

Agency Spend Control. Delivered.

Supporting the Trust to grip and control agency spend



£11.7million savings since implementation in April 2022



90% ADE utilisation achieved immediately after go-live



5% commission savings prior to implementation through agency negotiation



Full visibility of spend via the Reporting Library

The Challenge

North East London Foundation 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.

Our experts 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 of April, 2022 was agreed by us and the Trust, and we ensured all bookings from the previous supplier were migrated on to TempRE.

With a project plan agreed, our experts 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. Our team provided the MI to show the Trust's monthly performance and used the meeting to raise and discuss any performance issues.

In September 2023, all Social Workers were migrated from non-ADE arrangements to ADE bookings on TempRE.

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 uses.
- A bespoke rate card and commission blocker was turned on, giving the Trust **visibility on its total charge rates** and **control over agencies** to prevent over the cap commission rate submissions.
- 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**.
- As of September 2023, **Social Workers were implemented on TempRE**, realising an **extra £111,981 savings**.



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



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