



Utilising TempRE for Grip & Control. **Delivered.**

Agency Management Solution streamlines workforce planning, strengthens compliance and boosts savings for Trust.



**Total ADE savings of
£201,000 since go-live**



**Shift fill rate of 100% for
Consultant, GP and
Associate Specialist shifts**



**Improved workforce
planning, booking
controls and compliance**



The Challenge

Sussex Community Foundation NHS Trust needed to strengthen control and oversight of its agency workforce. Limited visibility and inconsistent booking practices were impacting compliance, workforce planning, and spend management.

A heavy reliance on traditional agency booking routes and retrospective bookings led to reduced transparency over workforce activity and the associated costs. This highlighted the need for greater standardisation, stronger governance and increased adoption of compliant engagement models.

As a result, there was a clear requirement for a more controlled, transparent and data-driven approach to managing temporary staffing.



The Solution

People First Approach

Our Regional Client Services Consultant provided targeted training and support to the Temporary Workforce team, operational leads, and divisional managers, ensuring understanding of compliant engagement types and a smooth transition to more controlled workforce practices while maintaining service continuity.

Regular operational and strategic reviews supported stakeholder engagement, alignment and continuous improvement, whilst maintaining compliance.

Agency Management Tools

TempRE introduced structured controls to standardise booking activity, regulate internal processes, reduce reliance on non-compliant booking routes and strengthen oversight. Enhanced reporting and improved visibility enabled tighter management of agency utilisation, pay rates and overall spend.

Streamlined Technology

TempRE automated reporting and simplified processes, reducing manual administration and creating a consistent, transparent approach to workforce management. This reduced Trust spend, supported improved efficiency and compliance and contributed to long-term sustainability.



The Outcomes

- Average booking lead time **increased by 10 days**, improving workforce planning and reducing last-minute shift requests.
- **Reduced retrospective bookings** from 11.9% to 6.9%, supporting stronger booking controls and compliance.
- **Reduced average medical and dental supplier commission** by £2.17 per hour, delivering greater value from agency spend.
- **Increased Agency Direct Employment (ADE) utilisation by 31%**, up to 81.4%, reducing reliance on higher-cost agency routes.
- Increased fill rates for Consultant, GP and Associate Specialist shifts, **achieving a 100% fill rate** and maintaining service continuity.
- **Delivered £201K in ADE savings** between January 2025 and May 2026 through increased direct engagement and commission reduction initiatives.



TempRE has provided the Trust with increased governance and control over agency staffing by centralising booking processes and improving visibility of temporary workforce activity.

The system has strengthened approval and compliance controls, enabled more accurate monitoring of agency utilisation and expenditure, and supported consistent booking practices across services. This has helped drive safer staffing, improved operational oversight, and better value for money.

Sylvia Wrobel,
Temporary Workforce Manager



**To find out more about our workforce solutions, please get in touch on
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