

Delivery Support Sessions



Key points from February 2025 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.

It was great to hear an inspiring round of **speedy successes**, including:

- **Completed a 1-to-1 *Healthy Families: Right from the Start* programme** with a blind parent of four children. The Facilitator discussed resources in detail to ensure full access and saw huge benefits for the family.
- **Started delivering *Healthy Families: Right from the Start* and *Healthy Families: Growing Up* online.** Facilitators initially nervous about tech have found the programmes running successfully.
- **1-to-1 programmes are thriving.**
- **First online workshop delivered successfully**, with four more planned.
- **First programme specifically for dads delivered**, with referrals from Mental Health teams and Family Hubs.
- **Newly trained Facilitators** keen to start delivering.
- **Programmes completed despite challenges** like annual leave and sickness.
- **Third programme completed**, with growing recognition of HENRY locally.
- **HENRY becoming embedded into routine practice** in many areas.
- **First-time programme delivery** milestones celebrated by new Facilitators.
- **New HENRY Coordinator appointed** - congratulations!
- **Supported a parent with ADHD** to complete a programme, with careful, empathetic support.
- **Successful delivery of Fussy Eating workshops** in schools, reaching 13 parents in the

last session.

- **Growth in delivery within schools**, reaching remote families, and reaching more fathers.
- **Enhanced group bonding** seen both online and face-to-face.
- **Improved workshop attendance** by changing times from lunch to evening.
- **Increased referrals from dietetic teams** and third-sector partnerships (e.g., Sure Start, Mencap).
- **Facilitators finding personal development through delivery and training.**
- **High workshop engagement** - especially with Starting Solids and Preparation for Parenthood sessions.
- **WhatsApp groups supporting engagement and community-building** during and after programmes.

Challenges and Solutions

1. Time Management During Sessions

Challenges: Balancing session content delivery with the need for empathy and support.

Solutions:

- Arrange a pre-meet to allow opportunity to share what's going on in the families' lives
- Consider where the best location might be, perhaps somewhere neutral rather than in the home.
- Use the 'Car Park' for topics that may be off topic: this ensures the parents/carers feel heard and know that we will address it later.
- Use the Group Guidelines to manage time and come back to these regularly each week.
- Allow for some dedicated time before the session for a general chat and sharing any issues or concerns.
- Offer to have a quick phone call during the week with a parent/carer that needs extra support.
- Remember it's ok and sometimes necessary to signpost elsewhere to support any issues outside of HENRY's remit or that need more detailed input.

2. Supporting Parents/Carers at Programme End

Challenges: Participants feeling anxious or isolated when the programme finishes.

Solutions:

- Encourage WhatsApp groups to keep participants connected.
- Share session notes and useful links in the group chat.
- Go back to the referrer to let them know the programme has ended. Update them if the

parents/carers are feeling anxious or isolated.

- Signpost back to Health Visitor or onto other courses that might be running at the local centres.
- Reassure them that you will check-in in a few months time.
- Offer a parting gift, e.g. a cookbook.

3. Managing Non-Attendance and Dropouts

Challenges: Parents/carers enrolling but not attending, or dropping out mid-programme.

Solutions:

- Promote HENRY consistently and positively.
- Get people on board by enrolling them onto a programme after they have completed a workshop.
- Have a robust referral system in place.
- Use social media, leaflets, and Practitioner Page resources.
- Have a main point of contact i.e. when beginning a new programme, one Facilitator will contact participants beforehand and then during the programme should participants miss a session or need extra support.
- Phone calls can work better than texts.
- Offer incentives (if available). Like fruit and veg hampers. If funding isn't available see what's available in the local area. Food banks may offer free fruit and veg or local supermarkets community champions may offer vouchers as an incentive.
- Be mindful of the potential stigma associated with words like *weight* and *diet*.

NB: In many areas, HENRY's funding is linked to weight management, and it is sometimes described as addressing childhood obesity. However, this language can be a barrier to families engaging with the programme. It's important to emphasise that HENRY supports healthy family lifestyles in a positive and empowering way, without needing to focus specifically on weight management.

4. Facilitation Tips

Challenges: Delivering effective, engaging sessions.

Solutions:

- Assess parents and carers readiness for change. Is it the right time for them? What else is going on in their lives that may be impacting their readiness for change.
- Phone participants if they miss a session.
- Familiarise yourself with venues.
- Offer creche facilities or adapt sessions for under-1s.
- Celebrate the successes throughout and at the end of the programme.
- For a 1-to-1 Programme, you can be flexible in the order you deliver sessions - start with the issue that is the family's main concern/priority.
- Signpost to additional support when needed.

5. Managing Group Dynamics

Challenges: Supporting dominant, quiet, or anxious participants.

Solutions include:

- Use the **EAR** technique (Empathy, Agreement, Reframe).
- Acknowledge contributions but use a 'Car Park' if needed.
- Provide fidget toys or concentration aids.
- Use inclusive phrases like "Let's go around the room."
- Highlight the 'right to pass' and refer back to Group Guidelines when you need to
- Incorporate 'talking stick' strategies to manage turn-taking.
- Use 'raise hand' features in online sessions.
- Offer quieter participants a drink at the beginning of the session to help break the ice.
- Meet anxious participants in advance if possible.
- Use praise, empathy, collective rewards, validate contributions, paraphrasing, be open and honest and highlight a parent or carer's strengths.
- Check-in with quieter or more anxious participants between sessions.
- Read our Top Tips For Managing Group Dynamics available [here](#).

6. Using Collective Rewards

Challenges: Encouraging participants to engage with collective rewards.

Solutions:

- Model the use of rewards yourself, as participants may not be used to receiving praise and rewards.
- Explain the benefits of using collective rewards.
- Use seasonal or creative themes (Christmas trees, Easter eggs, thumbprint trees).
- For online delivery, use flipcharts or tools like [Mentimeter](#).
- Emphasise that rewards can be simple, free, and family-friendly.

7. Lack of Creche Availability

Challenges: Parents unable to attend without childcare.

Solutions:

- Welcome babies into programmes where possible.
- Use Early Years Practitioners (EYPs) in the room.
- Offer online programmes to remove childcare barriers.
- Explore funding options through local charities (Rotary Club, Lions, Ladies Circle, Freemasons)
- Set up toy mats within sessions for young children.

8. Managing Referrals, Waiting Lists, and Promotion

Challenges: Long waiting lists or low referral rates.

Solutions:

- Centralise referral processes.
- Offer workshops to families waiting for full programmes.
- Send letters notifying families that they are still on the waiting list.
- Promote HENRY using holistic, supportive language. i.e. avoid words such as obesity, weight management, parenting programme instead say support for a healthy lifestyle, programme for parents.
- Engage Parent Champions to promote programmes, these may attend events or drop into toddler groups to promote HENRY.
- Offer Raise, Engage, Refer (RER) training to professionals who won't be delivering HENRY but have contact with families and therefore can promote or signpost families to Facilitators.

9. Responding to Requests for Advice

Challenges: Parents asking for advice during sessions.

Solutions:

- Stick to the HENRY ethos: empower, don't advise. Support parents and carers to identify their strengths and problem solve.
- Open up questions to the whole group for a discussion i.e. what would anybody else do in this situation
- Recognise and praise parents and carers strengths, using empathy and paraphrasing
- Encourage peer support via WhatsApp groups.
- Work in partnership with parents/carers i.e. ask what have you tried, what ideas do you have
- Signpost to the HENRY Top Tips for Parents and Carers webpage
<https://www.henry.org.uk/tips>