

Agency Spend Reduction. Delivered.

Supporting the Trust to grip and control agency spend



41% reduction in monthly agency spend



Annualised savings delivered of over £3million



Bank fill increase from 30% to 66%

The Challenge

In 2016/17, the Trust engaged the Liaison Workforce team to produce a series of management information reports to help inform the process of implementing Liaison Workforce's TempRE Bank solution.

These reports identified that the Trust's agency rates were nearly the most expensive in the region for all grades of agency staff. The reporting also highlighted the difference between the Trust's average bank rates compared to agency.

This clarity helped raise awareness of a need to develop and grow a trust bank and lent weight to internal discussions about the need to drive the project forward.

The Trust's bank recruitment initiatives were also reviewed at the same time.

The Solution

Following the implementation of TempRE Bank, the Trust took the initiative of auto enrolling all rotational doctors onto the bank with the ability to opt out if they chose.

Other changes including moving responsibility for medical locum spend from HR Director to Medical Director and, after Liaison Workforce's recommendation, combining the Trust's partly decentralised booking team into a fully centralised team.

The new, robust internal authorisation process required all agency spend to be signed off before jobs could be released to agencies, ensuring all jobs were first offered to the bank team before going out to agencies.

As part of the TempRE Bank service provision, Liaison Workforce also provided a weekly payroll facility to help make the bank an attractive option for locums.

The Outcomes

When the first ten months of the project were reviewed, it was found that the Trust had achieved a 72% reduction in their average monthly agency spend, amounting to £360k of savings each month.

We have continued this partnership into 2024/25, working alongside the Trust to guide and advise on further savings, achieving:

- **41% reduction** in monthly agency spend
- Increased bank fill rate from **30% to 66%**
- Reduced standard placement spend by **87%**
- Annualised **savings delivered** of over **£3million**

The TempRE system has greatly assisted us - we have significantly reduced agency spend and increased our bank usage. Their Reporting Team have been wonderful in supporting us. They provide regular and bespoke reports and data, sometimes at very short notice. We also have regular review meetings, which are invaluable for highlighting areas of high spend and identifying areas for improvement. Nothing is too much trouble for them, and they have certainly made my life much easier.

Patricia Pedley
Medical Staffing Manager
Walsall Healthcare NHS Trust



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