



## Understanding Our Attendance & Missed Sessions Approach

We understand that life can be unpredictable, and there may be times when a session cannot be attended. We want to take a moment to explain how our approach works, and why consistency is such an important part of the support we offer.

When you begin a support package with Bridge the Gap, you are securing a **dedicated weekly space** for your child. This space is held specifically for them throughout the duration of the package, allowing a trusted relationship to build and meaningful progress to take place.

Because of this, our packages are based on **weekly support**, rather than pay-as-you-go sessions.

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### Missed Sessions

If a session is missed, this time cannot be offered to another child at short notice. For this reason, missed sessions are not refunded or added on to the end of a package.

We do understand that illness and unexpected situations arise. Where possible, your practitioner may be able to offer an alternative session **within the same week**. If a session is moved within the same week, it will be treated as a rearranged session.

If an alternative time within the same week is not available, the session will be classed as missed.

We will never charge for sessions that we cancel.

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### Consistency of Support

Our work is relational and therapeutic in nature. Regular, consistent sessions help children to feel safe, build trust, and get the most from their support.



For this reason, we are not able to pause packages or hold spaces for extended periods (including school holidays). Holding spaces in this way would prevent other children from accessing support.

If you are unable to continue sessions for a period of time, we will always support you to bring the work to a **planned, therapeutic ending**, rather than pausing.

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### **A Note on School Holidays**

We understand that school holidays can bring changes to routines, travel, and family time. You are very welcome to continue sessions during this period, and many families find that maintaining consistency can be especially supportive for children during times of change.

If you feel that continuing sessions is not the right option for your family, we can instead support a **planned ending to the work**, with the option to return and re-refer at a later date.

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### **Term-Time Only Practitioners**

Some of our practitioners work on a **term-time only basis**. For children working with these practitioners, sessions naturally follow the school calendar and are not scheduled during school holidays.

Where possible, these practitioners will plan **supported endings** ahead of longer breaks, such as the summer holidays.

If you feel this model may better suit your family, please speak to us at the point of enquiry or assessment, as spaces with term-time only practitioners are limited.

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## Why This Matters

Each session includes not only the time spent with your child, but also planning, reflection, and the ongoing care that supports their progress. Our practitioners hold safe and manageable caseloads to ensure every child receives high-quality, consistent support.

As a Community Interest Company, we do not receive funding for our 1:1 provision. Our package model allows us to offer a sustainable service while continuing to provide wider community support for families.

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We understand that this approach may feel different to other services, and we are always happy to talk things through. Our intention is to provide a service that is **safe, consistent, and sustainable** - for your child, and for the many families we support.

Thank you for your understanding and for being part of Bridge the Gap.