



Coordinators Day Notes

HENRY Partnership

19th November 2024

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"I found the session very helpful, great to share ideas from other areas"

"The snow didn't stop me attending the Coordinator Day - it was so good!"

Feedback from Coordinators attending November 2024 Coordinator Day

Welcome and Sharing Successes

The day was attended by 24 Coordinators from all over the UK. We were pleased to welcome all our Coordinators, especially those who are new to the role.

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

Updates and HENRY News

- **New reporting process** – areas are now being offered an Annual Reporting Package. Within the package areas will receive a report for each programme/workshop that they deliver. Different reports within the package can be requested at different times within the financial year however if an area has a 'forever date' i.e. they would like their whole report package every March then please let your PSO know this and the date will be added to the report package request form. The reporting year resets on 1st April.
- **New drinks photos** - these are now on the website for those areas running the Healthy Teeth workshop and / or HFGU programme. These photos replace the old photos that had a bottle of cola on them as the sugar amounts for the photos were representative of a can of cola and not a bottle of cola.
- **Group Facilitation Training accreditation process** – as part of the GFT Facilitators are assessed as being Accredited / Conditionally Accredited / Not Accredited. Please make sure that Facilitators attending a GFT are aware that Day 2 of the training includes the assessment element. If any of your Facilitators are conditionally accredited then your PSO can work with you and your Facilitator to create a support plan for them. More information on this can be found on the FAQs pages:- <https://www.henry.org.uk/faqs>
- **HENRY's Strategic Review Survey** – the strategic review has now begun. Coordinators were sent an email on the 9th Oct with a link to a short questionnaire asking for your views and thoughts re HENRY, the closing date for the questionnaire was 1st November. Thank you very much if you were able to complete the questionnaire amidst your busy workloads, we really appreciate it. So we now await the outcome of the strategic review which will be sometime in the new year.
- **Refresher Training** – This is for Facilitators whose accreditation has lapsed because they haven't delivered either a programme or 6 workshops in the past year. Participant feedback shows that nearly 85% of participants say the training fully met or exceeded expectations and that the training encourages lots of group discussions and gives lots of ideas for delivery. The training is a great refresher for empathy, exploring questions and increasing the confidence of Facilitators to deliver more programmes / workshops. Participants also felt that the practice session (delivered for 7 minutes) increased their confidence. The next training dates are 14th and 21st January 2025, £150 per place and you can access this training via Commission HENRY Training on the website :-

<https://www.henry.org.uk/commissiontraining>

- **Parent explainer video** – Statement from Olivia White / Head of Development: “With the arrival of our new CEO Beckie Lang and the development of a HENRY-wide strategic direction, HENRY is going through a period of growth and exciting change. We are working hard to ensure that what we offer our partners is robust, fully in line with our strategic direction and supportive of you as professionals and the families you work with. Because of this current internal review, we have taken the decision to temporarily pause production on the Family Explainer Video in order to ensure it reflects our new strategic direction and its messages are clear for our families. We apologise for the delay and thank you, in advance, for your patience and understanding.”

Breakout Rooms - Topics/Challenges and Solutions

Breakout Topic: Ideas for online Collective Reward Systems

Challenges:

- Using rewards online can be more challenging, with less time and fewer options for types of reward systems, but it is still valuable and impactful
- Time for using rewards systems is not part of the Healthy Families: Growing Up or Preparation for Parenthood programme, although there is no reason not to build in using them when delivering these, as some HENRY areas do

Successes and Solutions:

- Flip charts with trees on have been used for parents to add leaves as a reward, stickers or post it notes can also be used. Pegs or marbles in a jar also work well.
- No need to take too long to share rewards - Facilitators can briefly acknowledge then add reward on behalf of the parents/carer, displaying this to the group
- The person receiving the reward can be included by giving them some choice eg ‘would you like a red or a blue peg’. This guided choice, rather than ‘what colour peg would you like’ keeps the session flowing
- Top Tips for Using Rewards on the practitioner pages has recently been updated to include ideas for sharing rewards in online sessions

Breakout Topic: Randomised Control Trial

Challenges:

- Areas are at different stages in of the RCT process dependent on when they signed up to be part of it
- There is some extra work/admin associated with the RCT, however the feeling was it will be 'worth it in the end'!

Successes and Solutions:

- Useful to compare and contrast experiences of the RCT so far and for Coordinators whose areas are further along to reassure and share their thoughts with others
- Using the specific Trials email address HENRY-Trial@leeds.ac.uk to ask RCT related questions

Breakout Topic: Bookings and Referral Systems

Challenges:

- Processing referrals and booking parents/carers onto workshops and programmes can be very time-consuming. It can feel overwhelming
- Engaging with and retaining parents/carers who have been referred on to a HENRY programme, and feel they 'have' to attend rather than 'want' to attend, can be a challenge

Successes and Solutions:

- Empathy as ever is key when parents/carers feel judged or stigmatised
- We talked about the difference between 'a parenting programme' and 'a programme for parents'. The former implies a judgement about how someone is currently parenting
- One area has found that the Raise, Engage, Refer training has helped ensure appropriate referrals. For more information, speak to your Partnership Support Officer or email info@henry.org.uk
- Use of online booking systems such as Eventbrite, Bookwhen or Trybooking (although some language in Eventbrite for example may be formal or not align with HENRY terminology - booking 'tickets' for example)
- In Somerset, use of Eventbrite is free as it is also used for other programmes
- Self-referral and booking on via a HENRY, Family Hub or other website

- Use of QR codes for parents/carers/practitioners to find out more information or refer via
- Having a specific referral form and any eligibility criteria to hand ensures you have all the information you need to process the referral
- Have a specific HENRY inbox for referrals so your own doesn't get full with them, and earmark set times for checking this
- If there is an existing system that is working well, incorporate HENRY into that one rather than set up a new system. Sandwell is hoping to use Bookwhen, fitting alongside other activities families can book. School nurses will refer from NCMP, but some universal places will also be available.
- Workshops are really taking off in some areas - although at least one always follows up a request with a phone call as sometimes a programme is more appropriate
- Newsletters to schools have been effective in generating self-referrals to the *Healthy Families: Growing Up* programme. Somerset uses their staff newsletter too. Some examples are given in the notes from the Spring 2023 Coordinator Day

Breakout Topic: Making the most of your HENRY reports

Challenges:

- It can be a challenge to ensure the minimum reporting threshold of 10 matched responses
- Any inconsistencies in programme codes used when registering and submitting can lead to data not being able to be used

Successes and Solutions:

- Sharing the full report with Facilitators, perhaps in a Practice Development Session
- If Facilitator time is short, some Coordinators share extracts/a summary of the report with Facilitators as well as a link to the full report
- A summary of the report, and participant quotes, has also been shared with the local council, schools, health centres, local teams etc
- The new HENRY reporting package will mean that reports can be requested annually at the best time for each area - so more areas can make sure they meet the minimum data threshold for reporting before making the request
- Sharing the report with managers/colleagues to 'plant the HENRY seed', and in presentations
- Sharing parent comments in reports via newsletters/social media

- Seek out funding that can be used to incentivise participants to complete questionnaires

Spotlight on Brent: Raising Awareness with referrers

Brent currently offers 17 different Programmes for parents and 13 Workshops which includes HENRY Programmes/Workshops.

The area has created a 200 plus contact email list in order to promote HENRY and other Programmes to different professionals including social workers, schools, nurseries, doctors etc. The contact list was created from the Coordinator attending meetings with different agencies and this list has continued to grow. Agencies have the option to opt out of the emails.

Their promotional emails are sent weekly or biweekly on a Friday informing professionals of which 'FREE HENRY Programmes' are currently being run and which ones are planned along with information about the Programme. The email consists of a timetable of which Programmes and Workshops are to be run a term in advance.

Parents/carers can self refer via the area's webpages, at the Family Wellbeing Centre via the portal for HENRY Programmes and also centrally.

Healthy Families: Right from the Start Programmes are run face to face for 9 weeks. The 1st week is an 'Introductory Session' and consists of completing the baseline questionnaire, explanation about the Programme, a HENRY display and a Collective Rewards activity. These sessions have good attendance and usually encourage people to enrol on Programme. The area will over recruit i.e. 13-14 participants to allow for drop offs but usually have 10 attendees.

The area uses interpreters, a creche is available at every Programme and free refreshments are offered. Offering a creche has made a big difference to their attendance rates and supports the group to run. Each Programme is co-facilitated with Health Staff i.e. Community Nursery Nurses, Early Years Workers and these Facilitators bring different knowledge and experience to the group.

Spotlight on Blackburn with Darwen:- Summer Parenting offer impact

The area held Parent/carer Forums over the Summer holidays. The aim of the Forums was to discover the reasons behind why parents/carers do not engage in Programmes and why some participants do not complete a Programme.

The Forums were promoted in the Family Hubs, nurseries etc and 20 parent/carers who had not attended or had stopped attending a Programme went along to a Forum to give their views.

Some of the reasons given for none engagement or not completing a Programme were:- illness, issues in parent/carer's personal lives, parent/carers felt that they didn't need a full programme to

help with their current issue, stigma around attending a Programme, the Programme wasn't explained to them properly by a professional and that the Programme length was too long i.e. 8 weeks.

The parents/carers who felt that an 8 week Programme was not what they needed were signposted to a Workshop or another service etc.

To encourage parents/carers to attend the Forums free Messy and Sensory Play Sessions were also held. The activities in the sessions came from 'Art from the Start' and parents/carers were given free 'Art from the Start' activity cards to take home. Facilitators also attended the Forums to meet the parents/carers and to talk about Workshops and Programmes.

Parents/carers were also asked how they had heard about HENRY Programmes and Workshops :- 53% Facebook, 13% Family Hub, 9% Parenting Team, 9% FSW/SW/HV and 5% word of mouth.

The feedback from the Forums will be used to support planning and delivery for the quarter and the area has also recruited two Parenting Link Workers who as part of their role is to engage with families and discuss HENRY Programmes and Workshops.

Parenting Champions have also been recruited and their role is to attend events to talk about HENRY and their experiences of HENRY.

Spotlight on Thurrock: HENRY lunchtime taster sessions

The area currently has a good budget that they can access to support their promotion of HENRY and this is how they have been able to offer lunchtime taster sessions which include a free healthy lunch.

The sessions offer snippets of a Programme in the form of activities taken from the weekly sessions and they also show parents and carers how the Programme works. The lunches also give the Facilitators an opportunity to acknowledge parents/carers current issues and to say to them e.g. 'we cover that in session 7' etc.

A HENRY parent/carer toolkit bag is displayed along with its contents. Facilitators explain that items from the toolkit are given out weekly which gives an incentive for participants to attend each week of the Programme.

Parents/carers are signed up straightaway to a Programme at the lunches and a recent lunch had 8 signed up families start a Programme with 7 families completing. The area also has the obesity team attend the last session of the Programme to ask parents/carers their opinions about HENRY and their success stories.

Other feedback from those attending was that having a creche really helped.

If the funding for the lunch is discontinued, they plan to run Fussy Eating workshops as a taster session for the programme.

The sessions are run across all 3 localities and at a recent session a pregnant mother wanted to sign up to a Programme before her baby was born.

Evaluation and Close

We were delighted to see so many of you at our HENRY November 2024 Coordinator Day. We, of course, missed those of you who couldn't make it this time.

You will be able to find the notes in the Library of Coordinator Day and Delivery Support Session notes on the Practitioner Pages:

- <https://www.henry.org.uk/content/coordinator-day-notes>
- <https://www.henry.org.uk/content/delivery-support-session-notes-facilitators>

Thank you to those of you who took the time to complete the evaluation. 100% of you said you would definitely recommend the day to other Coordinators! We also noted the feedback that an earlier start/finish would be appreciated, as many afternoon meetings begin at 1 pm, and the need for some activity breaks. You would also like more time in the breakout rooms. We were also very interested in your ideas for future Coordinator Days.

Some of the topics you would like to see are:

Workshops, Promotional Materials, Summarising reports, Managing waiting lists, How to encourage families to engage.

Thank you everyone for your continued hard work and we hope to see you all at our next Coordinator Day in the autumn.

Appendix 1: Successes - What is Going Well with HENRY?

- Just good to get started after lots of planning and training!
- Have had to put on another programme in January because current group is full
- Lots of interest in and demand for workshops - mainly via word of mouth recommendation
- Having some additional Facilitators trained soon will increase capacity to deliver HENRY
- Seeing 15 really positive parent stories and feedback about HENRY on the 'Care Opinion' website
- The 2 programmes planned for next term have a waiting list
- 3 families registered their children with a dentist after attending a Healthy Teeth workshop
- Running Fussy Eating workshops once a month and interest from schools about being a venue for this
- Ran a successful Understanding Children's Behaviour workshop in 2 schools, after which both requested a full programme
- 100% attendance at recent Core Training
- HENRY Launch on 12th December in Northern Ireland to raise the profile and celebrate success so far
- Planning 4 Right from the Start programmes with self-referral
- Using social media campaign to successfully promote HENRY - eg Family Hub Facebook page
- Using staff newsletter to recruit
- Face to face Healthy Families: Growing Up programmes going well
- Delivered 1000 HENRY leaflets to hospitals to promote awareness
- Facilitators running two current programmes developing excellent reflective practice and spotting solutions together
- Community Hub built as part of a local school is keen to host a HENRY programme
- Fussy Eating workshops really popular and have a waiting list
- Delivering some programmes in the evening is supporting working parents to access HENRY support and reduces need for childcare
- Coordinator induction with Cathy!

- Completed Right from the Start programme with 6 parents referred by Social Care - all completed and had a celebration session at the end comprised on an Eating Well for Less workshop for the first hour, sharing certificates then a pizza making activity
- Parents support each other during and after the programmes via WhatsApp groups they set up
- Families moving towards coming out of Social Care after attending HENRY programmes

Appendix 2: Blackburn with Darwen Presentation



Family Hub



Darwen | Little Harwood | Livesey | Shadsworth

Summer Parenting our impact

- Parenting programmes are delivered quarterly, as a service it is important we continue to provide an offer during the Summer to enable families to continue to access the right support at the right time. This period also provides opportunities to promote the parenting offer and engage new parents and carers to support to register and access programmes from September.

HENRY Fussy Eaters workshop

- 9 parents attended the workshop, 4 of these parents have enrolled onto HENRY programme in September. Parents shared that they felt more aware of portion sizes for their children and that they were either giving too much or not enough. Parents really liked the use of visual resources such as the eat well guide and taste adventure. The workshop supported parents to become more aware of what is meant by family mealtimes. Parents shared that they now recognise this as a communication opportunity too and not just focusing on eating.
- Children are now having 'me size' portions and opportunities to try new foods. Improved family mealtimes supports children over all development and has a positive impact on family relationships.

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Parent/carer forums

- Parent and carer forums were held over Summer, providing opportunity to gather feedback around what worked well and what could be done differently to improve group retention and outcomes for children. 20 parents and carers attended and feedback included-

- “I really liked that we could meet the facilitators before the programme started, I won’t feel as nervous going into the first session.”
- Feedback will contribute to planning and delivery for the next quarter.
- 100% parents and carers agreed to be contacted about future groups and workshops.

Family Hub Parenting Link

Workers

- Our link workers act as a key contact for families to make sure they know about the offer and to help them access it

“Attending the HENRY programme has made a big difference to me and my family. I feel so much more confident than when I started. I feel like it’s made my son’s life better as I now feel better taking him out and about to groups. I understand how good it is for my mental health to boost my batteries and the positive effect it has on my family. If I hadn’t come to the group, I would have been stuck at home feeling fed up. Danielle and Nicola, who facilitated the group, were really supportive. They let me know about lots of practical things, particularly free services, that I can access in the community and in the Family Hubs.”

How did families hear about the Summer groups?

- 30 out of 56 (53%) – Facebook
- 5 out of 56 (9%) – parenting team
- 13 out of 56 (13%) – Family Hub
- 5 out of 56 (9%) – FSW/SW/HV
- 3 out of 56 (5%) – word of mouth

What have been our successes?

- Partnership working continues to be strengthened through multi-agency working such as quarterly learning sets, referrals now being received from wider partners such as clinical paediatrics at the hospital.
- We are seeing an increase in wider family members accessing the parenting offer such as grandparents, aunts and uncles, recognising the importance of the support being available for all who have caring responsibilities for children.
- Parenting Team are now capturing good practice routinely through case studies and have been part of filming for the Family Hub promotion.
- Families who attend a programme or workshop are entered into a raffle, to win a hamper at the end of the quarter, this has been really popular.