Woodbridge SEND Service

Cancellation Policy for Intervention Sessions

We understand that things can change in school and that there may be occasions when a planned intervention sessions is no longer needed. We will always try to be as flexible as possible and work with schools to make the best use of their purchased support.

When a school books a block of intervention sessions with Woodbridge SEND Service, we allocate a member of our specialist team to deliver those sessions. This means that the staff member's time is reserved for the school for the agreed period, and they plan and prepare specifically for the child, young person or staff team they are supporting.

Cancelling or changing a block of support

Once a block of sessions has started, the sessions are considered to have been allocated and cannot normally be returned or transferred back to the school if they are no longer required.

This includes situations where:

- a child or young person stops attending the intervention;
- the school decides that the intervention is no longer required;
- circumstances change and the school wishes to stop the block early;
- a child or young person is absent for a planned session;
- the school is unable to provide the agreed session space or arrangements.

This is because the specialist staff member has been allocated to the school for the agreed period and will have planned, prepared and reserved this time specifically for the work.

If a child is absent

Where possible, we will work with the school to rearrange an individual session within the agreed block. However, sessions cannot be guaranteed to be replaced or added to the end of a block where this is not possible.

If a child is no longer able to access the intervention, please speak to us as soon as possible. We will always look at whether the remaining time can be used in another appropriate way, for example through:

- consultation with school staff;
- reviewing or adapting strategies;
- modelling;
- resource development;
- planning for the child's return;
- supporting another agreed aspect of the child's provision.

Any alternative use of the allocated time will be agreed with the school wherever possible.

Cancellation before a block begins

If a school needs to cancel a block of support before it has started, please give us notice of at least a week before the start date.

Our commitment to schools

We recognise that schools are managing changing needs, staffing pressures and unexpected circumstances. Our aim is to make sure that specialist staff time is used effectively and that our traded service remains sustainable.

We will always try to find a practical solution where circumstances change. Early communication with your Woodbridge link teacher or the service team gives us the best opportunity to use the allocated time in a way that continues to benefit the child, young person or school.

In summary: when a block of intervention sessions are booked, the school is purchasing an agreed allocation of specialist staff time rather than individual sessions that can be returned if they are not used. This enables us to plan staffing and preparation effectively and continue to provide a reliable service to all schools.

WOODBRIDGE SEND SERVICE