



Equality Focus

*Equality & Diversity for Your Organisation*

## Cancellation Policy

There are occasions when Equality Focus will make a charge for Client non-attendance at support sessions because of a failure to cancel that support. Please see below for a statement of our Cancellation policy.

Equality Focus monitors attendance at support sessions. Equality Focus will endeavour not to charge funding bodies for any sessions the Client has failed to cancel which have not been investigated.

Equality Focus takes all possible steps to minimise the number of fail to cancel sessions charged to funding bodies. At the outset of the support process Clients are presented with a document explaining the terms and conditions on which support is offered. When the support is initially discussed with the Client, and prior to any appointments being made, the importance of attendance is stressed. We draw the Client's attention to the fact that if they miss sessions regularly without good reason their funding body may withdraw support.

When a session is arranged between the Client and their support worker the worker has a responsibility to ensure that the Client is aware of the time and location and has confirmed their attendance.

The support worker keeps Equality Focus informed of all non-attendances and cancellations and any irregular patterns or inadequate explanations are investigated.

Our support workers are advised that cancellation at short notice (less than 24 hours), or non-attendance by the Client, will be charged for the entire duration of the arranged session. Therefore, it is Equality Focus policy to make a charge to the Client's DSA for missed sessions if less than 24 hours' notice of cancellation is given.

Our workers are also advised that they are obliged to wait for 15 minutes if the Client has not arrived. If the Client does not arrive during this time the worker is advised that they may leave and claim for the session. This guidance is in line with that provided in the DSA guidance issued by SFE which states "*There will be occasions where a student does not attend a booked support session and/or does not given more than 24 hours' notice of cancellation, for example, because they were ill or had a personal emergency or unforeseen*

*circumstances. In these cases, the student is engaging with their support provider and only cancelled at short notice, or did not attend, due to a reason outside of their control. When this occurs it is understood that the NMH provider has arranged for a Non-medical Helper to attend the support session and so has incurred a cost for arranging the support. The cost of these booked support sessions will be met from the student's DSAs as it is understood that the student booked the session expecting to attend (subject to the repeated missed sessions rule below).*". Therefore, it is Equality Focus policy to make a charge to the Client's DSA in such circumstances.

Please note, DSA funding will not be provided for sessions that are repeatedly not being used once booked, or cancelled with less than 24 hours' notice, or where students indicate that they no longer need or want NMH support. DfES consider that it is unlikely that most clients would need to cancel their NMH session with less than 24 hours' notice more than twice per term.

If there are two successive missed appointments without satisfactory explanation or adequate notice, future sessions will not be offered. These will only be resumed after a referral back to the establishment at which the Client is studying. Support is re-arranged when Equality Focus receives confirmation from the university or college that they have checked the circumstances related to the lack of attendance, and have agreed strategies that will result in future attendance. Clients are also advised that a continuing pattern of poor attendance, or unexplained absences, is likely to result in the complete suspension of support.

# Confirmation of receipt of Equality Focus Cancellation Policy

I, \_\_\_\_\_ confirm that I have read and understood the Equality Focus Cancellation Policy.

I am aware that I need to give at least 24 hours notice to cancel a booked session with my support worker.

If I do not give 24 hours notice to cancel a session, I understand that Equality Focus is entitled to claim for that session from my funding body.

I also understand that my support may be put on hold if I miss 2 sessions per term without giving the required notice period or satisfactory explanation to my support worker.

Signed: \_\_\_\_\_