

WHO WE ARE...

Liaison Workforce delivers NHS workforce transformation to realise the great potential of the NHS workforce. We partner with the NHS to build and bring together workforce tools and solutions in an interoperable platform that helps to solve people challenges and increase efficiency.

We also help the NHS to grip and control its bank and agency spend, finding savings which can be channelled to where they are needed the most - whether that be recruiting more frontline staff, improving retention of existing staff, funding additional equipment, or helping to free up more beds.

WHY LIAISON?

- We partner with **57** Trusts and Health Boards across the UK.
- In the last 3 years, we have saved the NHS over **£100m** from our Workforce solutions.
- We save £120,000 – £290,000 per £1m agency spend, delivering a recurrent cost reduction of **12-28%** by improving organisational grip and control of temporary staffing budgets.
- Our solutions are part of an **interoperable, feature-rich, app-enabled platform** which is supported by experts and advanced technology - delivering exceptional experiences, unique actionable insights, and NHS workforce transformation.
- All our services can be **direct awarded** from an NHS framework.
- **There's no risk** – most of our solutions are implemented using a shared benefits model.

MAKING AN IMPACT

The Challenge

In March 2018, NHS workforce statistics highlighted that 117,870 voluntary resignations occurred in the NHS during 2017-2018, with around 20% of staff citing that their reason for leaving was to find a role that offered 'Better Rewards' or an improved 'Work-Life Balance'.

In an effort to reduce staff recruitment costs and improve workforce retention, King's College Hospital NHS Foundation Trust looked to introduce additional 'Work Life Balance' benefits via a salary sacrifice programme from Liaison Onecall.

The Solution

Liaison Onecall's salary sacrifice programme offered discounts to the Trust's members of around 30% on white goods, home technology, health and fitness, and smart TVs, with 12% of staff taking up the benefits available.

There was no cost to the Trust for rolling out the programme and it was managed online with straightforward payroll implementation. At King's College Hospital NHS Foundation Trust, Liaison's Onecall salary sacrifice programme was shown to be a significant contributor to the reduction of leavers from the Trust. The leaver rate amongst those staff participating in the Liaison Onecall programme was over a third lower (37%) than those not engaged in the programme.

The Results

- **£370,000** reduction in recruitment costs in one year
- Drop of **74** leavers since adopting the programme
- CIP saving of **14.38%**

“Having heard that other trusts had been running such a benefit, we invited Liaison Onecall to explain how the process worked and what savings the Trust may expect from running two or three programmes per year. In April this year, we decided to run the benefit programme and see what the take-up would be.

“So good has the take-up been, that we are now into our 12th benefit window and the savings for both the Trust and the staff engaged in the programme are increasing significantly. For a programme that costs us nothing and is entirely managed remotely, we are retaining a happier and more engaged workforce.”

Peter Absalom, Associate Director, Workforce,
King's College Hospital NHS Foundation Trust