

# Coordinator Day Notes

March 2023



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*"I really enjoy these days. They are full of great conversations, ideas and support. Thank you!"*

*"Love HENRY! Thank you so much, you are so solution-based, understanding/enthusiastic and clear in your delivery - a mindful day, so thank you very much"*

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Feedback from Coordinator's attending March 2023 Coordinator Day

## Welcome and Introductions

The day was attended by 29 Coordinators (a record!) A big welcome to our new Coordinators and to Fiona, the newest member of our Partnerships Support Officer team 😊

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](#)).

## Data Access - Key Points and Links

- Katrina and Amyus from our Data Team joined us. Matt reminded everyone that the Data Access System has now been extended to HENRY workshops and all 3 Healthy Families programmes (Preparation for Parenthood, Right from the Start – group and 1-to-1, and Healthy Families Growing Up)
- If you do not currently have a data access system set up, this will be because your area has yet to sign a Data Sharing Agreement with HENRY. If you would like more information or support with this, please get in touch with your Partnership Support Officer. The system can, amongst other things, help Facilitators track questionnaire completion and help Coordinators awareness of retention, attendance and feedback
- We highlighted that access to personal data via Google is strictly on a 'need to know' basis. Therefore an annual Access Request form (for Coordinators to list those needing access) should be completed and returned to [data-support@henry.org.uk](mailto:data-support@henry.org.uk). A reminder will be sent each summer. **Please note that where updated forms are not received access will be revoked and may take a while to be reinstated**
- We recapped that in order for any programmes or workshops delivered to be included in a report for your area, there is a minimum required amount of data and all will need to have been registered and submitted via the relevant links below (**NB** see separate bullet point below for Starting Solids info):  
To register a programme: <https://links.henry.org.uk/registerprogramme>  
To submit a programme: <https://links.henry.org.uk/submitprogramme>  
To register a workshop: <https://links.henry.org.uk/registerhfworkshop>  
To submit a workshop <https://links.henry.org.uk/submithfworkshop>
- To register a **Starting Solids** workshop: <https://links.henry.org.uk/registerssworkshop>  
To submit a **Starting Solids** workshop: <https://links.henry.org.uk/submitssworkshop>
- NB: programmes or workshops that have been cancelled or discontinued should still be submitted - there is an option to say whether it was delivered or not

## Data Access System - Feedback and Updates

**Thank you** all for your positive feedback about the Data Access System (DAS) and your suggestions about how it could be developed to further support you and your Facilitators.

**We enjoyed** hearing about how useful you have been finding the DAS to see what is going on in your area; get up to date delivery figures from the 'Programme counts and rates' tab; to follow up with parents/carers who've needed support completing the questionnaires; and for facilitators to see feedback.

We also heard lots of creative ways that you have been using the DAS to support **recruitment and retention**. Such as using the Baseline questionnaires for parents/carers to confirm their place on a programme and the completion questionnaire as a way for parents/carers to sign up for goody bags, leisure passes and other exciting incentives. The DAS has provided the platform for many of you to check this information quickly and in real time.

We truly value your feedback and the Data team has already **reviewed your suggestions** and outlined them below along with the **updates** that will be made. In some cases we will not be able to act on your feedback and the explanations for this are also outlined **below**.

### **Better ways to separate or filter data so facilitators can find the information that is relevant for them more quickly**

- In our next update we will be introducing filters for different time periods and by Facilitator.

### **A quicker process for submitting discontinued programmes**

- We have reviewed the submission process and found a bug. When submitting a discontinued programme you now only have to submit the key details about the programme and then will be taken to the submission page. We apologise for any inconvenience caused and thank you for bringing it to our attention.
- Submitting discontinued programmes supports us at HENRY to improve the quality of your data for reporting purposes, giving you a clearer picture of the impact of HENRY locally.

### **More tangible feedback about delivery included in the questionnaires to inform practice development**

- In our next update we will be including an additional question to the Competition questionnaires - 'We would be very glad to know of anything that you think would make the HENRY group programme better' This will be visible on the Coordinator version DAS for you to share with your facilitators and inform your practice development sessions.

### **Including parents/carers full names to identify who has respond to the questionnaires**

- We acknowledge that there have been challenges identifying parents/carers from their initials and we would like to hear from you to learn more. Your Partnership Support Officer will welcome a discussion with you about your specific challenges and offer support.

### **Coordinators being able to edit the data e.g. when an incorrect programme code has been entered**

- Unfortunately due to the functionality of Google Sheets it is not possible to enable editing on the DAS. However, the Data team will continue to explore this. If you spot any data that needs correcting please email your Partnership Support Officer, copying [Data-Support@henry.org.uk](mailto:Data-Support@henry.org.uk).

There were also some really interesting questions that were raised that we weren't able to get into, but appreciated. We wanted to respond to these here.

**Q: Does a parent/carer knowing that Facilitators can view their response create a bias in their responses?**

A: Bias in feedback questionnaires is a known phenomenon that is present here - we take this into account and take steps to minimise its impact. When asking parents to complete the questionnaires, it might be helpful to reassure them that although the questionnaire is not anonymous, any feedback is valued and treated with respect.

**Q: How can we support parents to complete the right questionnaire for the right programme?**

A: With each programme having been tailored to a specific age range it has its own bespoke Baseline and Completion questionnaires, which is identifiable by the links URL. E.g. <https://links.henry.org.uk/baselinehfrftsgp> = Baseline Questionnaire: *Health Families: Right from the Start Group Programme*

We'd suggest always checking the link before sending it to parents. The links and QR code posters for all questionnaires can be found on the HENRY practitioner pages (links included below)

- [Preparation for Parenthood](#) (Pregnancy)
- [Healthy Families: Right from the Start - Group programme](#) (0-5 years)
- [Healthy Families: Right from the Start - 1-to-1 programme](#) (0-5 years)
- [Health Families Growing Up - Group programme](#) (5-12 years)

Thank you for working in partnership with HENRY and our Data team to continue to innovate the way we deliver data to our delivery partners.

## Spotlight On - Raising The Profile of HENRY and Supporting Harder to Reach Families

We heard from two of our HENRY Coordinators - Cath in Knowsley, and Clare in Bath and North East Somerset.

### **Building relationships with other teams and professionals to raise the profile of HENRY in Knowsley**

Cath Whitcomb takes advantage of a global email system in her service, which she uses to email updated flyers and programme information across her entire service including external partners.

Cath has also been attending universal sessions and sitting at circle time with families discussing the HENRY programme. This has not only built up relationships with families by putting a face to HENRY locally, galvanising their interest, but also with the staff who led the sessions.

At times Cath has found it difficult to engage external partners who are trained to deliver HENRY by email or phone, and has had far greater success breaking down those barriers by engineering opportunities to speak with them face to face. Even bumping into a service lead in a coffee shop, a 5 minute conversation opened the door to the service delivering HENRY in a women's refuge!

### **Supporting harder to reach families in Bath and North East Somerset**

Clare Coverdale is the Coordinator in BaNES, who have a small but perfectly formed team of 2 Facilitators (including Clare!) who deliver Healthy Families: Right from the Start and Fussy Eating Workshops. They work extremely hard to deliver at least 2 programmes plus workshops each term.

They have been very successful in reaching young mums living in residential units, who are under-represented in national HENRY programme groups. Clare shared that whilst relationship building is always key in gaining parents trust, it feels even more vital with young parents. Facilitators need to be relatable, flexible and empathic.

Face-to-Face programmes work better with this group – there are fewer reasons to miss the sessions if we go to them! Starting off with cooking sessions helped as a 'way in' to working with this group, and ensuring staff working with the mums in the unit understand the content and approach of HENRY programmes is really important too.

In order to encourage hard to reach families generally, Clare finds linking up with local play projects who run school holiday activities/play days in the most deprived local areas really useful – she offers healthy snacks for the children at these events. Children take away a HENRY leaflet with their food!

## Supporting Harder to Reach Families - Continued

Many of you had commented on the challenges of engaging the most hard to reach families and we took some time to explore this together. Working in breakout rooms we discussed; *What do we mean by hard to reach families? Who are they? How can we reach them?* Then we fed back and discussed further as a group.

### ***What do we mean by hard to reach families?***

Families who are under-represented on HENRY programmes and may face additional barriers to accessing support

### ***Who are our under-represented families?***

- Working parents/carers
- Parents/carers where English is not their first language
- Families engaging with social care or targeted support services
- Young parents
- NCMP families

### ***How can we reach them?***

- **Go to them** - it was generally acknowledged that going to an under-represented group wherever they meet/live to promote or deliver HENRY works better than hoping they will come to us!
- **Embed sharing information about HENRY into routine developmental checks** within Health Visiting teams
- **Weekend or evening programmes** - to suit the working patterns of parents/carers. However, we acknowledge that this is not possible in all areas. If contracts and their commitments allow, some Facilitators may be able to deliver online HENRY programmes or workshops from home in the evenings/at weekends and take the time back elsewhere during their working week
- **Translating HENRY materials** - The [HENRY website](#) can be translated into over 70 different languages, as can all Baseline and Completion questionnaires. For guided support on how to do this, please go to the [Top Tips page](#) of the HENRY practitioner pages. Some of our areas have found great success utilising facilitators who speak multiple languages and inviting family members into groups to support parents/carers with translation.
- **Engagement pathways** - Slowly increasing the level of commitment for parents/carers with a pathway of offers culminating in a 8 week HENRY programme E.g. start by offering a Healthy Cooking session using recipes from Healthy Families book or HENRY website. Consider working in partnership with local food banks or community larders/fridges/social supermarkets (where a contribution is made towards low cost food items) to provide food/ingredient packs for these sessions. Mention HENRY support within these sessions - often parents will sign up to programmes or further workshops afterwards

- **Stalls at organised park/play events in deprived areas during the Summer holidays** - We heard about the success areas have had setting up stalls with HENRY displays, engaging children with healthy snacks to try and games using the eat well guide. The children were also given a leaflet to give to their parents which included how to sign up for a programme or workshop.
- **Sending out HENRY programme leaflets with NCMP letters** - We heard from areas that have had great success sending HENRY programme leaflets with all or some NCMP letters, along with information on how to sign up. Some areas have also included an offer of a Healthy Families Workshop by way of support.

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## Raising The Profile of HENRY - Continued

Our conversation about how to reach families also included lots of great ways to raise the profile of HENRY more generally which we've included below.

- **Creating termly HENRY newsletters for schools** (one version for staff and one for parents) can result in increased referrals (mainly self-referrals from parents). Kingston have kindly shared their newsletters as examples and have attached these to the email accompanying these notes. These can go in school book bags, websites etc and on staff notice boards, or be discussed in meetings
- **Taster sessions for professionals** - Facilitators have been running taster sessions with Health Visiting Teams which has resulted in a significant increase in requests for support. The Health Visitors could book on and the Facilitators ran the session like they would with families; choosing a section of the 8 week programme or workshop that is perhaps non-food or activity related which they think Health Visitors will want to know about. This has been really well received and can be applied to any group of professionals.
- **HENRY Champions** - These can be professionals in other teams who promote and share information with their team about HENRY, or parents/carers who have attended HENRY programmes and can share first-hand experience and passionately promote HENRY to other families. The possibilities are endless here, but just a few of the ways that have been tried and tested were recording testimonials for social media and parent/carers volunteering at events.
- **Attending the team meetings of other professionals** - Linking and supporting professionals such as GP's, school nurses and teachers to answer questions, communicate the breadth of the HENRY programme and how to signpost to HENRY. This has helped lots of areas increase requests for support and it's a great opportunity to show off some resources!
- **Raise Engage Refer Training** - Delivered by HENRY, this brief training is for any professional and aims to support awareness of the HENRY approach and programmes to increase appropriate referrals. For more information, please speak to your Partnership Support Officer.



- **Simplifying the referral process** - Ideas ranged from using a central HENRY email address, emailing the referral form regularly across services and to delivery partners, linking a QR code to an online referral form, creating stickers with a QR code on to stick on badges, diary's or even personal child health records. Siobhan from Leeds kindly shared (for reference only) her online referral form [here](#). A sample referral pathway can be found on the HENRY practitioner pages.
- **Leaflets and posters** - PDF copies are available on the HENRY practitioner pages. A nominated amount of complementary generic leaflets and posters are included in your Partnership and Support Fee. For more information please speak to your Partnership Support Officer.
- **Digital Displays** - The HENRY Practitioner Pages have Jpegs to use on social media or elsewhere online to promote both online and face to face group and 1-to-1 programmes; and PowerPoint slides for use in reception areas, waiting rooms or anywhere with a screen used by target families.
- **The HENRY Explainer video** - A short animated video which outlines HENRY's aims and how we work and can be shared on social media or incorporated into PowerPoint presentations and email signatures. You can find our explainer video in the email signature of your Partnership Support Officer or at [www.henry.org.uk/about](http://www.henry.org.uk/about).
- **Sharing and signposting to HENRY's Social Media accounts** - We post regularly on [Facebook](#), [Instagram](#) and [Twitter](#) with ideas for healthy food swaps, recipes, games, activities and lots more. So why not give us a like, share or subscribe.

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## Updates and HENRY News

### Deadlines for submitting programme data for reports

- For **annual** reports, all programmes should be submitted online as above by **21<sup>st</sup> April**. A reminder please to share this deadline with your Facilitators and also to forward reports to them once we have sent them to you

### Workshops

- 8 are currently available both face to face and online (except in Northern Ireland): these are Fussy Eating, Starting Solids, Eating Well for Less (newly revised with more emphasis on the 'for Less' element), Let's Get Active, Healthy Drinks, Healthy Teeth plus our two new workshops - Looking After Ourselves and Understanding Children's Behaviour.
- They can stand alone, but can also support recruitment to full programmes; be offered as a follow up to parents who have completed programmes, help Facilitators use their skills and HENRY training and remain accredited, or be useful where facilitator numbers/time or budget are a challenge
- No additional HENRY training is required to deliver workshops, as long as facilitators have been authorised to deliver HENRY group programmes
- For workshop session plans please contact your Partnership Support Officer
- Resources for workshops can be ordered via the standard Resources Order Form (see below)



## Resources

- Parent resources for programmes and workshops need to be ordered via the [Resources Order Form](#) on the Coordinator and Facilitator web pages, rather than through the 'Shop' on the public pages.
- Please allow 4 weeks from ordering to delivery, and return the form to the email address printed on the top of it: [orders@henry.org.uk](mailto:orders@henry.org.uk). This email is also the one needed to check on the progress of an order.
- Orders may not be dispatched until payment is received
- From April 1<sup>st</sup> 2023 the cost of parent toolkits will increase to £22. The cost sending out parent toolkits to individual families will increase to £28

## HENRY Practitioner Training (including how to book Individual Practitioner Training Places)

- To enquire about booking HENRY training for a group of practitioners in your area, or to book individual places (including Refresher Training for anyone who hasn't delivered HENRY for 12+ months) use this link: <https://www.henry.org.uk/commissiontraining>

## Updated Healthy Families Right from the Start Facilitator Manuals

- These have now been printed and are currently being sent out to everyone who ordered them before the 31<sup>st</sup> January Deadline, ready for summer term programme delivery
- Anyone who missed the deadline, or who needs additional copies can request them and the updated Healthy Families parent book at cost price via their Partnership Support Officer

## Healthy Families Growing Up: 1-to-1 programme

- The development of this is in progress and we will launch it once all resources and practitioner pages are available

## Coordinator Survey

- We actively encourage and always value your feedback, as it helps us to know how we can better support you. Please look out for a brief (5minute) survey in the next few weeks. We would really appreciate it if you could spare the time to complete it. Thank-you 😊

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## Challenges and Solutions

At the start of the session Coordinators noted any challenges via email and in the chat box. We addressed many of these during the session and have detailed/addressed these plus the remaining challenges in [Appendix 2](#).

## Closing Round and Feedback

We were thrilled to see so many of you at our HENRY March 2023 Coordinator Day, and missed those of you who couldn't make it this time. We thank everyone for their continued hard work and dedication and hope to see you all at our next Coordinator Day in July.

"Continue with these sessions, they are really helpful"

"Love HENRY! Thank you so much, you are so solution-based, understanding/enthusiastic and clear in your delivery - a mindful day, so thank you very much"

"Hearing some brilliant ideas from all areas across the country"

"Realising that the issues we are having others are having too"

"Thank you for all the information that has been shared today. It will help to support me in my role"

"An excellent session, really helpful"

"Enjoyed the session, lots of ideas to be taking away"

"I really enjoy these days. They are full of great conversations, ideas and support. Thank you!"

"Thank you this was really helpful"

## Appendix 1 – ‘Speedy Successes’

# Area Successes

### What’s Going Well with HENRY?

#### Programme Delivery

- Just had a 100% completion rate on our latest programme - welcoming setting and environment, creche and homemade snacks might have contributed to its success we think. Recommend book for healthy snack ideas “How to Feed Your Toddler”
- Physical coach/activity session offered to children when HENRY sessions delivered in schools (2pm-4pm), so children do this whilst parents complete the second hour of the session
- All 0-5 programmes are now online due to no creche availability – retention was very good on the last 3-4 of these and online programmes are proving very popular with parents. We invite more parents than needed and they need regular reminders to attend too!
- Just had 2 new Facilitators trained which will give us capacity to restart delivering programmes after Covid and losing Facilitators
- We give goody bags to all parents completing programmes which includes their certificate and small gifts such as a tea light, tea bag, small hand cream and information about local sources of support. We subtly link completion of questionnaires to this – we say as a thank you for completing the questionnaire and so that other families can continue to be offered the programme please could you complete the questionnaire
- We don’t give out or send out parent toolkits until session 2. Reduces chance of lost investment in parent resources
- My facilitators have really enjoyed delivering F2F programmes after initially being very worried about this. They are keen to do more 😊
- On the 4th or 5<sup>th</sup> F2F group now. One recent programme within an assisted living unit for teenage mums had 100%. Unit staff said HENRY was the best programme they had ever had! Facilitators had to be flexible, adapt room layout and really use their relationship building skills to make this group feel comfortable and gain the mum’s trust.
- More F2F happening now (7 programmes this quarter). Hard work and more time consuming but we are embracing it!
- HFGU - trained 50 Facilitators. On target to complete 21 HFGU programmes planned for this year 😊
- Have trained some new Facilitators who are really keen. Some successful online programmes
- Completed an online programme last week – retention was low but we had 5 parents complete. We’ll focus on workshop delivery to support recruitment to programmes
- First HENRY programme just started, Forward planning is really necessary and helpful
- Evening online programme is running really well. Survived flu, Covid and sickness bug outbreaks so a F2F group wouldn’t have worked – some parents who are ill can join online whereas they couldn’t come to a F2F group
- Building in cooking using recipes from HF book to week 8
- 100 parents have completed HENRY workshops this year! 😊
- Co-delivery of programmes by Facilitators from Family Hubs and Perinatal as well as O-19 Service has worked really well
- Facilitators are really good at engaging families. Families who are isolated make friends and support networks by attending HENRY programmes
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- Learning and reflecting on the first programme delivered so we can improve our practice. Looking at ways to make HENRY programmes available to everyone even though service is 8.30-4.30pm (evening programmes etc)
- Having babies in the room during programme sessions worked really well. A necessity though as we had no creche!
- A local social supermarket provided a hamper for parents at the end of the programme with fruit and veg and staple foods. Parents were delighted to receive these and they had the 'wow' factor as they weren't expecting them!

### Workshops

- Just delivered Understanding Children's Behaviour workshop for the first time. Used time remaining to solution spot with parents using the iceberg
- Delivered 2 Fussy Eating workshops. One-off interventions successful - Starting Solids really well established and popular. Really good feedback from parents
- Ran an Eating Well for Less workshop - 5 completers. Linked with Adult Learning team who offered these parents a follow up cooking session, using food parcels from local food bank

### Coordinator Role/Planning and Admin

- Forward planning (quarterly) helps protect Facilitator time and we have a waiting list for Fussy Eating – F2F workshop offered twice a month and online available too so parents have a choice
- 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

- Self-referrals and recruitment for HFGU picked up due to termly HENRY newsletters sent out to primary schools (one for staff and one for parents – see attachments)
- HENRY Champions (often parents who have previously attended programmes) can help with promotion of the programme and speak to parents/referrers
- We have made a video of a parent who has completed a programme discussing her experience – this is really powerful as she shares the benefits and impact
- Responded to low recruitment of parents by offering EWFL workshops – asked those running existing programmes for families if a HENRY workshop could be delivered in one of the sessions. 'Piggybacking' onto existing parenting programmes and baby massage groups makes recruitment quicker and easier. We offer EWFL to families identified by the NCMP process.
- Including a Healthy Families: Growing Up leaflet with each NCMP results letter
- HENRY mentioned and Right from the Start leaflet given out at 2yr Health Visitor check

## Appendix 2 - Challenges and Solutions

### Area Challenges

- **Specific challenges/requests for support for Facilitators around paperwork/admin process for a workshop or programme** are best directed to your individual Partnership Support Officer who can meet 1-to-1 with you, or with you and your facilitators to cover these
- **Retention** – referrer awareness and understanding, both of what HENRY programmes cover and the way parents are supported using the HENRY approach is really important. See 'Raising the Profile' section above for ideas for improving retention including the use of incentives. Offering parents on longer waiting lists a workshop can help keep them engaged/prevent drop out
- **Getting parents to complete questionnaires** – allowing extra time in session 1 and 8 so these can be filled in within the session, with support if needed from Facilitators is proving to work best. A taster session may also be an option as baseline questionnaires can be completed during these. Linking completion of the baseline questionnaires with confirming/securing a place on a programme. or giving out a 'goody bag' with the parent's completion certificate, a tea bag, tea light, mini hand cream etc when the completion questionnaire is submitted can also work well
- **Lack of Facilitators/Facilitator time** - one-off workshops, the Fussy Eating Conversation framework and online programmes are all ways to provide HENRY maximise facilitator capacity
- **Delivering programmes without creches** - see Top Tips for this [here](#)  
In addition, the Family Time element of the programme can be delivered in programmes without creches via holding one or two longer Family Time sessions for parents and children together (as a Taster session, mid-way/half term session or as a celebration at the end of a programme) and include a shared snack/meal and some games/physical activities. Great ideas for these are in back of HENRY Healthy Families parent book and on our website
- **Supporting parents in a group who have children with SEN/a neurodiversity diagnosis/sensory issues around food:**
  - Clare Coverdale (BaNES HENRY Coordinator) recommended [this book](#) as it has a chapter in it 'Tools For Kids Who Are Differently Wired' covering the 2yrs-7yrs range
  - HENRY programmes can be very flexible and support parents to meet their individual children's needs because they use their knowledge of their family to set their own realistic/achievable goals. Programme strategies can be adapted to these needs.
  - Some families may prefer a universal access programme, as they may not always want to be defined by their children's needs/condition, others may appreciate at least having one other parent/carer in their group who has similar challenges to them
  - HENRY Coordinators who have experience in supporting families whose children have sensory issues around food have shared that HENRY is perfectly suited to these families, as the main supporting factor is that the child is in a family environment where adults and children eat together, generally healthily, and offer a variety of foods and multiple opportunities to try new and different foods (parents and siblings can model this). HENRY resources such as the 'Taste Journey' and 'Taste Adventure' chart reinforce and support the idea that accepting new foods tastes/textures often takes multiple attempts

## Appendix 3 - 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)