



Elaine Bond Counselling Services

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Nottingham
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www.nottingham-counselling.co.uk

Counselling Agreement

Aim of Counselling: The aim of counselling is to provide you with a confidential opportunity for you to explore your thoughts and feelings in safety. My role is to help you through this process without judgement or telling you what to do. I may, on occasion, give you information or offer suggestions. If, at any time, I feel I cannot help you in this way, I will offer to refer you to someone who I think can.

Confidentiality: Our work together remains confidential and I will not discuss what we talk about in sessions outside of our sessions. If, however, I feel that either you, or someone else, were in danger or at risk of harm I would discuss with you first the possibility of breaking confidentiality. There are also certain criminal activities that I have to report, and these include terrorism and money laundering. However, I retain the right to break confidentiality without prior consultation with you should I consider that the urgency of the situation requires me to act immediately to safeguard the physical safety of yourself or others

Supervision: I am required to attend supervision in order to ensure that you receive the best possible service. Any information the supervisor has about you will be treated in confidence.

Safety: All emotions are allowed and can be explored in the counselling session and none are judged. However, you must ensure that you do not cause any damage to yourself, property or me.

Number of sessions / ending counselling: When therapy is open-ended, as opposed to limited to 6 or 12 sessions, it is important that ending therapy is not sudden so we will regularly review progress to help determine the duration of our work together. Once an end date is agreed, I would anticipate that we would have a minimum of 3 more sessions leading up to this date.

Parking – you can park outside the house drive at any time, but I am not liable for any damage to your vehicle entering or exiting this space

Insurance: I hold both public liability and professional indemnity insurance Via Baldens Insurance Ltd.

Cost - Session fee----- Report's fee.....

(Fees are reviewed every six months and I will inform you of any changes to them at least 2 weeks in advance)

Payment will be made prior to, or during each session by cash, direct credit or PayPal. If you are paying on behalf of a client, or your session is online, payment must be made at least **24 hours before** the session.

Bank transfer will show on my bank statements and therefore may be seen by the bank, my accountant or for any applications I make for mortgages etc.

Should you pay by PayPal and consequently dispute the transaction without contacting me first, as part of the resolution process I will have to reveal that you have paid for counselling and any receipts provided.

Working Hours: I have sessions available over a five day period Tues – Sat.

- Tuesday – 2.00pm – 8.00pm
- Wednesday – 11.00am – 7.00pm
- Thursday – 3.00pm – 8.30pm
- Friday – 11.00am – 7.00pm
- Saturday - 9.00am -3.00pm

I reserve the right to change these hours as and when I need to.

Out of Session Contact: I cannot provide crisis support, the following help lines can –

- Nottinghamshire Healthcare crisis line - 0808 196 3779
- Call 116 123 to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19
- If you're under 19, you can also call 0800 1111 to talk to Childline.
- Call 111 for advice and resourcing
- If you feel unsafe call 999 and tell them you have a mental health emergency

All other queries will be dealt with within 12 hours of receipt other than on Sundays and Mondays when I will respond when I can.

If you want to send me articles or ideas to use in our next session, I am happy to receive those but I will not be able to discuss them with you until your next session.

Holidays: I will give a minimum of 2 weeks' notice of any planned holiday dates when I will be unavailable. I ask for (where possible) at least 2 weeks from you of the same.

Cancellation: I am aware that from time to time that you will not be able to attend sessions. If you call me within 48 hours of your appointment, I will endeavour to find another slot for you to attend within that week. Less than 48 hours' notice will incur the cost of the session you missed the next time you attend. Should you cancel three appointments one after the other you will be charged a non-refundable booking fee to confirm your next appointment by either cash or direct credit.

Should you wish to rearrange a session I can only hold potential slots for 12 hours.

Lateness: If you are running late please contact me right away to let me know you are on your way. If I have not heard from you in the first 20 minutes of your session I will assume you are a 'no show', your session will be forfeited and you will be charged for your full session.

Privacy: By signing this document I am happy for my data to be stored and retained as explained in the privacy policy- <https://nottingham-counselling.co.uk/page/privacy-policy>

Please note that due to insurance purposes your records will be kept for at least 7 years following the last occasion on which treatment was given.

Reports/letters: I will not be able to write reports or letters to employers, DWP etc until you have completed a minimum of ten sessions. There will be a charge for detailed reports depending on the time taken to prepare that report. I will not be able to speak to any authority or employer on your behalf.

Joined up working: If you have a team of other professionals supporting your mental health, I will ask for permission to contact them. I will work with them if they believe it is beneficial to do so. They will be the lead professional in your treatment. I will not be able to attend meetings and maybe obliged to share your notes with them. Confidentiality is not assured in cases like this.

The Counselling Room: The counselling room is part of my house and you will, from time to time, hear other occupants or neighbours moving around. They cannot hear our sessions. If this becomes an issue for you please let me know and I will endeavour to find sessions for you when this will not happen, but I can guarantee this is possible.

Pre-Trial Therapy: If you are accessing psychotherapy and counselling whilst an active report, investigation, or trial is taking place due to a crime you have reported, you are considered to be having 'pre-trial therapy'. This is a term set by the Crown Prosecution Service and applies to any kind of crime.

If this applies to you, please let me know as soon as possible as the nature of our work may change, and it may be that the notes I keep about our work may be used as part of the evidence in your case. In the first instance, I will provide you with further information on what to expect and how we can work together whilst you are managing the criminal justice process.

If we undertake pre-trial therapy, you will be asked to sign this information form in addition to this contract to demonstrate that you understand how my services will be provided to you and that you consent to proceed accordingly.

Online Counselling: Clients agree not to record sessions.

It is also crucial that you're sure your environment from which you are conferencing with me is safe, secure, and private. I also offer telephone counselling and again it is the client's responsibility to ensure they have a safe and secure environment.

This form of counselling is technology dependant and I am aware that technology will fail from time to time. Should this happen, I will endeavour to contact the client by telephone in order to continue the session. However I will not be able to extend the session to cover and technology forced breaks in communication.

Alcohol/Drugs: Alcohol and drugs mean that you are not fully present in therapy and will make our work almost impossible to complete. If I feel you are unable to complete therapy due to either of these I will end the session and you will be expected to pay for the session.

AI

Some clients choose to use AI-based apps or chat tools that offer emotional support or therapy-like conversations. These are separate from, and not part of, the counselling I provide.

AI tools do not know you as a person over time, do not hold a duty of care, and cannot reliably recognise risk or crisis. They may sound confident even when they are inaccurate. Anything you share with them may be stored or used in ways that fall outside our confidentiality and my control.

I retain full professional responsibility for the care I provide. My decisions are made through professional judgement, our relationship and training and are not handed to AI systems.

If you use AI tools for personal support, you are warmly encouraged to bring this into our work, so we can reflect together on how it may be affecting you. This is an invitation, never a judgement.

Complaints

If you have any issues or complaints with the therapy provided please contact me immediately. I will endeavour to find a way to resolve this.

Should this not work, you could escalate your complaint to the UCKP at

UK Council for Psychotherapy, 2 America Square, London, EC3N 2LU

Name.....

Address.....
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Telephone.....Email.....

DOB..... Age.....

Status.....children.....

GP
details.....

Details of other professionals involved in your mental health if applicable

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Next of Kin..... Contact details.....

Physical conditions.....

Medication.....
.....

Mental health diagnosis if applicable

.....

.....

Date

Signed

Signed; Elaine Bond

Direct payment details – 07 04 36 36950322
PayPal – elaineterry06@aol.com