



LESLEY SIMPSON-GRAY

## What happens when I don't see children?

### When children refuse to attend their session

Children need to feel empowered to let me know their feelings and to know the difference between their therapeutic relationship with me, and the expectations of school staff and/or parents. Despite appearances, missed sessions are never 'wasted' and there is plenty of very important work that still happens, sometimes as a result of their non-attendance. Professionals rarely have an hour of uninterrupted time to focus on one child. In therapy, we use everything to help us make sense of children's play during their sessions.

Children need to rely on my promise to give them my consistent and unconditional attention during their allocated time. If absence becomes a problem, we discuss things with everyone involved, so that issues can be acknowledged and resolved. If changes cannot be accommodated, we can plan together to have a meaningful ending to the work.

### Cancellations

My preference has always been to consider individual circumstances when charging for cancelled sessions. However, as my practice has grown, I will now need to introduce a cancellation policy with immediate effect, for clarity across all schools.

Therapy sessions are carefully scheduled to meet the demands of the school timetable, travel and my availability. This means I am not in a position to reallocate cancelled sessions to other children.

I monitor texts, emails and voicemails on weekdays between 06:00 – 20:00; this is the best way for parents and school to inform me in advance when a child is involved in a planned event (eg. inset days, school trips and special events) or for illness and appointments.

I charge a standard fee for all agreed sessions, including sessions where I do not receive prior notice of absence\* My fee is reduced to 50% where I receive a minimum of 2 hours' notice of a child's absence\*\*

### School closures (excluding inset days and school holidays)

I charge 50% of my fee if I am unable to see your child as a result of a school closure. This covers the cost of work that I regularly undertake outside of sessions including:

- telephone support for parents and carers
- liaising with the professional network around the child/family
- reading and research
- providing regular reports and updates\*\*\*
- acquiring specialist therapy resources
- planning and preparing future sessions
- preparing clinical notes
- weekly 1:1 clinical supervision



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**If for any reason I need to cancel a session:**

I will inform you as soon as I can, and let school know so that they can inform your child. I will let you know if I am still available by phone or email, and I do my best to offer an alternative session that week. If this is not possible, I will reduce my fee by 50% for that session.

Lesley Simpson-Gray, MA MBACP  
**Integrative Child and Adolescent Psychotherapist**

**Notes:**

*\*This does not apply where the therapy work is terminated without discussion or agreement. In this case, the full session fee applies (see Therapy Agreement)*

*\*\*If a child has been excluded, it may also be necessary to decide together how the therapy can best support them*

*\*\*\*an additional standard fee applies for specialist assessments and reports.*