

Delivery Support Sessions



Key points from February 2024 sessions

A big thank you once again to all of you who could attend these sessions and share your experience, questions, thoughts and solutions. These have been summarised below, as a reminder and for those who couldn't attend.

It was fabulous to have a wide variety of areas with us and also to have Facilitators who are at the start of their HENRY journey alongside those of you with years of experience. This meant there were opportunities to share valuable tips and solutions as well as hear the continued passion you have for HENRY.

As your Partnership Support Officers, we are inspired to hear how you respond to challenges, some of which are ongoing but also new challenges that arise in your areas. We love to see how what may be a challenge for one area may well be a success in another and vice versa. We hope you find the opportunities to have several areas together to share these successes, beneficial.

It was great to hear how many of you are enjoying the benefits of building relationships with your families and how having those relationships helps to improve recruitment and retention. We also enjoyed hearing about how you use both face-to-face and online delivery to meet various needs and overcome barriers.

It was wonderful to hear how families have really enjoyed having the HENRY resources to support them to make healthy changes in their lifestyles and how using the [HENRY Animated Explainer Video](#) on initial visits has been beneficial in recruiting families.

We admired how you have been innovative in using other agencies i.e. nurseries, schools, Sure Start and Home Start in supporting you to deliver your HENRY programmes and workshops. It was wonderful to hear how you are receiving lots of positive feedback from families as this shows that your dedication and commitment are really appreciated.

We felt particularly grateful for your honesty and reflections on your feelings as Facilitators. You shared how, understandably, there may be times when you feel anxious and nervous about delivery. This was a lovely opportunity to acknowledge the time and effort you put into successfully completing your training to become accredited Facilitators.

Furthermore, we appreciate the passion and effort you continue to put into planning, preparing, and reflecting to ensure that families feel fully supported and empowered to make the lifestyle changes they choose.

Recruitment, Referrals and Retention

- Maintaining momentum
- Difficulties around getting the families onboard to commit to the programme and attend.
- Recruitment targets
- Parents commitment

Solutions include:

- Sending personalised text/whats app messages to parents before and during the Programme helps to engage them
- Have a 'Cuppa and Chat'/taster/meet and greet session to introduce Facilitators and show the toolkits in a relaxed environment. Take this opportunity to explain what will be covered and the different options e.g. online/face-to-face/evening/1-to-1
- Consider a face to face meet and greet session before delivering online programmes - helps the group to bond
- Send a reminder text to parents the day before a session
- Contact parents who miss a session by text if possible or email, checking in with them to say they were missed, see if they're ok and reassure them that they can easily catch up and return next time
- Utilising different community settings - such as pre-schools, nurseries, schools, children's centres etc.
- Set up tables in the nursery foyer area to recruit families
- Raffles each week with token prizes eg. Hand cream, scented tealight introduce a fun element
- Providing taster sessions for referring practitioners to better understand what the HENRY programmes is so they can introduce it to parents more confidently.
- Using online groups or the 1-to-1 programme to provide support to parents and carers who feel anxious in large groups or can't attend programmes due to transport or child care issues. **NB The 1-to-1 programme can only be delivered by HENRY trained Facilitators who have completed a 1-to1 Familiarisation training**
- Putting on smaller groups for parents who might struggle with larger ones
- Using incentives such as leisure centre passes or vouchers to encourage retention
- Running programmes during the day when children are in nursery or in the evening when they are in bed improved retention
- Dropping in on other sessions in the area eg. antenatal groups, breastfeeding support, baby massage and taking toolkits and flyers etc.
- Use Notional Spend with HENRY to get leaflets and posters out into areas - Your Coordinator can discuss this with their Partnership Support Officer (PSO)
- Considering the time of day to best fit with school drop off/pick up times

Online Delivery

- Engaging parents online who turn their cameras off.
- Overcoming tech issues
- People in the background/distractions

Solutions include:

- Using the Group Guidelines to encourage cameras on but without putting anyone on the spot. Supporting parents to blur their background if they'd prefer may help them feel comfortable to have their camera on
- Reassure parents at the start of the session that if they need to turn their camera off whilst dealing with their child, we fully understand and they should feel free to rejoin when they're able
- Giving a call to quiet parents to see how they are doing and exploring how they are finding the programme

- Some benefits from online delivery were highlighted, including:
 - Reach families spread over a wide geographic area
 - No requirement for creche
 - Many families prefer online
 - Attendance not affected by the weather
 - No transport costs
 - Takes less Facilitator time - no travel and sessions are shorter
 - Outcomes for online programmes are the same as face-to-face
- Extra Facilitator available to call parents who might be experiencing tech issues.
- Use of IT support team

Nerves when delivering for the first time/after a long time

- Long gap between training and delivery
- Not delivered for a long time
- Just trained but not delivered yet
- Not knowing the parents and/or how they may interact with each other.
- Worried about not having all the answers.

Solutions include:

- Using the Group Guidelines to encourage behaviours that make everyone feel comfortable - including Facilitators!
- Inviting parents from well-established groups already running, the Facilitator feels more confident as they already know the family
- Co-delivery with a familiar Facilitator/Facilitator known to the families
- Informal introduction session to meet families (coffee morning, stay and play etc).
- Time to practise with colleagues, share any concerns and worries
- Use the Car Park for questions you are unsure about so you can take them away and bring the answers to the next session
- Be kind to yourself and be yourself - no need to be 'perfect'! Stick to the manual and remember the messenger is as important as the message - your warmth and empathy are key!
- Remember the HENRY approach is based around empathy, strength spotting and working in partnership. (We don't give advice, you don't need to have the answers)

Workload and balancing aspects of different roles

- Influx of referrals
- Not enough prep time
- Little time to talk to parents before the programmes.

Solutions include:

- Organising time, blocking out time to prepare
- HENRY workshops can be a good way of supporting parents on a waiting list until a programme becomes available
- Workshop delivery can support Facilitators with limited capacity during busier periods of the year
- Preparing Flip charts and resources in advance
- Share with your Coordinator if you're feeling overwhelmed and need more time. They can contact their PSO at HENRY if managers are not releasing Facilitators for

HENRY planning/delivery/Practice Development Sessions. PSOs can facilitate conversations in Round Table Meetings where the time needed can be discussed

Resistance to change

- Parents and carers are reluctant to make goals or put them into practice

Solutions include:

- Strength based reframe - use EAR, Empathy, Agreement, Reframe (using an open question, inclusive language or inviting statement)
- Use the Iceberg to be aware of what feelings and needs might be going on behind behaviours
- Use your Supporting Change in Practice Framework to support parents to create their own small achievable next steps
- Encourage peer support with the use of rewards or a WhatsApp group - we are more likely to give attention to our next steps when we know someone is interested in how we get on
- Celebrate and acknowledge any small successes - even trying something that doesn't work immediately takes effort and motivation that can be praised!
- One recommended reading 'Tiny Habits: Why starting small makes lasting change easy' by BJ Fogg PhD'

Childcare/Creche

- No budget for creche
- Children in groups can be challenging

Solutions include:

- There is a 'Top Tips for Delivering HENRY Without a Creche' on the practitioner pages www.henry.org.uk/practitionerpages
- Offer online programmes (can remove the need for creche but can pose other challenges around disruption)
- Dropping into nurseries that children are attending. Running programme during nursery session time
- Ensure parents are given enough time to arrange childcare
- Where children do need to be with parents in the group, consider whether a colleague (not necessarily HENRY trained) could be in the room to supervise and do activities with them. Failing that whichever Facilitator is not delivering that part of the session could support this to allow parents to focus