

Delivery Support Sessions



Key points from 2023 sessions

Many thanks once again to all of you who were able to attend these sessions and share your experience, questions, thoughts and solutions. These have been summarised below, as a reminder and for those who weren't able to attend – please read in conjunction with our other recent communications as those also contain many useful tips.

It was so positive to hear the continued passion you have for HENRY and we could really sense the excitement around delivery for experienced facilitators as well as those of you who have just completed training and are raring to go! There were several successes regarding how helpful you find the HENRY approach in your wider work with families and practitioners as well as in programmes and it sounds like there are some exciting summer plans for programmes, 1-to-1's and workshops.

Your enthusiasm and participation in solution spotting has been hugely beneficial and supportive for all areas. Whilst hearing how you have responded to challenges including recruitment, retention and missed sessions, your skills in recognising the needs of your families and working in partnership with them really shone through; with time spent on exploring the issues and taking time to inspire the desire to change as well as offering evening programmes and incentives that support a healthy lifestyle.

Recruitment, Referrals and Retention

- Initial recruitment, finding we are still recruiting up to 3 sessions after word gets around
- Low attendance to programmes and missed sessions
- Awareness among other professionals that HENRY is about more than weight and healthy diet
- Connecting and engaging with midwives
- Parents are not sure what HENRY is and some think it's a judgement of their parenting
- Engaging parents/carers and communicating what HENRY is to them
- Getting people to commit and attend initially

Solutions include:

- Running taster sessions for professionals to come along and see what HENRY is about. Picking a topic for a session that is not about diet or activity is a great way to showcase the variety of HENRY programmes
- Offer mini-taster sessions for midwives or share '[Top Tips for Signposting](#)' with them
- Offering taster sessions where parents can find out more about the content of programmes and avoid describing them as 'Parenting Programmes,' and use 'Programmes for Parents' instead to avoid stigma.
- Sending personalised text/whats app messages to parent/carer before and during the programme really helps to engage them.
- Supporting individual family needs
- Utilising different community settings - such as pre-schools, nurseries, schools, children's centres etc

Creche

- No creche availability
- Funding, facilities, creche workers
- Babies born during lockdown who have never been separated from parent/carers stop attending because they struggle to settle in creche

Solutions include:

- Some parents bring children into sessions
- Families arrive 30 minutes before the session to settle into the creche
- Play workers from the Children's Centre employed to be in the room during the sessions and entertain the children as best as possible whilst parents are still responsible for them
- 'Top Tips for Delivering Programmes without Creches' has ideas to support
- Online delivery avoids the need for creche

Family Time

- Family Time at the end of session not working well

Solutions include:

- Consider offering Family Time as one or two longer sessions pre, midway or post programme.

Families with a Range of Needs

- Additional needs/difficult personal circumstances/parents with children in care
- Interpreters needed but no funding
- Managing parents/carers expectations about the extent to which HENRY supports children with SEND

Solutions include:

- Clear expectations for families of children with additional needs
- Being clear that HENRY is a universal programme and its holistic approach is designed to support everyone
- If you identify additional needs of any kind within the programme, refer to other specialists - eg. By discussing with Health Visitor
- Consider what accessible features the technology you use for online groups has
- Consider what translation apps are available and whether these could be appropriate for use in a 1-to-1 programme
- Working with families with a range of needs is one of the topics on our FAQs [here](#)

Managing group dynamics

- Engaging quiet parents/carers online who turn their cameras off
- Acknowledging issues sensitively whilst managing to stick to time
- Cameras off and not partaking in Stepping Stones
- Participants who may overshare and dominate discussions

Solutions include:

- [‘Top Tips for Managing Group Dynamics’](#) helps manage strong personalities and understand why they might be very vocal!
- Using the Car Park for questions or concerns that aren’t appropriate to cover during the session
- Using Collective Rewards to engage quiet parents/carers online - “we like to have a collective reward in the background which everyone can see building up as the session progresses”
- Facilitators setting their own stepping stones, too, models that we’re not looking for giant leaps
- Giving a call to quiet parents/carers to see how they are doing and exploring how they are finding the programme
- Getting alongside talkative parents/carers during breaks or catching up with them at the end of the session