**Appendix 2. Staff and Client Surveys**

**Homeworking and virtual therapy staff survey**

Participant information

Your current role:

Work for Croydon\_\_\_ Lambeth\_\_\_

Current role (drop down of HAP/Admin/CSW/AP/trainee PWP/PWP/Trainee HI/HI/Management team/Other)

I have worked in this organisation for \_\_\_ years \_\_\_\_ months

All questions except the open ones on this scale:

1. Strongly disagree

2. Disagree

3. Neither agree nor disagree

4. Agree

5. Strongly agree

**Homeworking**

1. I have the space I need to work from home effectively.
2. My home wifi is good enough to work from home.
3. I have experienced new physical health problems since homeworking started.
4. My mood and motivation have been improved by home working.
5. I feel more distracted working from home.
6. I find it harder to switch off after work.
7. I feel less connected to the service since homeworking.
8. I need more regular interaction with my colleagues.
9. Regular time in the office would improve my motivation.
10. I can get the interaction I want with colleagues virtually.
11. I find virtual team meetings useful and enjoyable.
12. I find virtual training sessions aren’t as effective.
13. I am well supported by my supervisor.
14. My line manager is concerned about my wellbeing and finds ways to address any problems I have.
15. I am equally or more productive working from home.
16. I end up working longer hours from home.
17. Working from home full-time is good for my morale and well-being.
18. Working from home part-time would be good for my morale.
19. [open question] The worst thing about working from home is...

**Delivering remote therapy**

We’d like you to answer the questions below for the modality you use most – either video or telephone. Please indicate if you will be answering for video \_\_ or telephone\_\_

1. Virtual therapy works better than I expected.
2. I enjoy virtual therapy as much as face to face therapy.
3. I find clients seeing my homeworking space in video sessions intrusive.
4. I feel competent and confident making and sharing documents virtually.
5. Internet connection problems regularly spoil my sessions.
6. Virtual therapy is just as effective as face to face.
7. Virtual therapy is less effective if we didn’t have at least some face to face sessions.
8. Doing some face to face therapy is essential for my development as a therapist.
9. Virtual therapy works but it takes more effort from me.
10. I can carry out all the behavioural experiments I need virtually.
11. The therapeutic connection isn’t as strong in virtual therapy.
12. I can pick up my clients’ emotions when working virtually.
13. I am not able to contain my clients’ emotions when working virtually.
14. It is easy to work collaboratively with my clients virtually.
15. My clients attend more reliably for virtual therapy.
16. My clients feel comfortable and safe in virtual therapy.
17. I am just as able to meet my clients’ goals through virtual therapy.
18. Virtual therapy is accessible for almost all of my clients.
19. [open question] Which clients does virtual therapy works less well for than face to face therapy?
20. [open question] Which clients do you think should be offered face to face therapy in future?

**Homeworking/remote therapy Audit Client survey**

**Client details**

1. Age (give choice of ranges), gender (male, female, other) ethnicity (Asian or Asian British, Black or Black British, Mixed, Other, White)
2. Employment status during therapy – employed and working/employed and on furlough/unemployed/student/full-time homemaker or carer/retired
3. How I received my therapy: video, telephone, mixture of both
4. I had in-person sessions (physically meeting in the same room) as part of this course of therapy Y/N
5. I have had previous psychological therapy in-person. Y/N

**Scale**

0-strongly disagree 1-disagree 2- neither agree nor disagree 3-agree 4-strongly agree 5 – not applicable

*‘Virtual’ therapy in the questions below means therapy by online video or telephone.*

*‘In-person’ means physically meeting in the same room.*

1. Virtual therapy was better than I expected.
2. I had a good therapeutic relationship with my therapist
3. The therapist got a good idea of me and my difficulties.
4. I could not communicate as well as I would have been able to in person.
5. I felt safe and comfortable having the therapy from my own home.
6. The convenience of virtual therapy was important to me.
7. The convenience of virtual therapy made up for the loss of in-person contact.
8. I feel that having the in-person sessions at the beginning was important.
9. When I became distressed, the therapist noticed and responded helpfully.
10. I think I made better use of the therapy because of the covid restrictions.
11. The therapy was less useful because of technical difficulties (e.g. wifi connection)
12. We covered all the important aspects of the therapy.
13. We made less progress towards my goals because the therapy was virtual.
14. Problems with finding confidential time and space at home restricted my therapy.
15. I felt uncomfortable that the therapist could see my room.
16. Being able to look at shared documents over video was helpful.
17. Seeing myself on screen interfered with the therapy.
18. I think that I would have benefitted more from seeing my therapist in person.
19. Overall I was satisfied with my therapy.
20. Given the choice I would choose:

Virtual (video or telephone) therapy

in-person therapy

a combination of virtual and in-person.

1. What could we improve about your experience with our service? (free text)