

# Coordinator Day Notes

4 July 2023



## Contents

- 01 Welcome and Sharing Successes
- 02 Updates and HENRY news
- 03 Workshops
- 04 Spotlight On Derbyshire - Supporting Families after a HENRY Programme
- 05 Spotlight On Middlesbrough - Practice Development Sessions
- 06 Challenges and Solutions
- 07 Closing Round and Feedback
- 08 Appendix 1 - 'Speedy Successes'
- 09 Appendix 2 - Who to contact
- 10 Appendix 3 - Families from diverse backgrounds and those with SEND

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*"Thank you for these sessions, they are always really helpful and useful!"*

*"It's great to hear how other areas are doing and feel inspired"*

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Feedback from Coordinators attending July 2023 Coordinator Day

## Welcome and Sharing Successes

The day was attended by 23 Coordinators, from Shetland in the north to Torbay in the south, and we were especially pleased to welcome our new Coordinators. 😊

As always, we kicked off with an inspiring round of '[Speedy Successes](#)' and found that one person's success is the solution to another person's challenge! (see [Appendix 1](#)).

## Updates and HENRY News

### Feedback from Coordinator Survey

- Many thanks to the 20 Coordinators who completed our survey - it was so helpful to gain an insight into a range of different working practices
- Most (65%) were Coordinators for one programme, the majority for *Healthy Families: Right from the Start*.
- On average you felt that ideally you would need 1 and a half days per week for the role.. The most time-consuming part of the role was setting up programmes, including promotion and recruitment, booking venues and creches and scheduling Facilitators.
- We were delighted that you value highly the support HENRY provides
- Some of you feel that Commissioners and stakeholders don't understand what delivering HENRY entails, and feel under pressure from them
- The areas you feel least confident about are the Data Access System and Practice Development sessions
- Several of you would like us to provide more promotional videos for sharing on social media, and a parent version of the 'explainer' video
- You would like Delivery Support sessions on a specific topic
- You felt we could do more communication of key developments and information
- **How we have responded**
  - We have started trialling webinars, lasting around 30 minutes, which are recorded so you can catch up if you can't attend. So far we have had a webinar on the Data Access System and on the updates to the Facilitator Manuals for *Healthy Families: Right from the Start*. **Please contact your Partnership Support Officer if you don't have access to these**
  - Please let us know if you would like a Delivery Support Session, or a webinar, on a particular topic
  - Over the past year we have started holding Round Table Meetings for Commissioners, stakeholders and Coordinators. Initially for new partnership areas, we are now finding that they are also very useful at other times, for example as an annual review, or when there has been a change in structure or personnel. Please contact your Partnership Support Officer if you think this might be helpful.
  - Practice Development sessions are on the agenda for this Coordinator Day - and your Partnership Support Officer will always be happy to co-facilitate a session with you, particularly if you are new to the role.
  - We aim to send you a 'termly roundup' email which lists all the key emails sent out that term, with the date it was sent out so you can find it more easily.

## Frequently Asked Questions

- We have a FAQ page on our website which is a wealth of information on all things HENRY - check it out here: [www.henry.org.uk/faqs](http://www.henry.org.uk/faqs)
- We have recently had a number of queries about HENRY and families with SEND. This is one of the topics addressed on the FAQ page - the content on this topic is given in Appendix 3 below

## Workshop Reports

- You can now request a report up to twice a year for workshops delivered in your area (we don't produce them routinely)
- Two separate reports are produced: one for Starting Solids and one for all other workshops
- If you would like a report, please contact your Partnership Support Officer in the first instance, who can check that you have enough participant data for the report to be meaningful - as for our other reports, it's best to have at least 10 sets of data for each report (not per workshop)

## Free Leaflet and Poster allocation

- Each area has a notional amount of money which can be spent on either hard copies of our leaflets and posters, or a design service which provides print-ready electronic copy incorporating any logos or QR codes you give us, for you to print locally
- This 'notional spend' can only be spent on promotional resources, and can't be transferred to be spent on other resources such as parent toolkits
- A document detailing the 'cost' of these resources is attached to the email with these notes
- Please contact your Partnership Support Officer to request promotional materials
- JPEGs continue to be freely available for use on social media and can be found on the Practitioner pages

## Randomised Control Trial

- Angie Pryor-Jones spoke about the RCT which HENRY is taking part in, which will look at the effectiveness and cost-effectiveness of HENRY in reducing the risk of obesity in children and also whether HENRY influences the rates of obesity in parents, siblings and practitioners who have attended a HENRY programme
- The trial is only for the *Healthy Families: Right from the Start* programme
- It is for new areas or existing areas who have two (or other even number) of 'naive' centres i.e. centres who have never delivered HENRY or not in the last two years and who do not share staff with centres who are delivering HENRY (other than, for example, Health Visitors running regular clinics)
- Areas taking part commit to delivering 3 programmes over 18-24 months
- The slides accompanying this presentation are attached to this email. If you are interested in taking part, or would like to know more, please contact [angie.pryor-jones@henry.org.uk](mailto:angie.pryor-jones@henry.org.uk)

## Central Training

- Angie also reminded us that HENRY offers Central Training. This is where you can book individual places, rather than commissioning a training just for your area, and can be a cost-effective option if you're looking for just a couple of places
- We aim to run one online Core Training and one Group Facilitation Training per term, and the cost of a place is £500 on each of these, including all resources
- We also offer online Refresher training and Additional Programme Familiarisation training, although these may be less frequent depending on demand.
- Details of currently scheduled Central Trainings can be found on our Practitioner pages [here](#)

## Workshops

We have recently added some more workshops to our offering: Understanding Children's Behaviour, an updated Eating Well for Less and Looking After Ourselves, all of which can be used with families with children aged 0-12. Working in breakout rooms we discussed; *What are the benefits of workshops? How do we use them?* Then we fed back and discussed further as a group.

### What are the benefits of workshops?

- Keeps the momentum going if you don't deliver programmes regularly - particularly good for maintaining the interest of parents/carers on a waiting list
- Good option to be responsive and flexible to the needs of families at a particular moment in time if, say, they want to address a particular topic such as Starting Solids
- A good introduction to the way HENRY works, particularly if participants are reluctant to commit to a whole programme
- Create opportunities to connect with families - seeing families in person help to build good relationship which can be difficult to do over the phone
- They're flexible and give parents choice as to which workshops they attend, or which ones we offer
- Great way to engage the wider family (fathers, grandparents, other members of a support network) - fathers might be more likely to attend on- off workshops and it encourages consistency throughout the family
- Can be used to offer ongoing HENRY support to families who have attended a group programme (sometimes parents/carers say they wished the programmes were longer!)
- A great way for Facilitators to keep their skills fresh and boost their confidence if they are not delivering a programme (to keep their accreditation, Facilitators must deliver at least one programme or 6 workshops in a year)
- Easy to slot into a schedule if venues are booked or Facilitators lack capacity for a whole programme

### How are we using workshops?

- We like face-to-face workshops as parent/carers are still keen to build a support network post Covid-19
- We offer Starting Solids workshops after Baby Massage courses
- We run Starting Solids workshops with an offer of Healthy Teeth as a follow on, which has been popular
- We link Understanding Children's Behaviour with Looking After Ourselves - they fit well together
- We link with Universal Health Checks and offer Fussy Eating workshops at 18 month checks
- We like using a hybrid model of online and face-to-face workshops. We find we find it helps us to support those hard to reach families
- We always over-recruit to ensure we have full sessions
- We offer day time and evening session to give parents more options e.g. parents who work shifts
- We include information about our workshop offer in our NCMP letter
- We recently updated our website to enable parents/carers to self-refer more easily
- We found that the Eating Well for Less workshop has a bit of a stigma so we promoted it as Eat Well, Waste Less
- We have linked with community shops to promote our workshops - other great options are to link with waste enterprises, community fridges and food banks

## Spotlight on Derbyshire: Supporting Families after a HENRY programme

Carli Colley and Linda Roper, Coordinators in Derbyshire, are developing a maintenance offer for families who attend their *Healthy Families: Right from the Start* and *Healthy Families Growing Up* programmes. Their aim is to give families an extra helping hand to sustain the changes they started on the programme. This offer has been developed in partnership with HENRY and is exclusively for those families who complete a HENRY programme and a baseline and completion questionnaire. They offer 9 monthly sessions of one hour each on different themes. As an example, Carli took us on a whistle-stop tour of Mindful Eating (with thanks to the British Dietetic Association [www.bda.uk.com](http://www.bda.uk.com) for their resource).

As RFTS and HFGU programmes complete, parents that are interested will join a Maintenance Offer programme and this will be with others who are also on their healthier family journey. This enables further support from other parents and carers who are at different points in their journey. If parents miss two sessions and they don't have any communication from them, they redirect them into their services if they would like to engage in the future.

This idea prompted a lot of interest, and we look forward to welcoming Carli and Linda back to hear how things are going.

## Spotlight on Middlesbrough: Practice Development Sessions

Gill Simister, the Coordinator for Middlesbrough, explained that she has 17 Facilitators delivering *Healthy Families: Right from the Start* and 8 delivering *Healthy Families Growing Up*. They meet online as a whole group every two months for a Practice Development session. In between, she is available for phone and face-to-face support.

To encourage better attendance, Gill plans the dates of the sessions 6 months in advance to run in conjunction with programmes and workshops.

To give the session a familiar feel Gill has employed a meeting structure similar to the one they use internally but closely mirrors that suggested by HENRY.

Gill facilitates the session for an hour and a half and uses the format outlined below:

1. Minutes and actions from last session
2. Sharing success and positive family feedback that Gill has gathered using her Data Access System
3. Sharing challenges and finding solutions together a group
4. Updates and shared learning - Gill uses the emails sent by the Partnerships team to inform this section
5. Recruitment, capacity, technology - Facilitators will share any concerns about recruitment or capacity and working in partnerships the team collaboratively finds solutions
6. A specific topic or theme for development - for one session, Gill invited their PSO to come along and talk about the updates to the Facilitator Manuals

After each session Gill emails out the minutes along with a relevant Top Tips pdf (from the HENRY Practitioner Pages) and the date of the next session.

## Challenges and Solutions

At the start of the session Coordinators noted any challenges via email and in the chat box. Any that weren't already addressed above were:

- **People not turning up for a programme having been referred**

One area has a question on the referral form to prompt the referrer to reflect on whether the family is ready for change: *"Is the family ready to make changes and engage with the HENRY programme to take their steps towards a healthy lifestyle?"* If the referrer thinks not, they are asked to speak to the family about attending at a later date.

Another area phones the family to check their understanding of the programme and to see if they're being referred to the appropriate programme (this area offers both HF RFTS and HFGU) and whether a workshop might be more helpful.

Another suggestion was to make it clear to the families before the start of the programme that they will be encouraged to choose their own small goals each week, and reflect on how they got on at the next session.

If a family isn't ready for a programme, or has to go on a waiting list, some areas check in with them periodically to maintain the relationship and 'keep them warm'.

- **Resources are posted out for online programmes and parents/carers don't turn up or don't come back after the first session**

Some areas only post out the resources after the first session, and send photos of the relevant pages for that session by WhatsApp

- **Retention is more difficult in general for online programmes**

Think about how to make the start of each session as smooth as possible so some parents/carers aren't sitting waiting to get going. This might be suggesting parents join early, phone calls or text messages to parents/carers before the programme starts, resending joining information by email ahead of time or allowing extra time in case sessions run over.

Send reminder texts at the same time every week and be consistent! For example, 'We're looking forward to seeing you tomorrow morning at 9.30 am for our next HENRY session' and include the joining link

## Closing Round and Feedback

We were delighted to see so many of you at our HENRY July 2023 Coordinator Day, and missed those of you who couldn't make it this time. And we were really pleased that in your feedback, 87% would definitely recommend attending a Coordinator Day, and 13% would probably recommend. Thank you everyone for your continued hard work and dedication and hope to see you all at our next Coordinator Day



## Appendix 1 – ‘Speedy Successes’

# Area Successes

### What’s Going Well with HENRY?

#### Programme Delivery

- We’ve just received our Annual Report and were really delighted by the good outcomes - and we have a lot of referrals for our September programme
- Funding has been secured for the rest of this year and hopefully into the next
- We’ve strengthened and developed our links with midwives, who are now referring confidently on to the *Preparation for Parenthood* programme and we’ve just delivered an online programme covering a huge rural area
- After a bit of a rocky start we’re getting more referrals to *Preparation to Parenthood* as we’ve strengthened our links with the midwifery team
- Every single one of our Facilitators are running either an online or face-to-face group programme
- I’ve just completed my Group Facilitation Training and am feeling excited and motivated
- We’re coming to the end of our first two group programmes and they’ve gone really well
- We’ve just finished a group programme face-to-face with HomeStart and had 10 completers with very positive feedback
- We’ve just finished a group programme with 50% completers, which is a success for us! And straightaway we started another, and we have 8 practitioners signed up for *Healthy Families Growing Up*

#### Workshops

- I’ve been promoting the Starting Solids workshop in our baby hubs and after one visit yesterday I have 6 people signed up to tomorrow’s session
- We’ve focussed on mobilising workshops and now have two Fussy Eating workshops scheduled for this month, and an Understanding Children’s Behaviour for next month.
- We meet regularly with Family Support groups to arrange Starting Solids workshops
- We’ve delivered two Fussy Eating workshops: on one of them, 3 of the 4 participants want to go on to a group programme
- We’ve delivered a Starting Solids workshop, with the help of translation services, to South American refugees living in hotels
- It’s been a challenge recruiting on to the Eating Well for Less workshop, but we finally managed to run one
- We’re running one face-to-face and one online Fussy Eating workshop every month

#### Coordinator Role/Planning and Admin

- I’ve just facilitated a joint Practice Development session and we had 40 attendees
- Had a really useful ‘round table’ meeting with our Commissioners and Partnership Support Officer which has helped us clarify and inform future KPI’s

#### Recruitment/Linking with Referrers

- We have put a lot of work into producing new promotional materials, and they are finally ready!
- We’re getting up to speed with social media: likes and shares are resulting in more referrals and enquiries. Visuals rather than text work really well



## Appendix 2 - Who to contact

Reason	Contact Details
Errors/queries about data	<a href="mailto:data-support@henry.org.uk">data-support@henry.org.uk</a> (copying in your PSO)
Training Requests	<a href="mailto:info@henry.org.uk">info@henry.org.uk</a> (copying in your PSO)
Orders & order tracking	<a href="mailto:orders@henry.org.uk">orders@henry.org.uk</a> (copying in your PSO)

## Appendix 3 - Are HENRY programmes inclusive e.g. for families from diverse backgrounds and those with SEND?

HENRY programmes and workshops can be an effective form of support for all families, as parents realise that some of the challenges and feelings they are experiencing are common to and shared by others, and many of the strategies shared in the sessions can be helpful, regardless of the family or children's individual circumstances. However they are not designed to replace any specific assessments or support which these families may also require around their child's individual needs.

HENRY programmes adopt an inclusive approach to diverse cultures and SEND, recognising support can only be effective when it engages with families 'where they are' and is responsive to individual needs. Empathy and family strengths are starting points for the proven HENRY approach (Bridge & Willis, 2019) and our programmes – when parents feel understood and valued, they are more able to reflect and contemplate changes that are possible for them.

Through HENRY training we build practitioners' skills and confidence to focus on relationship-building and listening. We encourage all areas, services and practitioners to work closely with other services who know families well. This will enable Facilitators to understand individual needs and, in turn, provide bespoke adaptations to meet them – for programme activities and jointly-developed, personalised 'stepping stones' for change.

All sessions include opportunities for parents to:

- talk about their experiences – what's going well and specific challenges
- experience listening, empathy, understanding and affirmation from facilitators and one another – parents often describe the relief of knowing 'it's not just me' and value the programme as a way of meeting other parents and building peer-support networks
- share ideas and knowledge, building confidence and self-efficacy
- join in activities to support kinaesthetic learning
- try out new ideas and skills e.g. active games, planning a healthy meal etc
- reflect on what will work for them and plan small steps to achieve their own goals

By starting with parents' own experiences and helping them think about how to put ideas into practice in their family, the programme is inherently person-centred, inclusive, and responsive to different family circumstances and cultural practices and backgrounds. By making family life easier and happier (as well as healthier) parents feel better able and more motivated to maintain changes.

SEND – our family support sessions are inclusive wherever possible. Our national team are experienced in meeting diverse needs; Partnership Areas can contact us to ask for support if helpful, or your own local authority SEND education team may be able to offer specialist advice and support. Reasonable adaptations can be made where needed and could include:

- Interpreter/signing support
- Tactile or visual resources e.g. using visual timetables for parents or children with ASD – so they know what to expect when
- Audio/video versions of e.g. storybooks, programme book, portion-size chart etc – for anyone who struggles reading English
- Using a range of early communication and interaction support strategies e.g. Makaton signing during sessions for children with delayed speech & language
- Encouraging non-verbal communicators to use e.g. eye-gaze to respond to guided choices
- Being conscious of all abilities and selecting active games everyone in the group can join in with, e.g. avoiding (or finding ways in which children/parents with SEND can join in with) catching games, moving around games etc
- Wheelchair-accessible venues
- Offering online groups or 1-to-1 support (at home or in an agreed venue) as an alternative to face-to-face groups where families prefer this

You will know what will work best for the families you support and for your area.

Please note: making adaptations does not extend to e.g. changing the number of sessions, session duration, or session content and sequencing. This could represent an infringement of HENRY intellectual property. If in doubt, please consult with your Partnership Support Officer in advance.