

Agency Spend Control. Delivered.

Supporting the Trust to grip and control agency spend



£1.6million savings achieved in first 6 months of TempRE implementation



5% commission savings prior to implementation through agency negotiation



90% ADE utilisation achieved



Full visibility of spend via the Reporting Library



Working with Liaison has revolutionised the way we manage and book our agency staff. The TempRE technology and dedicated support have transformed our processes, bringing us transparency, control, and efficiency.

The system has empowered us to make informed choices, ensuring full compliance is in place, and manage our temporary workforce in-house, supporting us with our agency reduction plan and giving us greater control over our staffing needs."

Gillian Mead
Temporary Staffing Booking and Transformation Manager,
North East London NHS Foundation Trust

The Challenge

In March 2023, the Trust approached Liaison Workforce to discuss moving away from their Master Vend, and bringing the agency booking process in-house to provide the Trust with more control and visibility, and reduce their overall agency spend.

There was also a requirement to maintain and improve their Agency Direct Employment (ADE) (direct engagement) usage and spend.

Liaison met with Trust representatives prior to starting the implementation, to discuss the activities and key stakeholder involvement required for a successful start to the project.

The Solution

Once training was conducted, guidance and FAQs were issued to all users for ongoing use. A go-live date was agreed by Liaison and the Trust, and Liaison ensured all bookings from the previous supplier were migrated on to TempRE.

With a project plan agreed, Liaison then collected the required data from the Trust and provided system set-up, data migration, on-boarding of agencies and training to Trust stakeholders, all within 8 weeks.

After a successful post go-live, a regular operational review meeting was arranged, and access was provided to the Tableau reporting suite. Liaison provided the MI to show the Trust's monthly performance and used the meeting to raise and discuss any performance issues.

The Outcomes

- All agencies **supported throughout** the transition.
- All users trained before go-live, **ensuring best practice.**
- **Instant 90% utilisation** from go-live.
- Negotiated agencies changes in the AHP commission rates being paid by the Trust.
- **Increased the numbers of framework agencies** the Trust use.
- Rates split and commission blocker turned on for AHP and ST1s, giving the trust **visibility on their total charge rates and control over agencies** from submitting over the cap commission rates.
- Access to the reporting library, provided cost and commission reporting and MI, **giving full visibility of spend.**
- ADE mandate issued to agencies to ensure all new candidates provided to the Trust are **ADE compliant.**



To find out more about Liaison Workforce's ADE and bank solutions, and how they can benefit your organisation or system, please get in touch on 0845 603 9000 or email info@liaisongroup.com