receiving 24s from the Gay Men's Project during 2002/03:

<u>Venues</u>	<u>GUM Clinics</u>	<u>Youth Projects</u>
The Birdcage	Ealing GUM Clinic	Out on Thursday
The Coleherne	West London Centre for Sexual Health	Your Zone
The Earl Russell	West Middlesex GUM Clinic	i-Identity
The George		
The Queen's Arms		<u>Other groups:</u>
The Royal Albion		River House
Ted's Place		SW5 (formerly Streetwise

		Youth)
Bhangra	<i> Venues used to ensure the service reaches all BME communities, and our racial equality targets are met</i>	
*Club Kali		

Membership of 24s Scheme

One of the principles of the 24s scheme has been to encourage membership by gay and bisexual men who live, work or socialise within Ealing, Hammersmith & Fulham and Hounslow. All men collecting a 24s bag in the venues are obliged to fill out a membership form, with certain minimum data requirements. Similar requirements exist for the Youth Projects and for River House. The GU Clinics and Streetwise clients are not required to fill out a membership form in order to receive a standard bag of 24s, however they are encouraged to do so and a membership form and pre-paid envelope for return is placed in each bag. Whilst there is no limit on collecting these standard bags from GU Clinics and Streetwise, if men want to choose their condoms and be notified of dates of distribution in other venues, they have to join the scheme.

The advantage to the EHH Gay Men's Project of signing up members in this way is that it has provided the Project with a growing database of local gay and bisexual men. The majority of members are contactable via post or email and can therefore be followed up where appropriate with other materials, promotions or sexual health information. It also provides an invaluable profile of 24s service users (see Appendix 2, Registration form, for profiling information collected).

Quantities and cost of Service

A total of 26,958 condoms have been distributed to gay and bisexual men via 24s in the 3 quarters of 2003. This breaks down as 16,566 distributed through gay venues and clubs, and 10,392 distributed by local services.

The annual cost for this service, excluding staff time, is estimated to be around £6000. Total staff time is allocated at 1065.5 hours per annum for 2003/04, which includes management time. This breaks down into 975 hours for Outreach and 90.5 hours for the Resources and Information Officer. Total annual cost, including resources, staff and management time is estimated at £37,103

Responses

A self-completion questionnaire (Appendix 1) was designed and used to assess accessibility rates, satisfaction and perception of the 24s Service by its users.

A total of 665 questionnaires were sent out to members on the 24s database. 417 were sent electronically by email, 248 by post. There were 66 responses, which gives a 10% return rate. More questionnaires were returned by post (n47, 71%) than by email (n19, 29%), in the freepost envelope which was enclosed.

Demographics

It should be noted that whilst all men joining 24s via the gay venues in EHH and via the Youth Projects and River House are compelled to complete a membership form, this is not the case for men using the service via other providers. Not all men collecting 24s bags from the local GU Clinics or from SW5 complete the membership form. In the latter cases the membership form and freepost envelope is included in the bag, and whilst men are encouraged to fill it in and send it to the EHH Gay Men's Project, not all do and it is not compulsory. It is therefore the case that men from GU Clinics and SW5 may not be as proportionately reflected in membership data and questionnaire respondents as well as those from gay venues and youth projects.

Ethnicity

The ethnicity profile for those returning the questionnaire, compared to those held on the general 24s membership database is as follows:

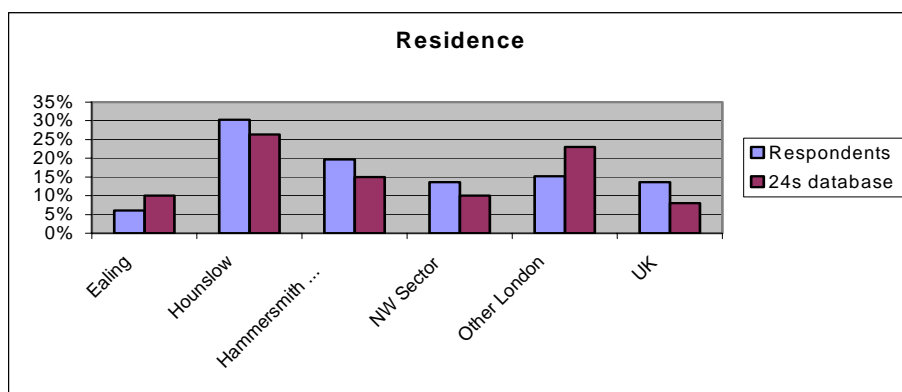
Ethnicity	Frequency	% of respondents	% of 24s Membership	Targets
Asian	3	4.5	7.3	6.7 -19.8%
Black	1	1.5	2.7	1.5 – 8%
White	59	89.4	74.5	65.3 - 84.5%
Mixed	1	1.5	4.1	2.7 - 3.4%
Other	1	1.5	1.3	3.5 - 4.5%

The number of 'White' responses are disproportionately higher in the men returning the 24s evaluation questionnaire than in the 24s membership database, and correspondingly lower for all other ethnic groups except the 'Other' category.

For a further breakdown of ethnicity by cultural groups within each category, see Appendix 3.

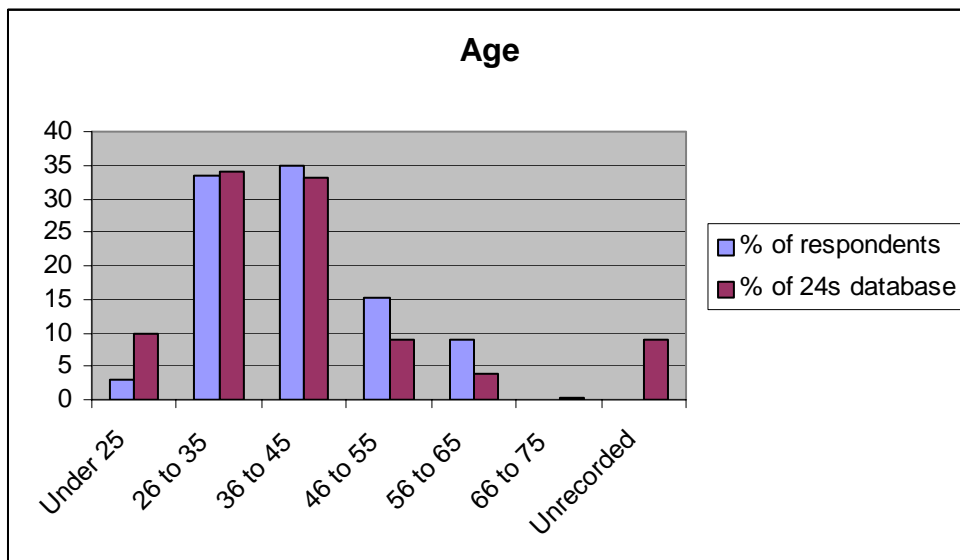
Residence

In terms of where respondents live compared to all members in the 24s database we received a disproportionately higher response from men living in Hammersmith & Fulham, Hounslow, North West London Sector, and other parts of the UK compared to the membership profile.



Age

The sample received disproportionately few responses from young gay and bisexual men (up to the age of 25) compared to the general 24s database and disproportionately high responses from older gay and bisexual men (aged 46-65). The age range of the sample was 22 to 62, with the average age being 39.



Educational Qualifications

Educational qualifications, religion, number and gender of sexual partners, HIV and disability status are not comparable to the general 24s membership database since these questions are not routinely asked on the membership form. This is partly due to confidentiality of HIV status. However the membership form will soon be changing to include data on disability. The following data is therefore a snapshot of *respondents only*.

The table below sets out the educational qualifications of the sample group who responded to the evaluation questionnaire. Please note that some men will have ticked several qualifications.

Educational qualification	Frequency	Percentage
GCSE	36	54.5
NVQ	10	15.2
A Level	27	40.9
University Degree	26	39.4
Other	18	27.3
None	10	15.2

Although the results are not directly comparable on all levels with those used in the Gay Men's Sex Survey conducted by Sigma Research¹ because 24s respondents ticked **all** qualifications held rather than just their **highest**. However some comparison is still possible.

¹ Gay Men's Sex Survey 2002, 'Out and About' Sigma Research

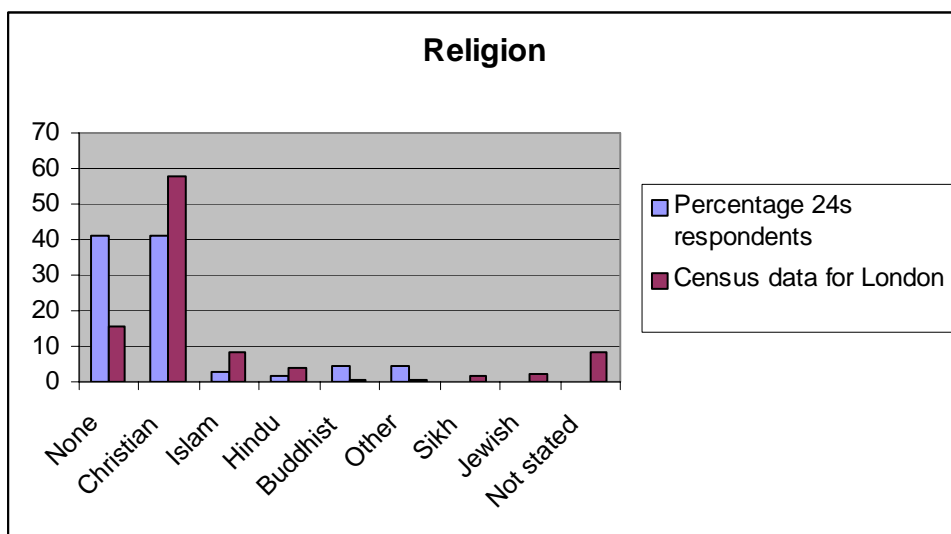
Responses from the Gay Men's Sex Survey 2002² indicated that 61.3% of those surveyed by Sigma had high levels of education, compared to the 39.4% of respondents. High levels of education are categorised by Sigma as educated to degree level or greater. Low educational qualification was classified as those with no qualifications up to GCSE level. The rest were classified as medium educational qualifications.

Those with no educational qualifications account for 15% of 24s respondents, compared to 4.8% of the Gay Men's Sex Survey *national* respondents (figures for London not available).

Thus compared to national surveys of gay men the respondents to this survey were less likely to have high levels of education and more likely to have low levels of education.

Religion

The Gay Men's Sex Survey did not ask any questions about religious belief, but comparing the information received from the 24s respondents against the 2001 Census information for London it is clear that 24s members are less likely to identify with a religious group or belief than the general population, with over 40% of respondents selecting 'none' as an option to the question 'What is your religion?' Respondents were also more diverse in their religious beliefs, with less Christians than in the census based responses and more Buddhist and 'Other'.



Disability

Just under 17% (11 respondents) identified as having a disability. 80% of respondents did not. This compares to 15.5% of people living with limiting long-term illnesses, health problems or disabilities in London according to 2001 Census information. This indicates that the sample is representative of the London population as a whole in terms of disability.

Since the number of men identifying as disabled corresponded exactly with the number of men identifying as HIV positive, further analysis was done and there was a statistical significance (0.0013) in the results. This found that the 54.5% of men who identified as disabled had also tested positive for HIV, and that none (0%) of those who identified as disabled had NOT had an HIV test. In other words, all men who identified as disabled had had a test for HIV.

² Gay Men's Sex Survey 2002, 'Out and About' Sigma Research

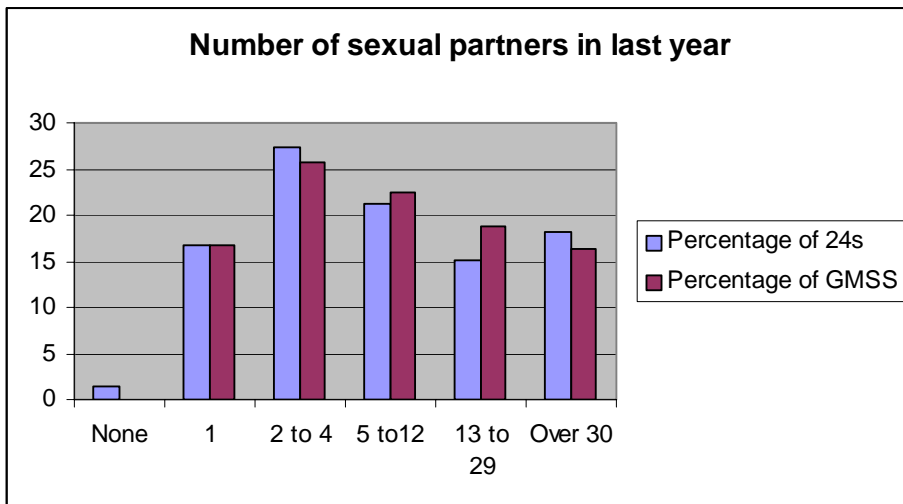
Sexual behaviour

When asked who they have had sex with in the last 12 months, 91% of respondents indicated men only. A further 6% had had sex with both men and women. These results are broadly similar to the results from the Gay Men's Sex Survey.

Gender of partners	Frequency	24s respondents %	Gay Men's Sex Survey London Data 2002 %
No one	1	1.5	1.7
Men only	60	90.9	92.5
Women only	0	0	0.5
Men and women	4	6.1	5.3

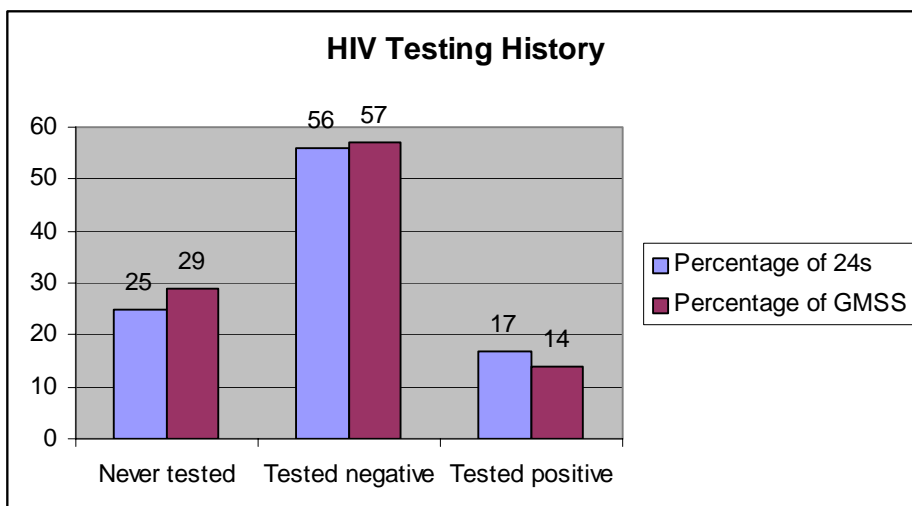
Number of sexual partners in the last 12 months

GMSS 2002 did not give the option of having had no sexual partners in the last year for this question, but other than that the results are not significantly different between the two samples.



HIV testing history

Respondents who said they were HIV positive were nearly 17% of all respondents. This is slightly higher than the London data for the GMSS of 13.6%. One quarter (25%) of the sample had never tested for HIV, which is lower than the London data for the GMSS respondents of 29%.

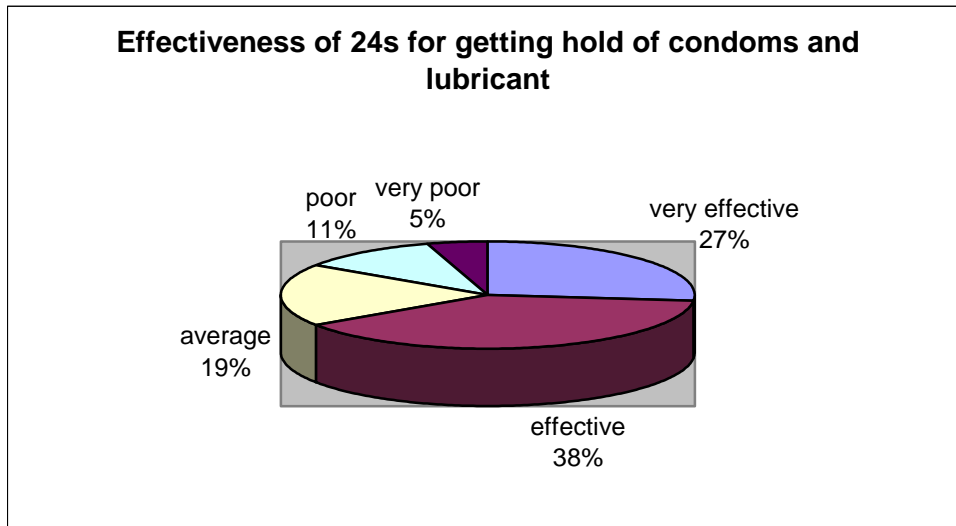


Service Related Findings

Survey questions were asked to elicit member satisfaction with 24s service, including the value members placed on a free condom and lubricant service, their satisfaction with the products offered, refills and other access and where they felt improvements could be made.

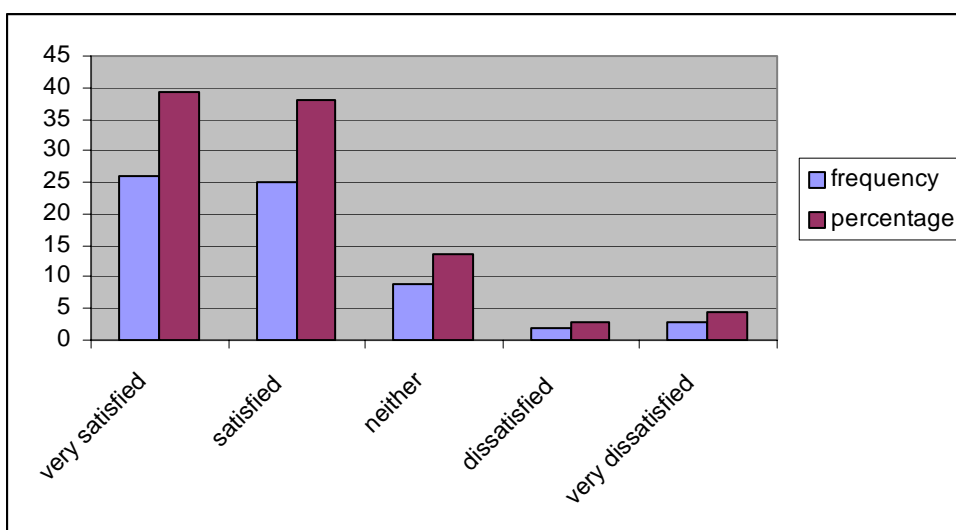
1) General satisfaction levels with the Service:

Overall, how effective do you feel 24s is for getting hold of your condoms and lubricant?



64% of respondents felt the service was effective or very effective (95% CI, $\pm 11\%$) for getting hold of condoms and lubricant. 15% of respondents said it was poor or very poor (95% CI, $\pm 8.18\%$).

Overall, how satisfied are you with 24s?



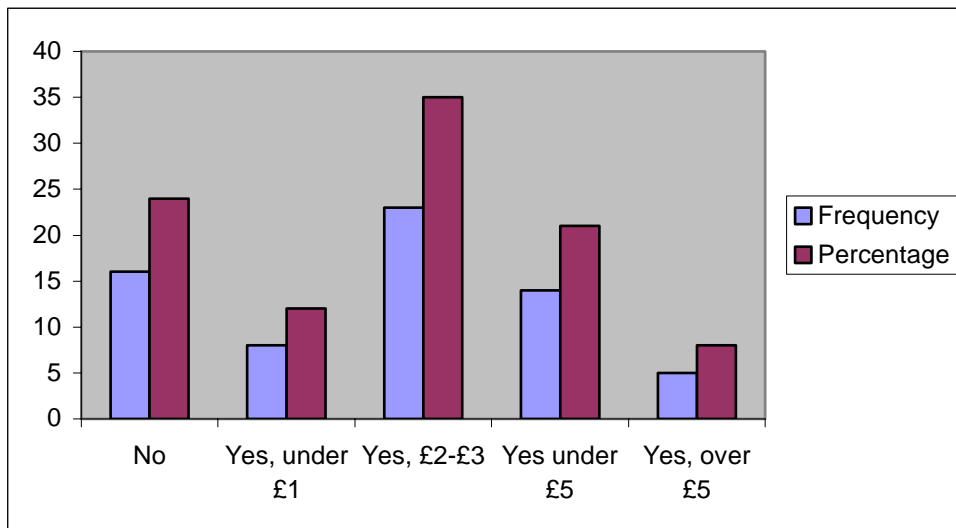
77% (95% CI, $\pm 9.64\%$) of respondents were satisfied or very satisfied with 24s, 8% (95% CI, $\pm 6.22\%$) were dissatisfied or very dissatisfied.

How important is it to you to receive free condoms and lubricant?

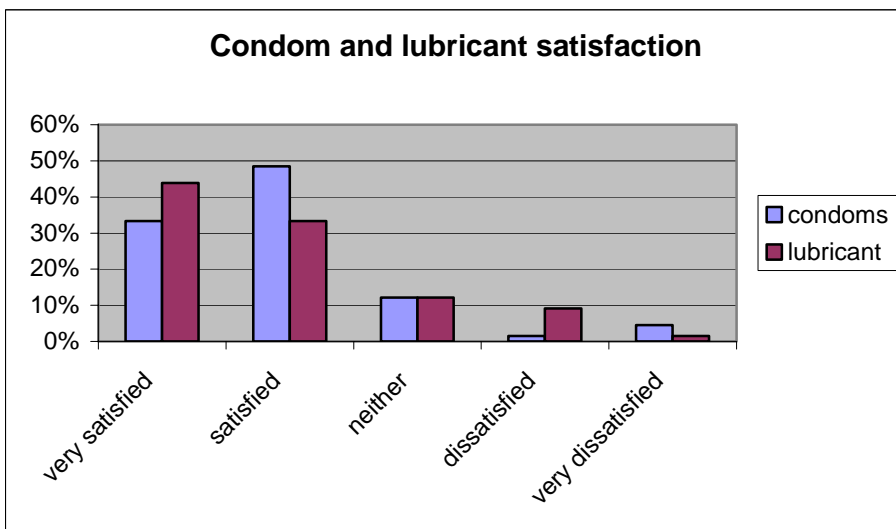
81% of respondents said it was important or very important to them that they could get hold of free condoms and lubricant (95% CI, $\pm 8.99\%$).

Would you pay for 24s bags?

76% of respondents said they would pay for bags of 24s (95% CI, $\pm 9.79\%$). Of those who would pay for the bags, the largest group (35%) opted to pay £2 - £3 per bag.



2) Products and packaging :



82% of respondents were satisfied or very satisfied with the condoms offered (95% CI, $\pm 8.8\%$), with 6% dissatisfied or very dissatisfied (95% CI, $\pm 5.44\%$). compared to 77% of respondents who were satisfied or very satisfied with the lubricant offered (95% CI, $\pm 9.64\%$), 11% dissatisfied or very dissatisfied (95% CI, $\pm 7.17\%$).

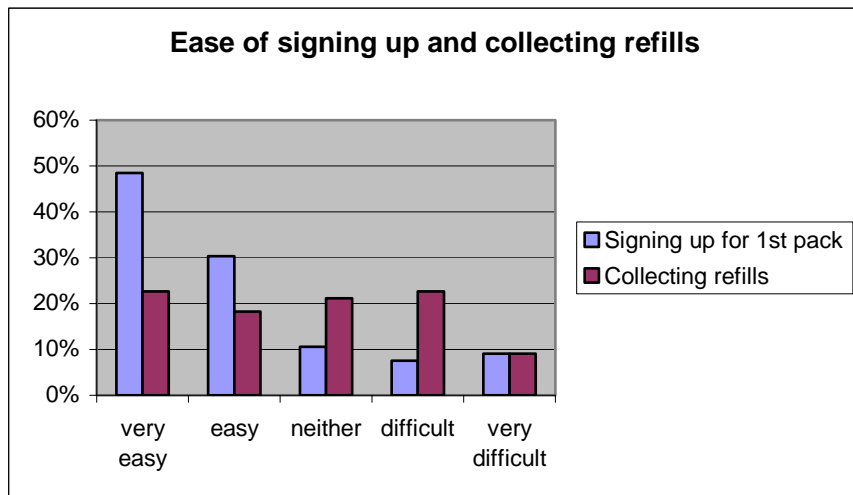
How happy are you with the packaging of 24s?

85% of respondents were happy or very happy with the packaging (95% CI, $\pm 8.18\%$), 11% neither (95% CI, $\pm 97.17\%$). and 4.5% unhappy or very unhappy (95% CI, $\pm 4.75\%$).

How would you feel about 24s displaying sponsorship logos or products?

3% of respondents would be unhappy or very unhappy (95% CI, $\pm 3.91\%$), one third neither, and 64% happy or very happy (95% CI, $\pm 11\%$).

3) Refills and access



Ease of signing up for membership was rated by 79% of respondents as fairly or very easy (95% CI, $\pm 9.33\%$), and by 11% as difficult or very difficult (95% CI, $\pm 7.17\%$).

Understanding how the scheme works was easy or very easy for 73% (95% CI, $\pm 10.17\%$), and difficult or very difficult for 11%.

61% rated as fairly or very easy knowing that refills are available free (95% CI, $\pm 11.18\%$), with 18% rating is as average (95% CI, $\pm 8.8\%$), and 17% as difficult or very difficult (95% CI, $\pm 8.61\%$).

Collecting refills was easy or very easy for 41% of respondents neither easy nor difficult for 21%, but difficult or very difficult for 32%.

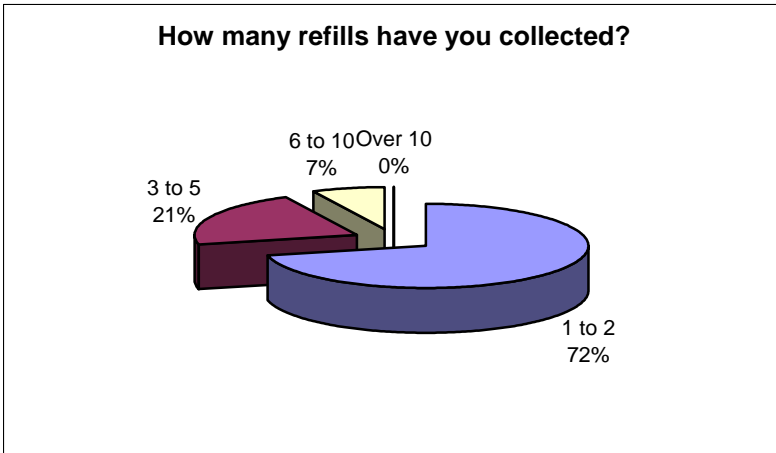
Receiving email reminders from 24s was easy or very easy for 36% of respondents (95% CI, $\pm 11\%$), neither easy nor difficult for 20% (95% CI, $\pm 9.17\%$), but difficult or very difficult for 18% (95% CI, $\pm 8.8\%$).

50% of all respondents had collected a refill bag from 24s at least once (95% CI, $\pm 11.46\%$). 48% had never collected a refill (95% CI, $\pm 11.45\%$).

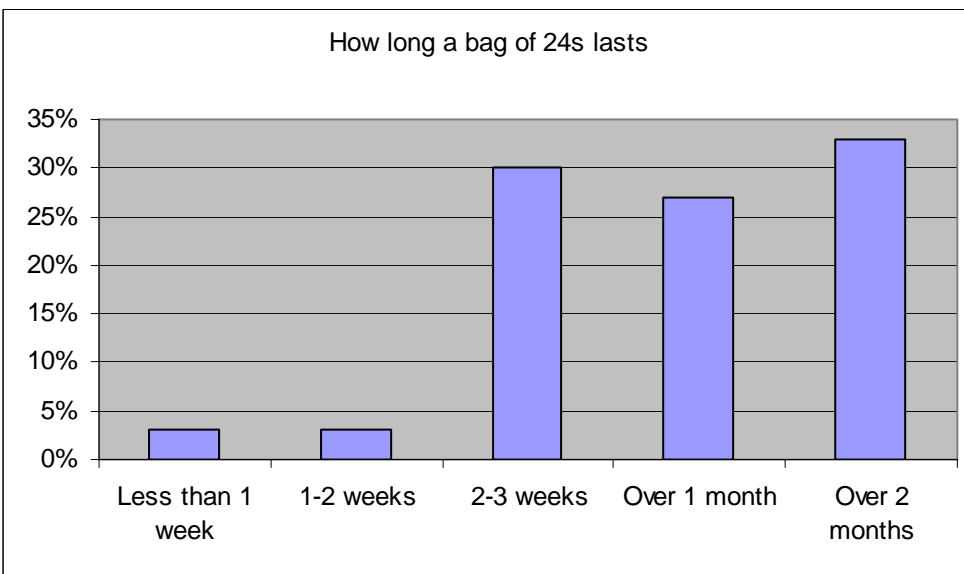
A separate question was asked of those who had not collected a refill – Why have you not collected a refill? The 26 responses can be categorised as follows:

- Don't know where to get refills 13 responses
- Haven't needed a refill yet 7 responses
- Difficulty getting to venues on dates given 6 responses

Of the 50% (n33) who had collected a refill, 28 respondents answered a further question:



How long does a bag of 24s last?



Email notification service and improvements

36% said the email notification was useful, 17% said it was not.

There were 12 responses to the question about how the email service could be improved, which can be broken down into the following categories:

- I don't have email address/not used service 6 responses
- No improvements – very good/useful 2 responses
- I don't seem to get any emails 2 responses
- It wasn't offered when I signed up 1 response
- Post out notifications 1 response

4) Areas for improvement

Are there any other ways we could improve 24s?

23 men responded to this question:

- No improvement necessary – happy/satisfied/good service 5 responses
- Better notification of where outreach teams will be 7 responses
- Extension of service (other bars, clinics, mailing service) 8 responses
- Offer trim condoms 1 response
- Other (supplied email address, illegible) 2 responses

How could we improve access to 24s?

Improvements identified by 7 respondents included;

- No improvements necessary, access is already good 2 responses
- Postal service/phone ordering service 2 responses
- Wider availability at bars and stores 2 response
- Text message notification and newsletter 1 response

Postal service:

The questionnaire asked service users whether they would use a postal service or not. This question was intended **only** for those service users who identified as disabled (n11, 16.7%), however many more men answered this question, even where they were not disabled. This may indicate either that the questionnaire was not clear enough, or that many men thought this an important issue and wanted to answer the question regardless.

Of the 47 responses to this question, 61% of respondents said they would use a postal service (95% CI, $\pm 13.45\%$), 11% said they would not (95% CI, $\pm 8.63\%$).

Discussion

The sample

In analysing the responses to the survey it was important to assess the statistical validity of the sample. A total of 665 questionnaires were sent out, with 66 responses returned. This represents a 10% response rate.

It was further critical to establish whether the sample respondents broadly reflected the demographic profile of 24s membership generally. As can be seen from the tables, we note a disproportionately low number of BME respondents in relation to 24s membership generally, as well as fewer young gay and bisexual men. It is clear therefore that the responses will be biased towards white, older gay men who are resident in Hammersmith and Fulham, Hounslow, other areas of North West London and the UK rather than precisely reflective of the total membership.

The total membership of 24s at the time of the evaluation was 720 homosexually active men living, working or socialising in EHH. There are a total estimated 22,760 homosexually active men in EHH. We were therefore reaching 3.1% of our target population.

Sigma data³ indicates that in a month 41% of men would have anal sex. This means that in terms of condom needs of gay and bisexual men resident in Ealing, Hammersmith & Fulham and Hounslow there are 38,919 acts of anal sex per month, giving an annual total of 467,028 per year. This is 20.5 acts per year per each resident homosexually active man in Ealing, Hammersmith & Fulham and Hounslow. 24s annual distribution of condoms in 2003/04 was 31,831, giving a total of 1.3 condoms per gay man in EHH last year.

In terms of sub-groups of men with greater identified needs the GMSS identified a range of sub-groups of men by age, ethnicity, educational qualifications and HIV status who they identified as having higher needs.

By age, men under 20 and those in their 20s had the greatest need in relation to discrimination, abuse and physical attack. This group of men also had the greatest naiveté in expectations of HIV disclosure from potential partners, and were most likely to avoid sex with a man if he disclosed his status as HIV positive⁴. The largest group of men who are members of 24s are aged 26-35. This means that the service is targeting some of these men. However, further improvements could be made to recruiting men under 25.

For ethnicity, 24s has achieved its targets amongst the membership for Asian, Black, and White men. We exceeded the target for Mixed, and were under target for 'Other'. The GMSS identifies Asian men as the most likely to expect HIV disclosure and most likely to avoid sex with an HIV positive partner, whilst Black men as the least likely to expect disclosure and least likely to avoid sex with a man who had disclosed his HIV positive status.

By comparison to respondents to the London data of the Gay Men's Sex Survey (GMSS) we see that 4.8% were Black (1.5% of 24s respondents), 3% Asian (4.5%), Mixed race, 1.4% (1.5%), White 84.9% (89.4%), Chinese 1.4% (1.5% Chinese and Other), Other 2.2%. This means that 24s has been more effective in recruiting members with Asian and Mixed ethnicities than the GMSS was in London. This would appear to indicate that the targeted outreach sessions have been effective. However 24s has been less effective at recruiting members from Black and Other ethnic groups.

³ Social Aspects of AIDS, 1993, Sigma Research

⁴ Gay Men's Sex Survey 2002, 'Out and About' Sigma Research

15% of 24s respondents had no qualifications compared to a 4.8% national figure from the GMSS. The GMSS report suggests that men with no formal educational qualifications are most in need in terms of discrimination and physical assault, with those of high education the least likely to be in need on these grounds. Additionally, men with low education were identified as the most naïve in terms of expectations of HIV disclosure i.e. they expected men with HIV to tell potential partners of their HIV status before sex. The data collected shows that 24s has been more effective in recruiting respondents to this survey from lower educational backgrounds than the GMSS.

Men with greater numbers of sexual partners were least likely to expect HIV disclosure. The data collected from the survey respondents shows that 24s has been effective in targeting this group with higher proportion of survey respondents reporting 30 or more partners in the last year compared to the GMSS.

In terms of HIV status, 17% of 24s respondents had tested positive for HIV. This compares to 13.6% of GMSS men in London and just 4% of the GMSS nationally.

25% of 24s respondents had never tested for HIV (29% GMSS London Data). This highlights that 24s has been effective in targeting men living with HIV. 'Diagnosed HIV positive men had higher numbers of partners than men who had tested HIV negative....⁵' as well as being more likely to be in a sero-discordant relationship⁶. This group are therefore potentially in greater need of free condoms and access to outreach services.

Customer Satisfaction

Customer satisfaction with the service that is provided by 24s was mixed. The EHH Gay Men's Project works to a customer satisfaction standard set by the British Quality Foundation. The UK EFQM benchmark for customer satisfaction is 70%.

There was much positive feedback relating to the products (condoms and lubricant on offer) and the initial membership and collection. 24s has surpassed the customer satisfaction benchmark in the following areas:

- Satisfaction with 24s
- Ease of operation of 24s
- Satisfaction with condoms offered
- Satisfaction with lubricant offered
- Packaging
- Signing up for process

However there are clearly areas that need to be significantly improved as they failed to reach the benchmark for customer satisfaction. These are in the main to do with repeat user refills of the 24s bags, and the email notification.

- Collecting refills is difficult or very difficult for 32% of respondents.

Additionally, whilst not falling below benchmark ratings, areas for concern were

- Effectiveness of 24s for accessing condoms and lube was difficult or very difficult for nearly 16%
- Receiving email reminders from 24s was difficult or very difficult for 19% of respondents

⁵ Gay Men's Sex Survey 2002, 'Out and About' Sigma Research

⁶ Gay Men's Sex Survey 2002, 'Out and About' Sigma Research

- Knowing that refills are available free was difficult or very difficult for 17% of respondents

Additionally 48.5% of 24s members had never collected more than their initial bag of 24s and of the 50% who had collected subsequent bags, only 12% had collected more than 3 bags. Whilst some of those who hadn't collected a refill did so because they still had condoms, others gave their reasons as not knowing where to get more, not being notified of where 24s will be or how to get hold of them. With repeat user targets of 50% for 2004/05 the issue of refills is clearly key.

The EHH Gay Men's Project has already made changes in an attempt to immediately improve the service – including clearer contact numbers and email address on all membership cards, placing posters and postcards in all venues advertising refill dates, and proactively highlighting the email notification service to new members.

Finally, it is interesting to note that more than three quarters of respondents would pay for the service. This in itself can be interpreted as positive endorsement of 24s and evidence of a need for the service.

Recommendations

The following recommendations are made from the findings and discussion above.

Membership and recruitment:

- Offer a postal service for those requesting it. This would be limited to EHH residents and be available for refills only. Payment to cover costs of postage and processing would be charged.
- Offer the postal service free of charge to 24s members who identify as disabled
- Make an assessment of whether to trial early or late evening sessions in order to cater for those working shifts
- Future consultations or evaluations will need to address the low level of responses from Asia and Black ethnicities.
- Continue to target Asian and Mixed ethnicity venues
- See to increase membership from Black ethnic groups and Other ethnic groups
- Increase regular membership data on disability.

Products:

- Continue to offer the range of condoms and lubricant currently offered
- Continue to package 24s in the same way
- Offer smaller and hyper-allergenic condoms for men asking for them at refills
- Offer an alternative lubricant to those who are allergic or do not like ID Glide.
- Consider Including HIV testing resources in 24s bags to address the one quarter of men who have never tested for HIV and the high number of men (over 50%) having sex with 5 or more partners.
- Provide appropriate and regular resources for men with HIV who this service disproportionately reaches.

Publicity

- Ensure effective publicity of 24s dates and venues – in venues themselves, updated regularly, and potentially via local advertising

Refills:

- Provide clearer notification that refills are available free and more proactive encouragement for 24s members to give email addresses should be done at sign-up

Appendix 1 - 24s Evaluation Questionnaire

This questionnaire is ANONYMOUS.

Do not put your name to it. The demographics details at the end are simply for us to monitor how representative a sample this is. **THANK YOU** for taking time to complete it. Your comments will allow us to make sure that the service we provide is working and that it is what you want. Feedback is important for the future planning and service delivery of 24s and your response is vital to that. **Please tell us what you think.**

Please circle your response:

1. Overall, how effective do you feel 24s is for getting hold of your condoms and lubricant?	1 very poor	2 poor	3 average	4 good	5 very effective
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If you answered 1 or 2 (very poor or poor) it would be helpful if you could comment on this here:

2. Overall, how satisfied are you with 24s?	1 very dissatisfied	2 fairly dissatisfied	3 neither satisfied nor dissatisfied	4 satisfied	5 very satisfied
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If you answered 1 or 2 (very dissatisfied or fairly dissatisfied) it would be helpful if you could comment on this here:

3. How important is it to you to receive free condoms and lubricant?	1 very little	2 some	3 average	4 a fair bit	5 a lot
4. Would you pay for 24s bags?	No	Yes, under £1	Yes, £2-3	Yes Under £5	Yes, over £5
5. How would you feel about 24s displaying sponsorship logos or products?	1 very unhappy	2 fairly unhappy	3 neither happy nor unhappy	4 happy	5 very happy

24s products: Please circle how satisfied you are with the following parts of 24s:

How satisfied are you with the variety of condoms offered?	1 very dissatisfied	2 fairly dissatisfied	3 neither satisfied nor dissatisfied	4 satisfied with variety	5 very satisfied with variety
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If you answered 1 or 2 (very dissatisfied or fairly dissatisfied) it would be helpful if you could comment on this here:

How satisfied are you with the lubricant offered?	1 Very dissatisfied	2 fairly dissatisfied	3 neither satisfied nor dissatisfied	4 satisfied	5 very satisfied
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If you answered 1 or 2 (very dissatisfied or fairly dissatisfied) it would be helpful if you could comment on this here:

How happy are you with the packaging of 24s?	1 very unhappy	2 fairly unhappy	3 neither happy nor unhappy	4 happy	5 very happy
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If you answered 1 or 2 (very unhappy or fairly unhappy) it would be helpful if you could comment on this here:

Membership: Please circle the following options to rate how 24s works

Ease of signing up for membership	1 very difficult	2 some difficulty	3 average	4 fairly easy	5 very easy
Understanding how the scheme works?	1 very difficult	2 some difficulty	3 average	4 fairly easy	5 very easy
Knowing that refills are available free?	1 very	2 some	3 average	4 fairly easy	5 very easy

	difficult	difficulty			
Collecting refills	1 very difficult	2 some difficulty	3 average	4 fairly easy	5 very easy
Receiving email reminders from 24s	1 very difficult	2 some difficulty	3 average	4 fairly easy	5 very easy

Please answer the following questions as fully as possible

After you signed up for 24s and received your initial pack of 24 condoms and lubricant, have you been back to the 24s team and asked for a refill? Yes No

If yes, roughly how many times?
If no, why not?

On average, how long does a bag of 24s last you?
Less than a week 1-2 weeks 2-3 weeks Over 1 month Over 2 months

If you use the email notification service, which reminds you of dates and venues for 24s, do you find it useful? Yes No

How could it be improved?

Could you suggest any other ways in which 24s could be improved?

Demographics:

How old are you? Which borough do you live in?

In the last 12 months have you had sex with...?
No one Men only Women only Men and women

In total, how many MEN have you had sex with in the last 12 months?
One 2, 3 or 4 5 to 12 13 to 29 30 or more

Have you ever received an HIV test result?
Yes, I've tested positive Yes, my last test was negative No, I've never tested for HIV

Do you consider yourself to be disabled? Yes No

If yes

Would you use a postal service for 24s? Yes No

How else could we improve access to 24s?

What is your religion?

None Christian Islam Hindu Sikh Buddhist Other

What is your ethnic group (Circle **one**)

White:
British Irish Other

Mixed:
White & Black Caribbean White & Black African White & Asian Mixed other

Asian:
Bangladeshi Indian Pakistani Other

Black:
Caribbean African Other

Other:
Chinese Other

Which if any of the following educational qualifications do you have? (Circle as many as apply)

GCSEs A levels Other
NVQs University Degree None

Thank You For Completing The Evaluation

Please send it in the enclosed envelope to: EHH Gay Men's Project, Civic Centre, Lampton Road, Hounslow, TW3 4DN

Appendix 2 – 24s Registration Form

Personal Details:

The following personal details will be used solely for the purpose of registering and contacting you for 24s. Your details will not be shared with any other organisation.

Name:

Postal Address:

Postcode:

EMAIL:

(To receive information about 24s)

Can we add your details to the EHH Gay Men's Project Client Database?

(separate from 24s, to send you details of similar projects that could be of interest to you)

Yes **No**

Monitoring Details:

These details will be used for internal monitoring purposes only, to help us assess whether we are reaching all ethnic groups. These details will not be used, except in anonymous format, outside the EHH Gay Men's Project. However they may be shared with funders in the NHS.

Date of birth:

Borough of residence:

Ethnicity: Choose an ethnic group and then indicate your cultural background within that group.

Asian/Asian British

- Bangladeshi
- Indian
- Pakistani
- Other, please specify:

Mixed:

- White & Black Caribbean
- White & Black African
- White & Asian
- Other, please specify:

Black/Black British

- Caribbean
- African
- Other, please specify:

White

- Irish
- British
- Other, please specify:

Chinese or other

- Chinese
- Other group, please specify:

Where do you usually get your condoms?

- Freedoms
- Vending machine
- Gay venue
- Other, please specify:
- Supermarket, Shop, Chemist
- Mail order
- Sexual health clinic

Data Protection Act 1998

Under the Data Protection Act you have the right to access your personal data held by the Project. If you would like to review this data please contact the data controller, Karen Randall on 020 8583 2476.

I agree to the EHH Project holding the above data for the purposes outlined on the form and for monitoring access to this service.

Signed:

Date:

Appendix 3 – Further breakdown of ethnicity by cultural group

General ethnicity breakdown of respondents:

Ethnicity	Frequency	% of respondents
Asian	3	4.5
Black	1	1.5
White	59	89.4
Mixed	1	1.5
Other	1	1.5

Asian Cultural Group

Of the 4.5% of Asian respondents to the 24s evaluation questionnaire, the cultural breakdown is as follows:

Asian Cultural Group	Frequency	% of respondents	% of 24s membership
Asian Bangladeshi	0	0	0
Asian Indian	0	0	3.2
Asian Pakistani	2	3	1.9
Asian Other	1	1.5	1.4

Black Cultural Group

Of the 1.5% of Black respondents, the cultural breakdown is:

Black Cultural Group	Frequency	% of respondents	% of 24s membership
Black Caribbean	1	1.5	1.4
Black African	0	0	0.6
Black Other	0	0	0.8

White Cultural Group

Of the 189.4% of White respondents, the cultural breakdown is:

White Cultural Group	Frequency	% of respondents	% of 24s membership
White British	46	69.7	56.3
White Irish	4	6.1	6.6
White Other	9	13.6	17.5

White Other covers a range of including Latin and South American, Australasian, European.

Chinese and Other Cultural Group

Of the 1.5% of Chinese and Other respondents, the cultural breakdown is:

Other Cultural Group	Frequency	% of respondents	% of 24s membership
Chinese	1	1.5	0.5
Other	0	0	1.9

Mixed Cultural Group

Of the 1.5% of Mixed respondents, the cultural breakdown is:

Mixed Cultural Group	Frequency	% of respondents	% of 24s membership
White and Black Caribbean	0	0	0.8
White & Black African	0	0	0.3
White & Asian	0	0	1.4
Mixed Other	1	1.5	1.8

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