

# Delivery Support Sessions

## Key points from October 2023 sessions



Many thanks once again to all of you who were able to attend these sessions and share your experiences, questions, thoughts and solutions. These have been summarised below.

It was so positive to hear the continued passion you all have and how each area responds to the needs of their families whether it be with workshops, the Group and/or the 1-to-1, Face-to-Face and/or Online Programme. It was wonderful to hear how that passion spills out into the wider community through partnership links with community groups and other organisations.

Your enthusiasm and participation in the Breakout Rooms meant you were able to connect with other coordinators, sharing successes and challenges as well as supporting each other through solution spotting in a smaller group. It was great to hear the feedback from those conversations as you shared your solutions with the whole group.

We also appreciate the feedback about the facilitator manuals and how many of you enjoy using them.

Thank you also for your feedback following the Delivery Support Sessions. It has been heard, appreciated and valued and will help us to shape our future plans.

### Recruitment, Referrals and Retention

- Planning and recruitment feels challenging around other responsibilities, some facilitators weren't aware they have to recruit the families
- Low numbers on RFTS and HFGU
- Working parents can't attend groups
- Parents who are interested in specific topics and don't want to do the whole programme.
- Sickness, missing sessions
- Inaccurate descriptions from other practitioners (eg. HENRY described as 'obesity programme.'
- Families not being fully aware of the content of the programme from referral
- Several families drop out for a variety of reasons which are hard to control e.g. illness
- Keeping parents engaged in the programme for 8 weeks
- Parents Google HENRY and see it is an obesity intervention, feel offended and don't join programme
- Facilitators can't send/receive texts from work phones eg for session reminders
- Moving to face-to-face from online - how to promote and recruit

### **Solutions include:**

- Offer specific workshops to respond to specific needs
- Contact with referrers to ensure they know what they are referring into
- Ensuring families are aware of what they have been referred to
- Top Tips for Signposting
- Using Workshops as a taster to feed into GP
- Phone parents as soon as possible on receipt of referral to empathise with their feelings, explain holistic nature of programme
- Outsource venues, not just work venues, so are convenient for parents
- Workshops have worked well as recruitment tool
- HVs have had RER training so understand HENRY and can refer appropriately and explain it's not just about obesity
- Run taster sessions for practitioners so can refer confidently and appropriately
- Send newsletters to nurseries/pre-schools, both for families and for practitioners
- Hold on to packs so parents have to come back to next session
- Maintain contact with texts and phone calls or emails between sessions
- Plan and prepare programmes to avoid school holidays
- Have a free raffle with a prize at the end (one area got free stepometers)
- Setting staff members joining groups as parents
- Offering 1-to-1 and evening sessions
- Offer support over the phone to fill any missing sessions
- Building relationships with professionals who are referring to HENRY so they are aware of the HENRY approach and the programme's content.
  - Delivery taster sessions for professionals
  - Send HENRY explainer video
  - Send digital leaflet
  - Send Top **Tips for Signposting to HENRY**
  - Speak with your Coordinator about HENRY Raise, Engage, Refer Training which is aimed at increasing confidence to suggest and awareness of HENRY for those in roles where they could signpost families to HENRY support
- Call Families after receiving a request for support to explore the issue with a desire to understand and inspire the desire for them to attend a programme or workshop
- Hold session 0/coffee morning/meet and greet for families. These taster sessions can also be held online to help iron out any technical difficulties too. Good opportunity to understand parents hopes and expectations of the programme, meet other parents who will be attending the group and address any possible barriers for them attending the programme for the whole 8 weeks. It might not be the right time for them and they could be placed on a waiting list to revisit next term or they could attend a workshop.
- Use stand alone **HENRY workshops** as taster sessions for families to introduce them to HENRY and build their confidence and interest in attending a 8 week programme.
- Invite parents to join Whatsapp groups for peer support/ride sharing etc.

- Contact parents in between sessions either by phone or by text message. Using parents names in text messages contributes to parents feeling more valuable and encourages accountability
- Use incentives such as leisure passes, fruit and veg boxes, vouchers etc to encourage continued participation

### Creche/ childcare

- No creche availability
- Creche bring special needs children back to parent if any sign of being unwell
- Creche for face-to-face can be a distraction if in the next room, parents anxious about leaving children in creche
- It is challenging to manage the creche at the same time as the programme. There are lots of interruptions and it's even harder to have the children in the session
- Childcare in 1-to-1 sessions

### Solutions include:

- Some parents bring children into sessions
- Family member present to support with childcare
- Co-Facilitators checking in on the creche and reassuring the parents
- Allow children to move freely from the creche to adult room during session 1 only so they understand what's going on
- Allow parents to visit the creche room beforehand
- Extend the time of the session to include a drop-off and getting settled period for parents and children.
- If possible, have the creche in another room or outside in good weather.
- Consider whether a volunteer/non-HENRY trained colleague might be available to support with any children in the room
- Organise groups for parents with children of similar age children e.g. babies in arms session to minimise disruptions
- Organise programmes in partnership with nurseries or schools. They might be able to provide a space so that parents can attend a programme after having dropped off their children.
- Online or 1-to-1 programme delivery is one solution to lack of creche provision
- Our **Top Tips for Delivering HENRY without Creches** may be helpful

### Technology/internet issues

- Online tech issues - wifi connection
- Parents get frustrated with issues logging in to online session and drop out because it is too much hassle
- The questionnaire is too long and it puts parents off

**Solutions include:**

- Top Tips for Tech issues to reassure families
- Link in with community groups offering devices or free wifi dongles
- Invite parents to an in person coffee morning or online meet and greet and demonstrate or support them to log on the first time ahead of session 1.
- Send a Facilitator or member of staff to the families home for session one to support them logging on.
- Allow sufficient time to complete the baseline and completion questionnaire in the session. This time is allowed for in Sessions 1 and 8 of HF RFTS and HFGU.
- Coffee mornings or meet and greets are a great time to complete a baseline questionnaire. Likewise celebration sessions/ reunions after week 8 are a great time to complete the completion questionnaire.
- There is the option for both questionnaires of the Facilitators to complete the questionnaires on the behalf of parents if they have specific needs or require support.
- 1-to-1 in the home or face-to-face in a setting. Offer online but face-to-face available for families with no internet access.

**What else is going on in families' lives? Range of needs and circumstances**

- It can be difficult to manage talkative parents who want to take over and share all over their experiences
- Cost of living results in parental guilt around not being able to afford healthy food, having to use Food Bank, having to choose whether to 'heat or eat' - particularly comes up when working with Eatwell Guide
- EAL - It is hard to manage groups with parents who have a variety of language needs - we have sometimes had multiple translators in one group.

**Solutions include:**

- Include on request for support forms an option to choose a preferred language. This can then help manage the organisation of groups so that parents who have similar needs can be grouped together or a suitable interpreter can be arranged.
- Read our **Top Tips for Translating Resources**
- Poll your staff and colleagues to see what languages are spoken amongst them and if appropriate use them to support parents
- Contact your HENRY Coordinator or Partnership Support Office to enquire about translated resources
- Have a read of our **Top Tips for Managing Group Dynamics**
- Think iceberg! 😊 Create an opportunity to get alongside a parent and speak with the parent individually to explore what is going on for them. This could be before or after a session or a phone call
- Use group guidelines to engage the group in conversations about group dynamics
- Use the car park to put a pin in conversation which aren't relevant to the topics being explored in the session

- Actively involve a parent in the session by giving them a responsibility (if appropriate) so they feel valued in the group
- Try bespoke group for families with similar issues
- Use empathy for all challenges!

#### **Resources, venues and staff capacity**

- Challenge around matching availability of staff and parents if staff are part-time.
- Small room - difficult with 2 Facilitators and 10 parents.
- Delivery of resources in huge areas meaning often parents don't get resources until part way through the programme.

#### **Solutions include:**

- Where different teams deliver Workshops and Programmes; work together, benefits of connecting
- Speak to your Coordinator about keeping stock ahead. Remember it's a 4 week turn around on orders.