



Coordinator Day Notes

HENRY Partnerships

15th July 2025

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

“A brilliant half a day, thank you for the space to connect and reflect on the brilliant work we are all doing.”

Feedback from Coordinators attending July 2025 Coordinator Day

Welcome and Sharing Successes

The day was attended by 29 Coordinators from across Northern Ireland, Scotland and England. We were pleased to welcome all our Coordinators, especially those who are new to the role.

As always, we started with an inspiring round of 'Speedy Successes', which highlighted that one person's success can often be the solution to another person's challenge! (see Appendix 1).

Marketing Updates and HENRY News

We were excited to share several updates from Mimi Eylenbosch, our Marketing Lead. Mimi is currently finalising the **Brand and Communications Guidance** for Partnership Areas. This document will support consistent messaging across the organisation, including:

- How we talk about HENRY
- Tone of voice for programmes and workshops
- Guidance on using logos, backgrounds, and visual identity in resources

Upcoming Resources

- **New workshop resources** will be available to access using your notional spend from October. These include **business cards**, which are a simple and effective way to share HENRY information with families and professionals (e.g. GPs and Health Visitors).
 - Cards can include local HENRY details, contact info, QR codes, and website links.
 - We recommend using a central or generic email address to help future-proof the cards.
 - Availability of hard copies will need to be discussed within HENRY.
- **Starting Solids** resources are also being updated. These will allow for:
 - Inclusion of local area logos
 - Representation of children from diverse ethnic backgrounds
 - Fillable sections for dates, times, and other local details

- Mimi is currently developing a **bank of social media resources**, which will include adaptable content suitable for:
 - School screens
 - GP/clinic waiting room screens
 - Social Media posts, with space to include QR codes and relevant links

Notes on Access and Requests

- Please ensure your **correct email address** is provided when requesting access to resources, especially for those unable to use Google Workspace. Mimi can share materials directly via email if needed.
- **New bespoke resource requests** are not currently being taken. However, if there are multiple similar requests from different areas, these may be considered in the future.

Practice Development Sessions

Break Out Topic: Practice Development Sessions/Top Tips

Benefits

Practice Development Sessions (PDS) are a valuable and rare opportunity for Facilitators to:

- Connect with colleagues they don't often work with
- Reflect on their HENRY delivery in a supportive environment
- Share challenges and successes
- Offer and receive peer support
- Boost morale, motivation, confidence, and sense of purpose

"It's lovely when everyone leaves the session feeling that they're doing a great job."

Having experienced Facilitators present also supports knowledge-sharing and increases confidence across the group. These sessions help maintain and develop delivery skills, acting as informal refreshers, especially when focused on specific HENRY skills and approaches.

Barriers and Suggested Solutions

Barrier: Inconsistent attendance

Solution:

Clearly communicate that regular attendance is part of being an accredited HENRY Facilitator

- Reinforce the personal and professional benefits of attending
- Involve line managers to help prioritise attendance

Barrier: Lack of Facilitator time / competing priorities

Solution:

- Work with Facilitators to find the most convenient times using tools like **Doodle Polls**
- Position sessions as a valuable part of CPD, not “extra” work
- Ensure line managers understand the role of PDS in supporting delivery quality

Barrier: Travel time for in-person sessions

Solution:

- Offer **online sessions** as a time-efficient alternative
- Schedule occasional **face-to-face sessions** for deeper connection and engagement

Barrier: Sessions not seen as a priority

Solution:

- Reinforce that **Practice Development Sessions are an integral part of maintaining accreditation to deliver HENRY programmes**
- Remind partners that this expectation is outlined in the **Partnership Agreement** between HENRY and its delivery partners
- Share positive feedback or testimonials from past attendees
- Emphasise the peer support, confidence-building, and motivation that comes from attending
- Include **refreshments** or other personal touches for in-person sessions to enhance value

Barrier: Difficulty finding a venue

Solution:

- Ask Facilitators to suggest local venues
- Facilitators may have local knowledge or access to spaces
- Local **supermarkets often offer free Community Rooms** - mention HENRY's charitable status and support for local families. Contact the store's **Community Champion** for details
- Local churches/faith buildings can be available, some even with creche support. It can be helpful to offer them some places on HENRY sessions for families they are supporting

Barrier: Lack of support to organise sessions

Solution:

- Reach out to your **Partnership Support Officer** if help is needed with planning, logistics, or delivery

Logistics

Frequency:

- Aim for at least **termly or quarterly** sessions
- **Consult with Facilitators** to agree on timing

Format:

- Online is efficient and accessible
- Face-to-face (even occasionally) is well received and allows for more personal connection, refreshments, celebrating successes and informal conversation

Consider inviting:

- Managers
- Guest speakers
- Local partners - this can make sessions useful for both practice and information-sharing

Content Ideas

- Focus on HENRY content areas or specific session topics Facilitators find challenging.
- Include a regular **skills focus** (e.g. ESP or EAR) to reinforce confident delivery of the HENRY approach.
- Use **scenarios or case examples** in place of formal role play for those who are less comfortable.

- Share **recent HENRY reports or data**
 - Highlight successes
 - Identify any gaps in returns using the **DAS**
 - Discuss local updates and planning for future delivery
- Invite guest speakers or managers to support discussion on **local needs or emerging issues**

Breakout Rooms - Topics/Challenges and Solutions

Break Out Topic: Maximising Impact with Limited Resources

Challenges & Solutions:

- **Creche provision** – Whether it's needed can depend on factors like children's age, group size, and whether delivery can be adapted.
 - See: **Top Tips - Adapting Healthy Families** and **Top Tips for Delivering HENRY Programmes without Creche Provision**
 - One solution was to increase Workshop delivery, which often doesn't require a creche.
- **Cost of creche support**

Some church groups may have trained creche workers. You could explore partnerships with them, e.g. offering referrals in exchange for creche provision or free room hire.
- **Room hire costs**
 - Consider how many rooms are actually needed.
 - Negotiate with community venues such as supermarkets or local churches.
- **Facilitator availability and confidence with online delivery**
 - Online delivery was raised as a cost-saving solution, but some areas need more support around Facilitator confidence/readiness. Speak to your PSO if needed.

- **Resource pack costs**
 - Only order what's needed
 - Drip-feed packs gradually across sessions
 - For face-to-face delivery, consider handing out resources over time rather than all at once
- **Digital resource packs**
 - A question was raised about offering digital versions. HENRY is developing its digital strategy which includes resources and we look forward to sharing more information with you as this progresses.
- **Interest in strategic direction**
 - Coordinators are keen to hear key findings from the **5-year strategic review** and more information will be shared soon.

Break Out Topic: Family Time

Challenges & Solutions:

- **Families separated during creche**
 - Offer Family Time at the end of sessions so families can come back together
 - Consider one longer Family Time session during half term or as part of a celebration session
- **1-to-1 programme challenges**
 - Family Time videos can be sent to parents via WhatsApp or text to watch in their own time
- **Online programme delivery**
 - Allocate session time to watch Family Time videos together if appropriate

See **Top Tips for Family Time**

Break Out Topic: Networking

Feedback

- Coordinators shared how important networking is, especially for new or more isolated colleagues
- Helpful ideas included reaching out to **Health Visitors** who visit homes as a way of encouraging Programme attendance
- *"There was a wealth of experience in the room"* Networking is essential for sharing that knowledge

Other Challenges and Solution Spotting

Below are key challenges raised and suggested solutions:

- **Recruitment and retention**

See:

- **Top Tips for Recruiting Parents and Carers**
- **Top Tips for Retention and Good Attendance**

- **Training length and associated costs**

- HENRY is reviewing all costs and pricing in August as part of the **strategic review** – updates to follow

- **Online Fussy Eating workshop running over time**

- Fussy Eating can be emotive – some parents may raise broader issues
- Use **Group Guidelines** to agree time boundaries at the start
- Offer to stay on after the session (time permitting), or arrange a follow-up call for individual questions
- Consider including a brief reminder in workshop invites that personal concerns can be followed up separately

- **Lack of Facilitator time to deliver**

See: **HENRY FAQs – Facilitator time needed**

- The Info here can help Coordinators, line managers, and Commissioners plan realistically
- A **Round Table meeting** could also help explore local delivery capacity

- **Getting Facilitators to submit Programmes**

- Discuss during Practice Development Sessions
- Use plenty of ESP to understand barriers, co-create solutions, and agree next steps

- **Starting Solids questionnaires – low completion rates**

- Offer an incentive (e.g. small gift or prize draw)
- Split into two shorter sessions across two days
- Include a longer break during the session so parents can attend to babies, refresh, and return ready to complete the forms
- Send the baseline questionnaire to parents to complete before the session
- Offer to support parents to complete the completion questionnaire over the phone after the session

- **Private nurseries offering sugary foods**
 - HENRY offers **Healthy Start in Childcare (HSC)** training which is aimed at childcare and nursery settings.
 - Coordinators can encourage local nurseries to contact HENRY for info

Evaluation and Close

We were delighted to see so many of you at our HENRY **July 2025** Coordinator Day. We, of course, missed those of you who couldn't make it this time.

You will be able to find these, and the notes from previous Coordinators Days, on the [HENRY Practitioner Pages](#) **here**.

Thank you to those of you who took the time to complete the evaluation. We were particularly interested in your ideas for future Coordinator Days.

Some of the topics you would like to see are:

- Time-saving tips
- More sharing of successes and challenges in different areas
- Recruitment and Retention
- More time for networking
- Working with non-English speakers
- Workshops
- Improving attendance
- Promotion

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

Your Feedback



Feedback from Coordinators attending July 2025 Coordinator Day

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

- I'm glad to be here today to share that we have more dates for more programmes booked in
- We have run our first 2 workshops and there was a good turnout. Our RFTS programmes are going well also
- We have finally submitted all of our data and we are sure to get a good report
- We have just started our first programme delivery, we have been able to fill the sessions and are proud of our Facilitators
- Our joint online delivery went well
- We have just finished 4 programmes and all of our questionnaires have been done
- I have lots of pressure in my job role but I'm a dedicated Facilitator and enjoy HENRY
- We are an RCT area, I have 10 organisations to coordinate but things are getting there
- Our next 8 week Healthy Families: Right from the Start programmes is due to start and we have 11 participants booked on
- The National Child Measurement Programme (NCMP) staff have reviewed their letter and now HENRY and Hubs information are to be added to the letter to help with referrals
- Good feedback from participants showed there was a lot of impact
- We have 3 new Facilitators who are in the training process
- We are now able to recruit more Facilitators and will be running our first workshop soon
- Our last Healthy Families: Right from the Start programme had 8 recruits, 2 participants finished the programme, it was very impactful and successful
- There has been a big revamp of the parenting budget and HENRY will continue in our area
- Our virtual Fussy Eating workshop went really well, we had 8 participants, lots of positive feedback to our Facilitators
- We ran our first Starting Solids workshop with 9 participants
- We have lots of twilight programmes arranged, 1 has just started and is really successful
- Online group programmes are going well, we have foster carers attending. We plan to run more programmes in a nursery school and Sure Start centres from September
- We've just completed 2 face to face and 1 online programme, retention was much better this time
- We've just completed our first Healthy Families Growing Up programme
- Our last Healthy Families: Right from the Start programme has just finished and we had 9 families attend, lots of positive feedback from them and we have 3 new Facilitators being trained