



# BEO Project Needs Analysis National Report – England (UK) (October 2024)

**BEO Project (Business Engagement Odyssey) -  
Employer Engagement Training and Good Practice Guide  
(Ref: 2023-1 – BEO2-KA220-VET-000164060)**

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## BEO Project Activity 2.4 – National Report, England, UK

No of responses - 22 completed Supported Employment Professional Questionnaire  
10 Completed Employer Questionnaire

### SECTION A – RESULTS OF THE SE. PROFESSIONAL SURVEYS

I. Please identify how the participants answered to the questionnaires (it is possible to give more than one answer):

- Face to face
- Online
- Other (please describe)

II. Please identify the participants in the table below: (please add extra lines if necessary)

No.	Gender		Age Group					Working experience in the SE field:				
	F	M	< 25	26-35	36-45	46-55	>55	0-1 years	2-5 years	6-10 years	11-15 years	More than 15 years
22	14	8	1	4	1	11	5	1	7	5	4	5
	64%	36%	4.5%	18%	4.5%	50%	23%	4%	32%	23%	18%	23%

III. Concerning COMPETENCES OF SE PROFESSIONALS please indicate how many participants answered to the following items:

1. In your opinion: is there a need of a specialized training course in employer engagement area?					
Strongly agree	Agree	Neither agree nor disagree	Disagree	strongly disagree	Don't know
15	5	2	0	0	0
68%	23%	9%	0%	0%	0%

2. How assured do you feel in contact with employers?			
Highly assured	Partly assured	Partly unsure	Unsure
13	9	0	0
59%	41%	0%	0%

3. How often do you use the following competencies in employer engagement process?

a. Activate and search with the client for suitable job opportunities				
Always	Very Often	Sometimes	Rarely	Never
10	8	3	1	0
45%	36%	13%	5%	0%
b. Contact employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)				
Always	Very Often	Sometimes	Rarely	Never
9	10	2	1	0
41%	45%	9%	5%	0%
c. Identify the needs of the employer				
Always	Very Often	Sometimes	Rarely	Never
10	8	4	0	0
46%	36%	18%	0%	0%

<b>d. Carry out job analyses to understand prospective employment opportunities</b>				
Always	Very Often	Sometimes	Rarely	Never
11	9	2	0	0
50%	41%	9%	0%	0%
<b>e. Mediate between employer and client/ Negotiate the hiring</b>				
Always	Very Often	Sometimes	Rarely	Never
8	8	2	3	1
36%	36%	9%	14%	5%
<b>f. Use methods to match individual job seekers to paid employment opportunities</b>				
Always	Very Often	Sometimes	Rarely	Never
14	5	3	0	0
62%	23%	14%	0%	0%
<b>g. Analyse and creates instruments to support the insertion of employee (job seeker)</b>				
Always	Very Often	Sometimes	Rarely	Never
8	8	5	1	0
36%	36%	23%	5%	
<b>h. Monitor the entire post-hiring process, recording incidents and providing support to both the company and employee (job seeker) in resolving any problems that may arise</b>				
Always	Very Often	Sometimes	Rarely	Never
8	6	3	4	1
36%	27%	14%	18%	5%

<b>4. In your opinion what competencies are necessary to be improved at SE practitioner through a training course in employer engagement? Rate each competence on the scale from 5 (very necessary) to 1 (not necessary)</b>				
<b>a. Activates and searches with the client for suitable job opportunities</b>				
5	4	3	2	1
8	10	4	0	0
36%	46%	18%	0%	0%
<b>b. Contacts employers within the different sectors of activity, aiming to create a network (updated pool of companies and employers)</b>				
5	4	3	2	1
12	7	3	0	0
54%	32%	14%	0%	0%
<b>c. Identifies the needs of the employer</b>				
5	4	3	2	1
16	5	1	0	0
73%	23%	4%	0%	0%
<b>d. Carries out job analyses to understand prospective employment opportunities</b>				
5	4	3	2	1
9	12	1	0	0
41%	54.5%	4.5%	0%	0%
<b>e. Mediates between employer and client/ Negotiate the hiring</b>				
5	4	3	2	1
11	4	6	1	0
50%	18%	27%	5%	0%
<b>f. Uses methods to match individual job seekers to paid employment opportunities</b>				
5	4	3	2	1
16	5	1	0	0
73%	23%	4%	0%	0%
<b>g. Analyses and creates instruments to support the insertion of employee (job seeker)</b>				
5	4	3	2	1
10	10	1	1	0
45%	45%	5%	5%	0%
<b>h. Monitors the entire post-hiring process, recording incidents and providing support to both the company and employee (job seeker) in resolving any problems that may arise</b>				
5	4	3	2	1
10	9	1	2	0
45%	41%	5%	9%	0%

IV. Concerning KNOWLEDGE please indicate how many participants answered to the following items:

<b>1. Please, rate your need of knowledge in your current field of work related with employers engagement on the scale from 5 (very needed) to 1 (not needed)</b>				
<b>a. Knowledge about local, regional and national labour market (current job market and trends, sources, how to access them, knowledge of each of the employers doing business in the locality)</b>				
5	4	3	2	1
11	6	5	0	0
50%	27%	23%	0%	0%
<b>b. Business systems / Knowledge of economic process and theories</b>				
5	4	3	2	1
6	7	7	1	1
27%	32%	32%	4.5%	4.5%
<b>c. Current national and international employment and equality legislation requirements for the workforce</b>				
5	4	3	2	1
8	7	5	2	0
36%	32%	23%	9%	0%
<b>d. Knowledge of corporate culture and various policies (e.g. Diversity, Equity and Inclusion - DEI strategy)</b>				
5	4	3	2	1
12	6	4	0	0
55%	27%	18%	0%	0%
<b>e. How to make initial contact with employers across different sectors in a way that engages and interests them</b>				
5	4	3	2	1
15	5	2	0	0
68%	23%	9%	0%	0%
<b>f. Knowledge about working in partnership with entrepreneurs and building networks</b>				
5	4	3	2	1
8	12	1	1	0
36%	54%	5%	5%	0%
<b>g. Knowledge of recruitment methods</b>				
5	4	3	2	1
10	6	3	3	0
45%	27%	14%	14%	0%
<b>h. Why and how reasonable adjustments may need to be made to secure equal access to paid employment as well as the safety and welfare of those in paid employment</b>				
5	4	3	2	1
16	2	2	2	0
73%	9%	9%	9%	0%
<b>i. Knowledge of workplace teaching methods and their applications</b>				
5	4	3	2	1
10	7	2	3	0
45%	32%	9%	14%	0%
<b>j. How to conduct task and job analyses to understand all aspects of employment opportunities</b>				
5	4	3	2	1
11	7	2	2	0
50%	32%	9%	9%	0%
<b>k. Knowledge and methods to match individual job seekers to paid employment opportunities</b>				
5	4	3	2	1
11	8	2	1	0
50%	36%	9%	5%	0%
<b>l. Techniques used to advocate for support to achieve positive outcomes</b>				
5	4	3	2	1
12	8	2	0	0
55%	36%	9%	0%	0%

m. Knowledge about lifting and mobilising natural supports for individual support				
5	4	3	2	1
10	7	4	1	0
45%	32%	18%	5%	0%
n. Techniques for coaching and supporting learning in and outside the workplace				
5	4	3	2	1
11	7	4	0	0
50%	32%	18%	0%	0%

**V. Please identify what are the most needed SKILLS of a SE Professionals in respect of employers in an ever-changing labour market, with challenges from globalization, digitization, robotization and aging made by the participants**

Sales skills to open and close, knowledge of the local labour market, listening skills
Marketing, negotiating, assessment, understanding employer needs, workplace and task analysis and job matching
Labour market changes, Digitisation, and balancing the needs of an employer during a recession.
lack of understanding of special needs, IA
neurodiversity awareness/ understanding reasonable adjustments/ benefits of diverse workload
Professional selling skills, motivational interviewing techniques, trauma informed practice.
flexibility, business acumen, empathy
adaptability, resilience, basic IT skills
Supporting employment staff to get past the gate keeper and overcome objections
Communication, Job matching, marketing
Flexibility, communication, commercial awareness, knowing the interns' skills
Strong communication and relationship-building abilities, especially over the phone, are essential. This is one area where I continue to see weakness, and as a result, fewer opportunities are being created. Individuals need to be able to articulate what they offer to employers while being ready to negotiate and demonstrating excellent communication skills. As an established trainer who specialises in Employer Engagement phone skills, I've seen a major increase in anxiety due to poor training or, in some cases, no training at all in this area.
Values, adaptability & listening skills
Understanding their business.
Professional Curiosity, Networking, solution focussed
IT skills numeracy and communication skills written and oral
Digitisation, robotisation and aging
adaptability, problem solving and communication
Education on training provided to upskill, adaptability, resilience, digital skills, communication
1. diverse industry knowledge 2. digitization 3.inclusivity guidelines for gender equality
Effective, outgoing communicator and relationship builder
Empathy with employers
Understands current and predicted future local and national job market trends
Understanding the organisation- bespoke support alongside generic offer
Understanding the wider needs of a Neurodivergent employee
Knowing the labour market needs

**Concerning receiving any training on these skills within the occupation participants are currently working in, please indicate how many of them answered:**

2. Did you receive any training on these skills within the occupation you are currently working in?				
Yes, a formal one, as a prerequisite before starting	Yes, extra occupational training	Yes, within my enrolment from colleagues	No, but an informal training	No, but it was "learning by doing"
1	9	2	5	5
4%	41%	9%	23%	23%

**Concerning skills needed in employer engagement process in order of relevance, please indicate how many of them answered:**

<b>3. Rate the listed skills needed in employer engagement process in order of relevance (from 1= lower relevance to 10= high relevance); give each skill its ranking from 1 to 10:</b>									
<b>a. Sales and marketing skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	1	0	1	3	3	4	8	2
0%	0%	4.5%	0%	4.5%	14%	14%	18%	36%	9%
<b>b. Networking and relationship skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	0	0	1	6	10	4
0%	0%	0%	5%	0%	0%	5%	27%	45%	18%
<b>c. Advising employers about recruitment and selection processes to ensure that best methods are used to assess the suitability of the job seeker for the specific job role</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	1	3	1	5	9	2
0%	0%	0%	4%	4%	14%	4%	23%	42%	9%
<b>d. Supporting employers to formulate tasks and required competences of the missing profiles</b>									
1	2	3	4	5	6	7	8	9	10
0	1	0	2	1	1	5	5	6	1
0%	4.5%	0%	9%	4.5%	4.5%	23%	23%	27%	4.5%
<b>e. Problem solving skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	1	1	0	0	2	4	10	4
0%	0%	5%	5%	0%	0%	9%	18%	45%	18%
<b>f. Social and relational skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	0	1	1	3	11	5
0%	0%	0%	4%	0%	4%	4%	14.5%	50%	23.5%
<b>g. Negotiation and mediation skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	1	0	4	4	10	2
0%	0%	0%	5%	5%	0%	18%	18%	45%	9%
<b>h. Information, advice and guidance skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	2	3	3	4	7	3
0%	0%	0%	0%	9%	14%	14%	18%	31%	14%
<b>i. Data collection skills</b>									
1	2	3	4	5	6	7	8	9	10
0	1	1	1	1	2	6	6	4	0
0%	4.5%	4.5%	4.5%	4.5%	9%	27.5%	27.5%	18%	0%
<b>j. Assessment and planning skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	1	2	0	2	5	12	0
0%	0%	0%	4.5%	9%	0%	9%	23%	54.5	0%
<b>k. Training skills ( ex: know how to plan, develop, monitor and evaluate professional training in a work context)</b>									
1	2	3	4	5	6	7	8	9	10
1	0	0	0	1	2	3	5	9	1
4%	0%	0%	0%	4%	9%	14.5%	23%	41.5%	4%
<b>l. Supporting development skills</b>									
1	2	3	4	5	6	7	8	9	10
0	0	0	0	1	1	1	8	11	0
0%	0%	0%	0%	4.5%	4.5%	4.5%	36.5%	50%	0%

**SECTION B – RESULTS OF THE EMPLOYERS SURVEYS**

**I. PROFILE OF COMPANY (EMPLOYER)**

**1. Please identify how the participants answered to the questionnaires (it is possible to give more than one answer):**

- Face to face
- Online
- Other (please describe)

**2. Please identify the PROFILE OF COMPANIES (employers) in the table below:**

0–14 employees	15–25 employees	26–50 employees	51- 250 employees	251-499 employees	500 - 1499 employees	1500+ employees
1	1	1	2	1	2	2
<b>10%</b>	<b>10%</b>	<b>10%</b>	<b>20%</b>	<b>10%</b>	<b>20%</b>	<b>20%</b>

**3. Please identify which types of industries the participants belong to**

<b>i. Health and social care</b>
<b>ii. Wholesale</b>
<b>iii. Retail</b>
<b>iv. Hospitality</b>
<b>v. Construction</b>
<b>vi. Education</b>

**4. Please identify the title of the participants:**

	<b>President/ CEO</b>	<b>Senior management</b>	<b>Junior management</b>	<b>HR-staff</b>	<b>Others</b>
<b>1</b>	<b>1</b>	<b>5</b>		<b>4</b>	
<b>2</b>					

**5. Please identify the functions of the participants: N/A**

<b>i.</b>
<b>ii.</b>
<b>iii.</b>
<b>iv.</b>
<b>v.</b>

**6. Please identify the number of years of participants with their organisation.**

<b>0-1 years</b>	<b>2-5 years</b>	<b>6-10 years</b>	<b>11-15 years</b>	<b>More than 15 years</b>
	<b>3</b>		<b>4</b>	<b>3</b>

**II Concerning BENEFITS/ SERVICES/RESOURCES please indicate how many participants answered to the following topics:**

Topic	Used	Not used	Very helpful	Somewhat	Minimally	Not helpful at all	I don't know
1. Wage subsidies (financial assistance to employers who employ PwD)		100%					
2. Employment incentives for workplace adaptations	60%	40%	100%				
3. SE services, tax exemptions and other financial incentives	70%	30%	100%				
4. Information and advice services (about recruiting, adjusting a workplace, benefits of employing PwD, online application for the employment assistance fund and supported wage system)	80%	20%	70%	30%			
5. Staff disability awareness training	60%	40%	100%				
6. Counselling services on how to deal with a disability in the workplace (types of disabilities and their characteristics, limitations and advantages, etc.)		100%					
7. Opportunities to network, share resources and learn from other employers' efforts to offer more opportunities to PwD.	50%	50%	100%				

**II. Concerning the COMPANY VISION AND STRATEGY FOR THE INCLUSION OF PEOPLE WITH DISABILITIES AND RESPECT FOR FUNDAMENTAL RIGHTS please indicate how many participants answered to the following topics:**

Topic	YES	NO	Has brought positive aspects	It needs improvement	I don't know
1. The company has internal regulations or a Code of Conduct where the commitment to non-discrimination and the inclusion of people with a disability is specifically stated.	80%	20%	70%	30%	
2. The company has implemented a DEI (Diversity, Equity, and Inclusion) strategy that is regularly reviewed	80%	20%	100%		
3. The company has a partnership (formal or informal) with a social organisation, through which the company integrates PwD professionally	60%	40%	100%		
4. Company site, recruitment boards and online tools are fully accessible to persons with different types of disabilities	100%		70%	30%	
5. Has the company appointed a person responsible for ensuring the implementation of inclusion actions for the person with disability (who may be an employee with a disability who already works in the company)	100%		100%		
6. The company has a policy for job change and job coaching (reintegration after sickness), if needed?	60%	40%	80%	20%	

**III. Concerning the RECRUITMENT AND OPPORTUNITIES FOR PROMOTION/TRAINING please indicate how many participants answered to the following topics:**

Topic	YES	NO	Has brought positive aspects	It needs improvement	I don't know
1. Changing wording of job adverts by making them accessible and non-discriminatory	100%		100%		
2. Changing interview questions by making them inclusive and understandable for the candidate	100%		100%		
3. Modifying pre-employment testing (e.g., time flexibility)	70%	30%	100%		
4. Create inclusive job design, use job carving	60%	40%	100%		
5. Offer and/or expand mentorship, job shadowing and placements, internships and other training opportunities to people with disabilities, pre-employment training	70%	30%	100%		
6. Vocational training and apprenticeship	70%	30%	100%		
7. Job circuit ( <i>Job Circuit methodology supports people with disabilities who need relevant work experience through short periods of different job activities</i> )	0%	100%			

**IV. Concerning the REASONABLE ACCOMODATION please indicate how many participants answered to the following topics:**

Topic	YES	NO	Has brought positive aspects	It needs improvement	I don't know
1. Made existing facilities accessible to employees with disabilities	100%		100%		
2. Restructured or modified jobs ( <i>changing tasks, time etc.</i> )	40%	60%	100%		
3. Flexible working ( <i>having flexible start/finish times, working from home, etc.</i> )	100%		100%		
4. Purchased / Acquired or modified / adapted equipment or assistive devices	100%		100%		
5. Purchased / Acquired or modified / adapted examination or training materials	100%		100%		
6. Modified work environment (ex: work access, lighting, temperature, noise, break areas etc.)	100%		100%		
7. Consulted the worker with a disability about special equipment or assistive technology needed	100%		100%		
8. Other (Please specify)					

## Section C – Conclusions and recommendations

### **CONCLUSIONS AND RECOMMENDATIONS REGARDING ANALYSING DATA FROM SE PROFESSIONAL QUESTIONNAIRES**

Organisations on the whole have good knowledge of employer engagement and understanding the effectiveness that quality engagement can have. The UK has several organisations, including OutShine, The Education People and BASE that deliver specific employer engagement training and promote it across the sector. The SEQF is well known across the UK and made a big impact in promoting what good looks like. The broad-brush and targeted approaches to employer engagement are well established and generally used with employers across the sector.

### **Conclusions and recommendations regarding analysing data OF THE EMPLOYERS QUESTIONNAIRE**

Policies and Acts are in place to protect people's rights in the workplace and to allow for equal opportunities. On the whole companies are well informed and the want to be inclusive and understand the business case for doing so. The companies spoken to understood that creating a welcoming environment that people want to work in, brings out the best in people and creates productivity. Outside support to achieve inclusiveness goals was very welcomed.

**BEO Project Needs Analysis, National Report, England, UK is available in accessible formats by contacting Communication and Dissemination lead partner, the Association of Supported Employment Europe E | [edythdunlop@niuse.org.uk](mailto:edythdunlop@niuse.org.uk)**

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