



# Agency Management Implementation. Delivered.

Savings, streamlining and visibility achieved with Agency Management Solution implementation



**Forecast savings of £690,000 over 12 months through Direct Engagement**



**An additional £297,890 potential savings identified for the first 12 months**



**£9,500 savings achieved in the first month**

## The Challenge

Sussex Community NHS Foundation Trust was looking at how it could make its processes for managing agency staff more efficient and reduce costs. To address this, the Trust, in collaboration with Liaison Workforce, explored how Liaison's TempRE solution could support more efficient management of agency bookings and the associated costs.

TempRE provides greater control and visibility over temporary staffing, streamlining the booking process and offering insights into agency usage and costs. By adopting this system, the Trust aimed to engage candidates more cost effectively through direct employment, and ultimately reduce reliance on high-cost staffing agencies and better track spend, ultimately driving significant cost savings.

These savings are crucial as the Trust faces ongoing pressure, like all NHS trusts, to meet the savings targets set.

## The Solution

The Liaison Workforce team started the implementation with a detailed meeting to assess the trust's needs and challenges. Our experts provided a clear outline of the process, setting clear expectations at every stage. To ensure a smooth rollout, we organised regular progress calls, project management meetings and stakeholder sessions. Our agency engagement team collaborated closely with the trust to devise strategies for securing locum staffing at competitive rates while efficiently filling vacancies.

Training was led by the Regional Client Services Consultant who tailored the sessions to accommodate various user levels, with additional support provided to the Temporary Workforce team and designated 'super-users.' We also supported development of an internal Standard Operating Procedure (SOP) to reinforce best practice. Our training boosted staff confidence, preparing them for launch.

With the go-live date confirmed, all incumbent bookings were transitioned to TempRE, and while some obstacles arose during the process, our ongoing support ensured they were effectively addressed, resulting in a smooth, on-time, and well-supported launch.

## The Outcomes

- Potential savings of **£690,370 through direct engagement** in the first 12 months
- An **additional £297,890 in potential savings** identified for the first 12 months by reducing agency commission rates, creating consistent labour rates, eradicating agency invoices and limiting invoicing and timesheet errors.
- **100% of hours booked** for Medical & Dental workers at or under the NHSE rate commission caps.
- **Manual booking processes** were consolidated into TempRE, streamlining operations.
- **Improved visibility and control** over temporary staffing expenditures.
- **Expanded access to a wider range of Framework agencies**, supported by the Liaison Group Agency Engagement Team.
- Commission blockers activated at go-live, giving the trust **control over agency locum commission rates**.
- Instant access to Liaison's self-service reporting suite, with **the ability to generate bespoke reports** tailored to the trust's needs.

**“** The integration of TempRE in the trust has completely transformed the way we manage our internal processes, creating a more streamlined and efficient workflow. By replacing manual, time-intensive tasks with automated solutions, we've gained better control and enhanced visibility, leading to a significant boost in productivity.

*TempRE has also provided us with greater insight into vacancy requests and rates, giving us a clearer and more accurate overview of the status of all open positions. The reporting is detailed and customisable, meaning we can see what we need, when we need it. The new-found visibility allows us to respond to requests faster and more precisely, enabling us to focus on higher-value, strategic initiatives that drive long-term success and for us to get a full picture on trust spend.’*

**Cameron Robertson,**  
Operations Manager, Workforce Deployment  
Sussex Community NHS Foundation Trust



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