

# Agency Spend Reduction. Delivered.

Supporting the Trust to standardise commission rates and reduce agency spend



**Potential commission savings of over £37,000 over a 12 month period**



**Agency suppliers now follow a precedent to standardise commission rates**



**Agency commission reduced by up to 40%**



**Total savings of £1,342,000 achieved since 2023 using multiple Liaison Workforce solutions**



*Liaison has been a trusted and long-standing partner, playing a key role in helping us reduce costs through extensive collaboration.*

*Their support in technology and data intelligence has enabled us to effectively benchmark our rates against other Trusts, standardising our cost structure while allowing us to maintain quality of service'*

**Laura Ransom,**  
**Temporary Workforce and Volunteer Services Manager, East Sussex Healthcare Trust**

## The Challenge

Through ongoing support, regular catch-ups, and operational reviews with the Assistant Director of Resourcing and the Temporary Workforce and Volunteer Services Manager at East Sussex Healthcare Trust, Liaison Workforce identified inconsistencies in agency commission rates for doctors of the same grade across the Trust.

To address this, our Regional Client Services Consultant proposed a Commission Rate Harmonisation Project to standardise rates. This initiative aims to reduce costs and help the Trust meet savings targets by introducing a bespoke rate card, enforced via our innovative TempRE software. This ensures agencies adhere to agreed commission rates, giving the Trust greater control over spending and helping to lower overall costs for new bookings and renegotiations.



## The Solution

- In partnership with the Trust, we delivered both a Rate Harmonisation Report and anonymised benchmarking data from comparable NHS Trusts.
- Already knowing the Trust's internal structure and procedures due to our close working relationship spanning many years, we used this knowledge to put together a comprehensive project plan and collaborated with the Trust to allocate tasks effectively.
- Following a thorough review of the Trust's data, our agency engagement team recommended the relevant bespoke rates.
- After an in-depth discussion and a review of these recommendations, the Trust subsequently approved and implemented the bespoke rate card.



## The Outcomes

- Potential commission savings **in excess of £37,000 over a 12-month period** to support the Trust in meeting their on-going savings targets.
- Agency commission **reduced by up to 40%.**
- Precedent set amongst agency suppliers to work to **standardise and harmonise commission rates** moving forward.
- A **total ADE saving of £1,342,000 since 2023** using Liaison Workforce solutions.
- Relationship between the Trust and our advisors strengthened to create **a fantastic working relationship.**



To find out more, please get in touch at [info@liaisongroup.com](mailto:info@liaisongroup.com)