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# Turning psychological insight into meaningful direction for education

How Eleos combined psychological insights and consultation to transale the experiences of children, families and education staff into practical recommendations for mental health strategy and provision.

INSIGHTS CONSULTATION



## The challenge

Schools play a significant role in children's psychological development. They are places where relationships are formed, confidence develops and young people begin to navigate an increasingly complex social and emotional world. They are also environments in which psychological difficulties may first become apparent, often to teachers and pastoral staff who are balancing educational responsibilities with the needs of children and families.

For education organisations, decisions about mental health provision therefore extend beyond choosing which services or interventions to make available. They involve understanding the experiences of children, the demands placed on staff, the relationships between schools and families, and the organisational arrangements that influence how effectively support can be provided. Developing a coherent approach becomes particularly complex when an organisation is responsible for multiple school communities, each with its own circumstances, strengths and established practices.

Eleos was commissioned to provide specialist psychological insights and consultation to inform the development of mental health strategy across a multi-school education organisation. The purpose was to establish a clearer understanding of psychological experiences and needs, then use that understanding to identify practical opportunities for strengthening provision.

The work was designed to move beyond gathering opinions about mental health and establish what those experiences meant for organisational decision-making.

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# Our approach

Eleos designed and delivered a programme of clinician-led psychological insights, engaging children, teaching and pastoral staff, parents and carers across different school communities.

Through structured discussions and opportunities for additional feedback, we explored people's experiences of psychological health, the support available to them and the relationships and circumstances influencing their everyday lives.

Our approach went beyond asking participants what they thought about existing mental health provision. We considered the psychological significance of what people described. What helps children feel safe enough to share difficulties? How do relationships influence whether support is trusted? What psychological demands arise for staff supporting children with complex needs? How do communication, expectations and organisational arrangements shape the experiences of families?

These questions required clinical understanding as well as careful engagement.

Eleos clinicians applied their expertise throughout the process, interpreting participants' experiences within the wider context of psychological development, relationships, emotional distress, trauma and the demands of educational environments. This enabled us to identify patterns, strengths and opportunities that might not emerge through conventional feedback exercises or reviews of existing services.

## THE ELEOS DELIVERY MODEL

01

**Clinician-led engagement**

Children, parents, carers, teaching and pastoral staff

02

**Psychological interpretation**

Experiences considered through specialist clinical expertise

03

**Connected organisational insight**

Shared themes, local needs, strengths and opportunities

04

**Consultation and direction**

Findings translated into practical strategic recommendations



## Connecting individual experiences with the wider organisation

An important feature of the work was the ability to consider psychological experiences at different levels.

Eleos examined the perspectives of individual participant groups, the circumstances of different school communities and the themes emerging across the wider organisation. This helped distinguish between needs that were specific to particular settings and opportunities that could inform a more coordinated approach.

The work highlighted the importance of trusted relationships, effective communication between home and school, and access to appropriate psychological knowledge and guidance for staff. It also identified examples of existing good practice that could inform development elsewhere.

Rather than treating these findings as separate observations, Eleos brought them together to understand how different experiences and organisational factors connected. The result was a more comprehensive picture of psychological health across the education environment, grounded in people's experiences and interpreted through specialist clinical expertise.



Individual experiences. Clinical interpretation. Organisational insight.

## Turning psychological understanding into practical recommendations

Gathering insights was only one part of the commission. Eleos then applied its Consultation expertise to consider what the findings meant for the organisation and how they could inform future provision. This involved identifying priorities, considering opportunities to strengthen existing approaches and developing recommendations that reflected both shared needs and the circumstances of individual school communities.

Our recommendations extended beyond direct mental health interventions. They considered the wider conditions that influence psychological health, including relationships, communication, staff confidence, access to clinical expertise, organisational responsibilities and the arrangements through which concerns are identified and managed.

Eleos developed tailored recommendations for participating schools, alongside an overarching set of strategic recommendations to support a more coordinated approach across the organisation. These addressed areas including mental health policy and governance, professional development, specialist psychological consultation, reflective support for staff, relationships with families and external services, and arrangements for monitoring and evaluating progress. We also proposed a phased approach to development, allowing new arrangements to be introduced, reviewed and refined before wider implementation.

The value of the Consultation was in translating psychological understanding into practical organisational direction — connecting what people were experiencing with what the organisation could meaningfully do in response.

Recommendations were developed, tailored to each school, alongside an overarching set of strategic recommendations for the organisation.



## What this demonstrates

Understanding psychological health within an organisation requires more than reviewing existing services or collecting feedback. People's experiences are shaped by relationships, expectations, environments and the responsibilities placed upon them. These influences can be difficult to recognise when individual concerns are considered separately.

Eleos brings specialist psychological expertise to understanding these experiences, identifying what matters beneath the surface and recognising patterns that can inform organisational decisions. Through Insights, we develop a clearer understanding of psychological needs, experiences, strengths and opportunities. Through Consultation, we apply that understanding to help organisations consider their options, establish priorities and develop practical responses.

For this education commission, the combination enabled Eleos to connect the experiences of children, families and staff with recommendations for a more coordinated approach to mental health. The same expertise can support organisations in other sectors seeking to understand the psychological experiences of their workforce, the people they serve or the communities for which they are responsible.

**Eleos helps organisations move beyond knowing what people are experiencing to understanding what those experiences mean — and how that understanding can inform better decisions.**



From understanding people’s experiences, to making better organisational decisions.