



Case Study

Frimley Health NHS Foundation Trust improved wellbeing and morale, reduced agency spend and improved retention.

All by using Allocate InstantPay powered by Wagestream.

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“I’ve seen turnover reduce so therefore our retention rate is getting stronger. It won’t take long before more and more organisations are chomping at the bit to get a piece of this pie because it’s groundbreaking. What more do you need to say?”

Rob Shuttleworth

Head of Workforce Intelligence
Frimley Health NHS Foundation Trust

What is Allocate InstantPay?

A set of financial wellbeing tools, including flexible pay options, offered to NHS Trust employees to improve financial health, reduce stress, smooth cashflow and build better financial wellbeing for the future.

What were Frimley Health NHS Foundation Trust trying to achieve?

- Increase staff morale and engagement
- Functionality of weekly payroll without the cost
- Increased retention and improved bank fill rate

Creating an environment where staff thrive

Like many Trusts, staff engagement and creating a culture where everyone thrives is critical to Frimley Health NHS Foundation Trust. As such, they wanted to find a benefit that truly improved staff morale and engagement.

They knew financial wellbeing was essential and through conversations with employees had identified that the locked, monthly payroll cycle was putting pressure on staff cashflow.

“You’re driving along and two of your tyres are punctured and you still have a week to go before payday,” said Saf Angelo, previously HR Programme Manager. “How do you pay for it?” Rob Shuttleworth agrees: “I’ve been in that situation where I’ve wanted my money on a more regular basis.”

Saf told us that the Trust had considered running weekly payroll, but that it was cost-prohibitive. The Trust found a solution in Allocate InstantPay, which “offered our staff access to their wages any day of the week.”

Key outcomes:

12,400 employees now have access to innovative financial wellbeing tools

Increase in bank fill rate and reduction in agency spend

Weekly payroll available at a fraction of the cost of running it in-house

Reduction in turnover and increase in retention copy

Better uptake of bank shifts and retention

“There has been a reduction in agency [workers needed],” according to Shuttleworth. This is because staff feel more comfortable and “more willing to take on bank work” – they can access the money soon after taking on extra shifts, providing an extra incentive to increase hours.

Shuttleworth added: “Our retention rate is getting stronger. As well as maintaining consistency of care and reducing recruitment costs, increased retention also further reduces the reliance on agency workers.”



“The big difference that I’ve seen in people using Allocate InstantPay is that they are less stressed. At the back of your head you know that you’ve got something just in case you need it. It’s good for the morale of staff as well. You know that they are doing something for you.”

Erwin
Staff Nurse

Rapid implementation for health and care organisations

Allocate InstantPay is integrated into Allocate Optima and can be switched on very easily for health and care organisations using RLDatix. “A month turnaround to get this implemented in NHS terms is considerably quick,” said Shuttleworth. “It’s quick, it’s easy and it’s going to have a benefit to your staff.”

Allocate InstantPay does not impact existing payroll processes, which rapidly speeds up the integration process. Along with the provision of key financial wellbeing tools to employees, managers get access to critical financial wellbeing data so they can keep an eye on the financial wellbeing of their teams.

For Saf Angelo, this data is a key benefit: “It tells me at a glance how many streams [when employees access their earned pay throughout the month] have happened during the month. It gives me access to the information that I want and need very, very quick.”

As well as the unlocking the pay cycle for Frimley Health NHS Foundation Trust, Allocate InstantPay provides all 12,400 members of staff at the Trust with a live payslip that lets them track exactly what they’re due at the end of the month, intelligent savings tools that empower them to put away what they can afford and financial education so they can make better financial decisions. All these tools work together to improve their long-term financial wellbeing and satisfaction at work.

