



Understanding Our Missed Sessions Policy

We understand that life is unpredictable, and sometimes appointments need to be missed. We want to take a moment to explain why our policy requires payment for missed sessions, including during school holidays, and why this is essential for Bridge the Gap to continue providing support for your child and the wider community.

As a Community Interest Company, our priority is ensuring that children and families have access to high-quality emotional support. The true cost of each 1:1 session is £87.50, but we have chosen to subsidise this to make our support as affordable as possible. However, because we have no funding for this part of our service and no financial reserves, we must ask families to cover missed sessions.

Each session is more than just the time spent with your child—it includes planning, reflection, and the continuity of a trusted relationship with their practitioner. Unlike other services, we cannot fill a missed appointment with another child, as each child's session is reserved specifically for them. Our practitioners also cannot take on additional cases to make up for missed appointments, as maintaining realistic caseloads is vital to delivering safe and effective support. ***We will not charge for any sessions we cancel.***

Previously, we were able to be more flexible with our policy, but with the increasing costs of running a safe emotional support service, this is no longer sustainable. The changes announced in the last budget have further increased our running costs. If we were to waive fees for missed sessions, we would have to raise the cost of all sessions significantly, or risk the future of Bridge the Gap.

Despite these challenges, we remain committed to providing free and low-cost community support so that our service does not become inaccessible to families who need us most. While we actively seek funding, most grants are restricted to specific projects rather than helping with our core costs, such as staffing and rent. This is why we have no choice but to maintain our missed session policy.

We truly understand that this may be frustrating, and we share that frustration. We wish this wasn't necessary, but in the current climate, it is the only way we can continue to be here—not just for your child, but for the many families in our community who rely on our support.

Thank you for your understanding and for being part of Bridge the Gap. If you have any questions, please do not hesitate to reach out.