

Survey results: Understanding how your school supports mental health and emotional wellbeing (2025)

Hosted by HPCI ([Herts Parent Carer Involvement](#))

In June 2025, HPCI hosted a survey on behalf of the SEND Mental Health Support Team (MHST). The SEND MHST works in schools to support with mild to moderate mental health difficulties and is an early intervention service. The MHST wanted to better understand parent carer views on how schools support mental health and where improvements can be made.

We received 219 responses, and we are very grateful to all those who took the time to share their experiences and views.

Key findings:

- More than a third of respondents said that they did not know what their child's school currently does to support the mental health and emotional wellbeing of students.
- Families are keen to see more support available, with the most popular options being workshops for children, a mental health support team, and workshops for parents.
- Families see a disparity between their main priority for their child (wellbeing and happiness) and what they consider to be schools' main priority (academic progress / grades).
- Most parents do not know who is responsible for mental health and wellbeing at the school.
- But 80% said that their child had someone to talk to at school if they were upset about something.

Mental health and wellbeing is clearly an important topic for families, reflected in the detailed comments and suggestions made – these additional comments are summarised below.

Comments from parent carers

Many respondents gave positive feedback about their child's school's approach to supporting mental health, with comments about students feeling listened to, approachable staff, and an inclusive environment.

There were also lots of concerns raised, including:

- Poor understanding of mental health in relation to other needs, for example neurodivergence or other SEND, and those children who have been through traumatic experiences.
- Poor training – it was suggested that mental health needs to be understood across all staff, including classroom teachers and attendance officers.
- Different experiences between primary and secondary schools.
- More awareness needed of bullying and the impact of peers on wellbeing.

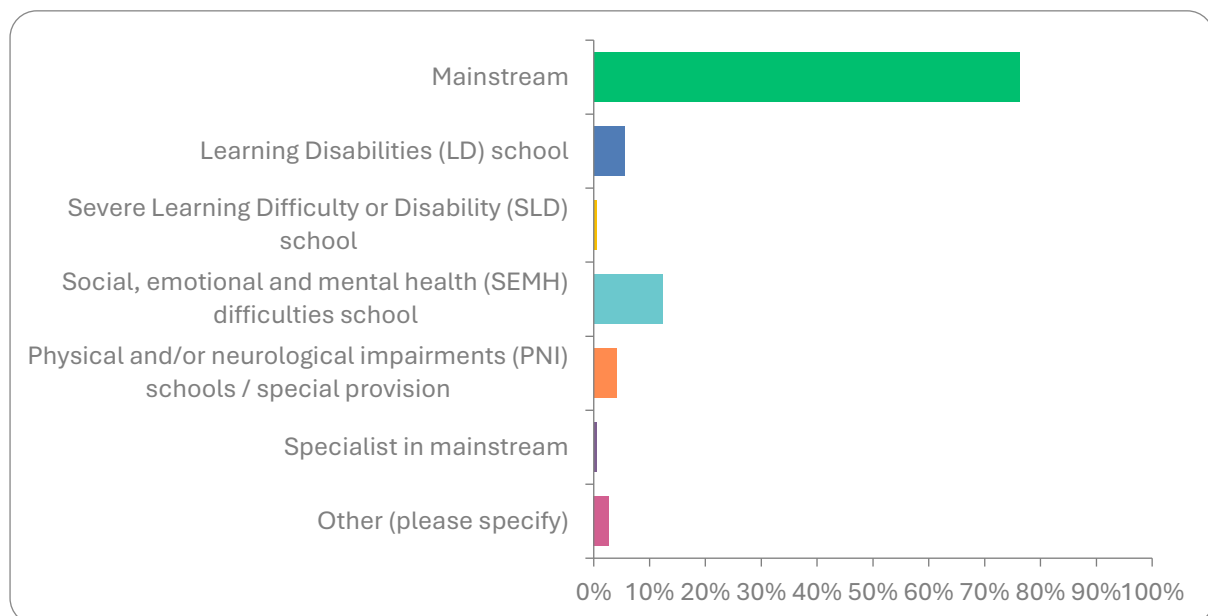
- Inconsistency of approach between staff, or differing offer between students.
- A heavy focus on attendance and academic achievement, rather than student wellbeing.
- A lack of information about how to access support.
- Concerns about parents being blamed, rather than being partners in supporting the child.

Suggestions for improvement included:

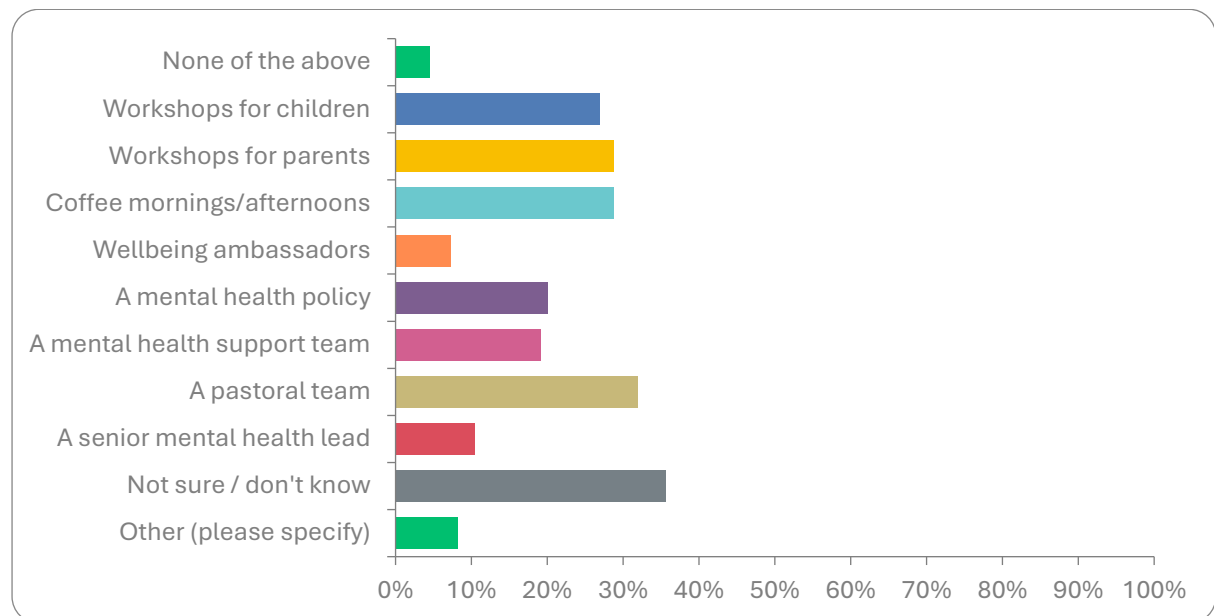
- Better training across school staff.
- Increased resources for teachers, students and parents.
- Better working between schools and the wider mental health support services, such as Step 2, PALMS and CAMHS.
- A child being able to identify a trusted adult, who is available to talk to.
- Workshops and coffee mornings being organised so that they are available to a wider range of parents (e.g. online or in the evening).

Question summaries

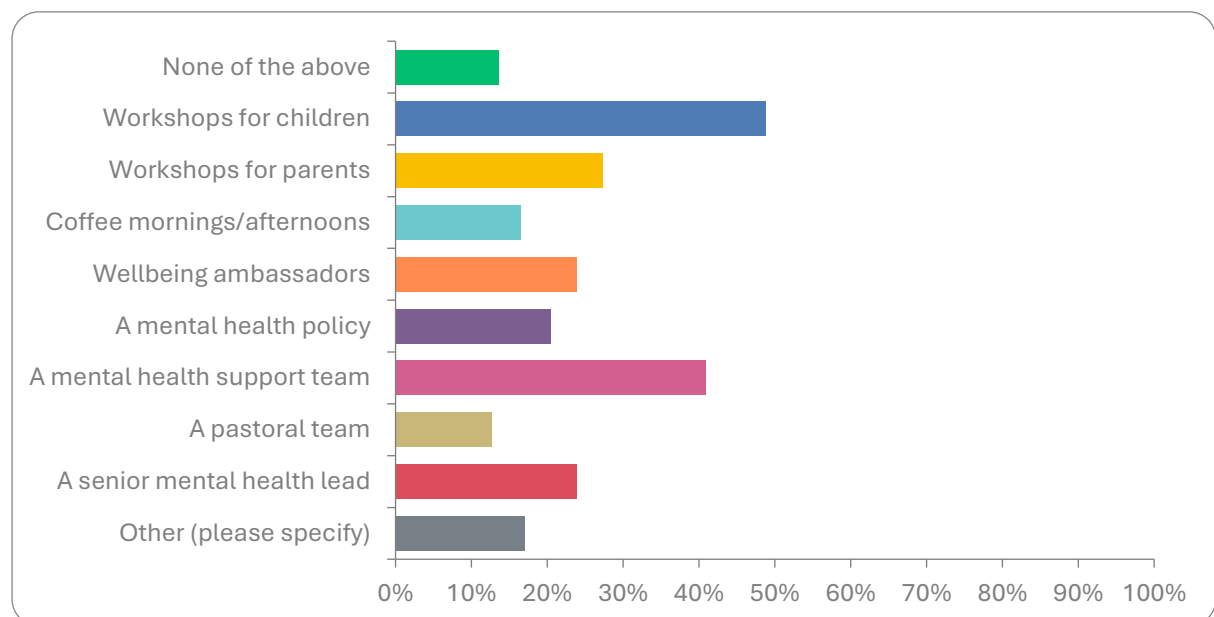
Q1 What type of school does your child attend?



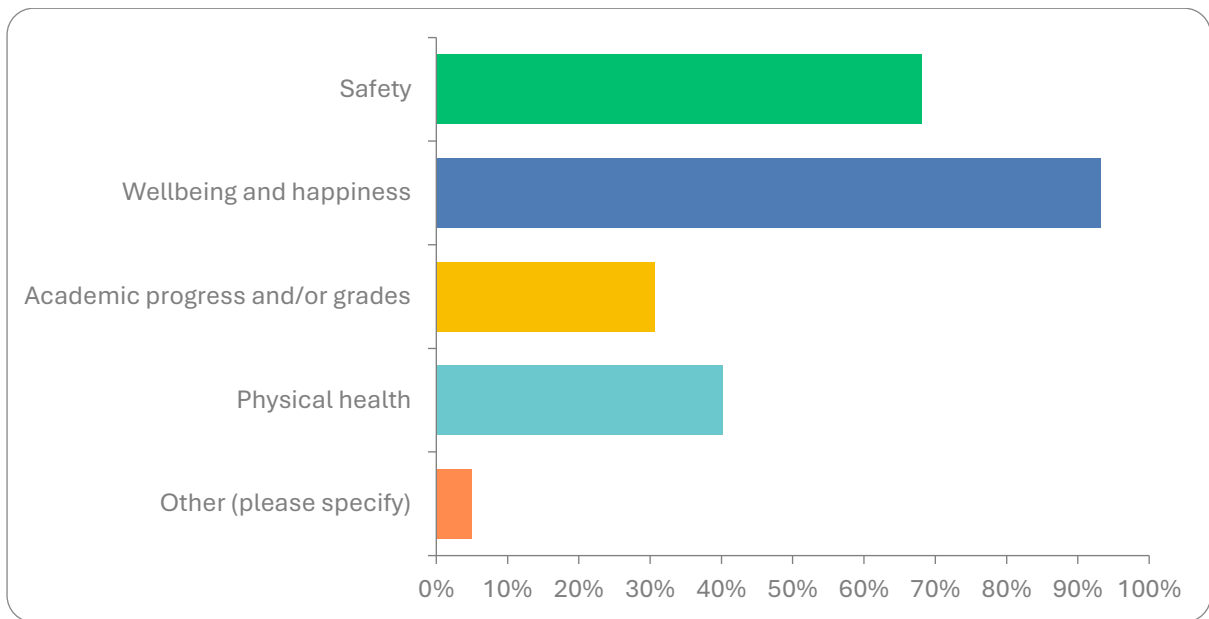
Q2: What does your child(ren)'s school currently do to support the mental health and emotional wellbeing of the students?



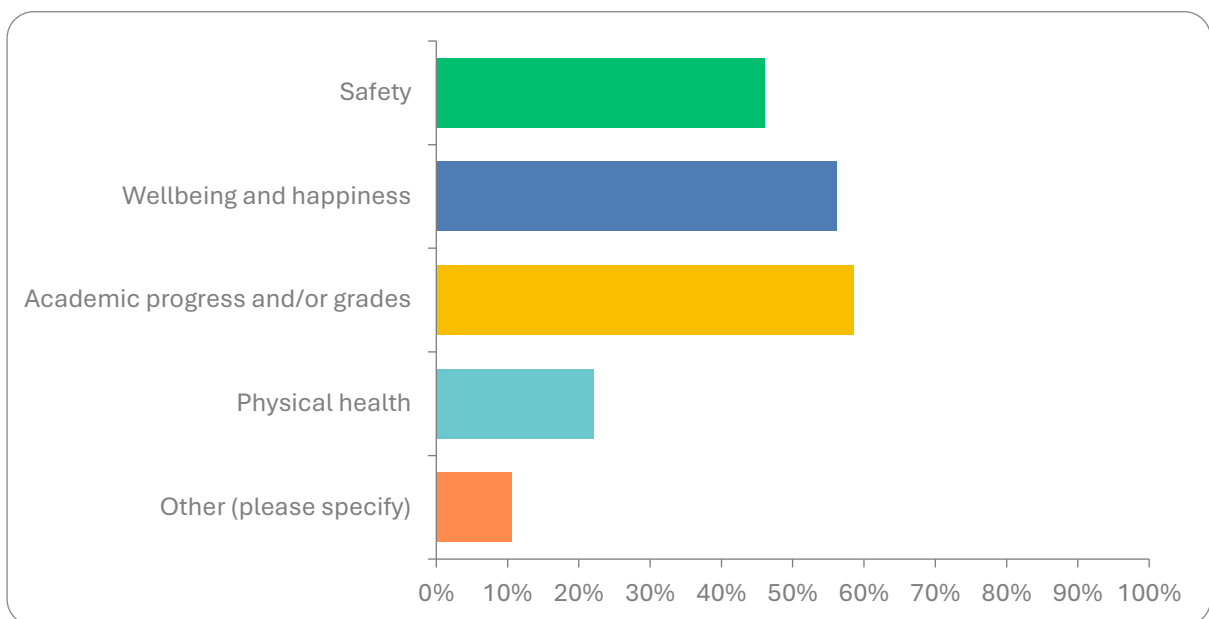
Q3: What more would you like to see your child(ren)'s school doing to support mental health and emotional wellbeing?



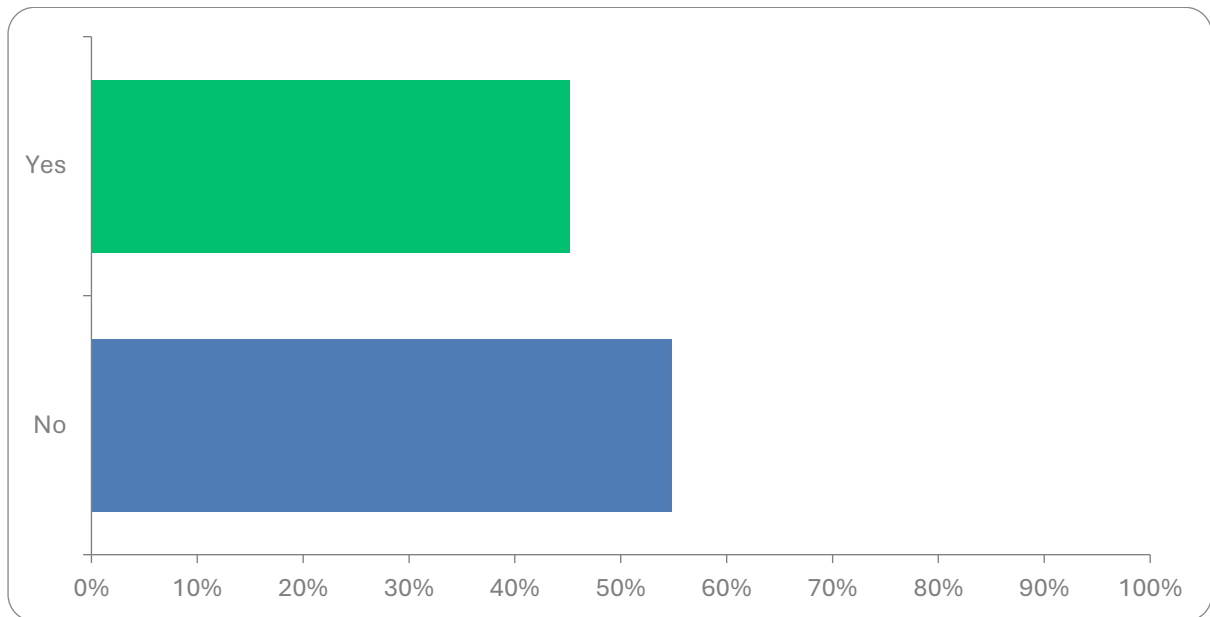
Q4: What is **your** main priority for your child(ren)?



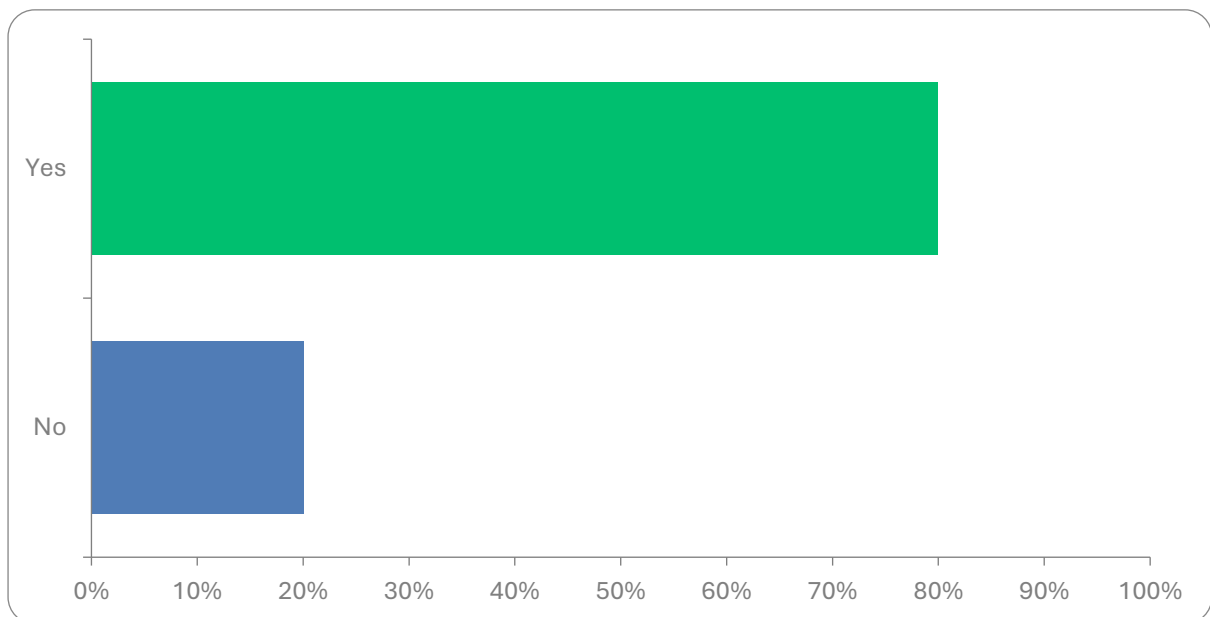
Q5: What do you feel is the main priority of your child(ren)'s **school**?



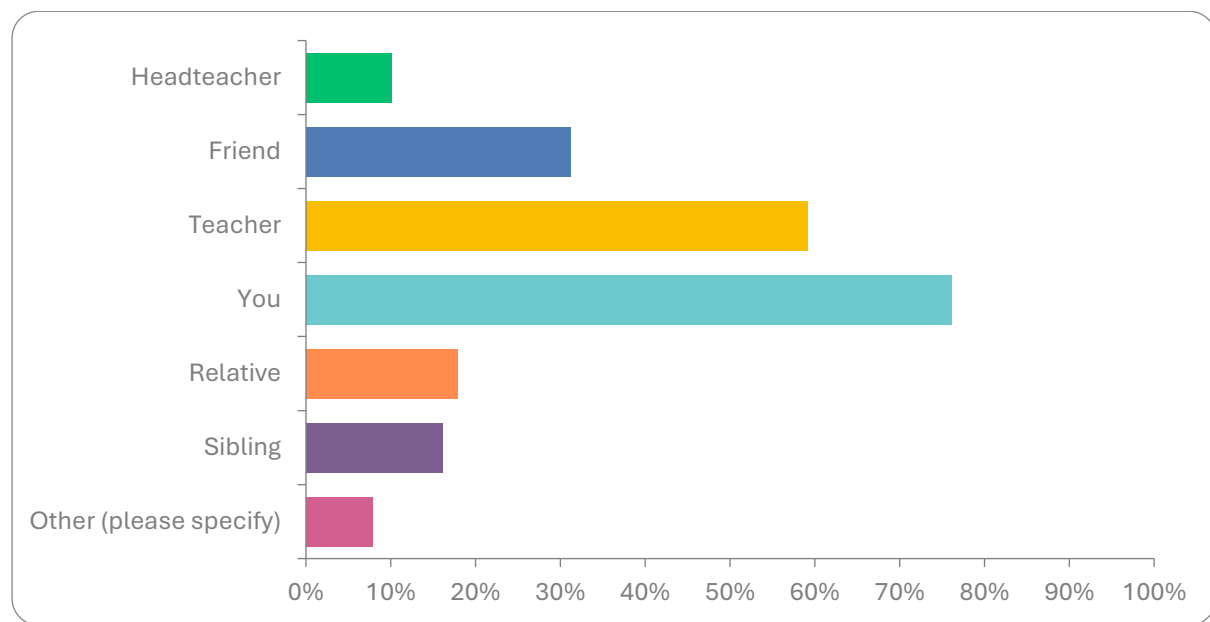
Q6: Do you know who is responsible for mental health and wellbeing at your child(ren)'s school?



Q7: Does your child(ren) have someone to talk to at school if they are upset about something?



Q8: Who do you think your child(ren) would talk to if they were upset about something?



Further information

As noted above, a number of respondents said that they struggled to find information about support for their child's mental health. A list of resources is available below:

[Single Point of Access \(24/7 Mental Health Helpline\)](#)

[With Youth \(online support, group sessions, drop-ins, and counselling for children and young people in Hertfordshire\)](#)

[Children's Wellbeing Practitioners \(provide support to children and run online courses for parent carers\)](#)

[The Hertfordshire SEND Local Offer \(information about SEND services in Hertfordshire\)](#)

[Just Talk \(Mental health support for all children and young people in Hertfordshire\)](#)

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