



Top Tips for Retention and Good Attendance

Before

- **Run Programmes** when it is easier to recruit and contact parents or when they are more motivated – mid-late January, April/May, late September. Avoid clashes with other courses, religious observance and running programmes either side of longer school holidays.
- **Send out a friendly card or text** before the first session with details of: venue, date, start time and include a contact number.
- **Contact parents by telephone** to help build a relationship and find out any issues that might prevent attendance. Ask parents for their ideas of what you and they can do to help with attendance e.g. daily routine, appointments, work or holidays, child's routine, sleep, or nursery sessions.
- **Keep a waiting list** so that if some parents do not attend Week 1 others can be contacted to come along on Week 2.

During

- **Create a warm and welcoming environment** remember to use **Empathy Strengths and Paraphrasing** and solution focused questions.
- **Follow up non-attendance with a phone call** and try to do this on a weekly basis – if a parent misses more than one week they are less likely to attend again. Record action you have taken by using the codes on the attendance sheet.
- **Refer to the HENRY book and resources** with parents who have missed a session – suggest they read the chapter of the week they have missed and mention any new resources given out that week and inform them of anything they may need to do before the next session.
- **Contact the referrer** to feedback on non-attendance and discuss the way forward i.e. attend future Programmes or HENRY 1-to-1 Programme if available.