

# Top Tips for Introducing a Successful Direct Engagement Model

## Tip 1



### Direct Engagement Compliance

Direct Engagement Compliance is the measure of spend/hours processed via your direct engagement model, opposed to Non-Direct (Standard Placement).

High levels of Non-DE will decrease your compliance rate and savings potential. It is key to monitor your compliance rate and the policies in place to keep it as high as possible.

#### Understand your current DE compliance

Review missed savings, total cost of Non-DE, total Non-DE workers

#### Engage and work with agencies

Find out the driver for workers wanting to be Non-DE and request the agency engage with their workers

#### Communicate with all suppliers

Confirming a new DE-only policy from a set date

#### Set up authorisation processes

For all Non-DE worker CVs, with Finance or Head of Temp Staffing

#### Monitor DE compliance

Review areas with high Non-DE levels and work with other areas, encouraging them to switch to DE

**TOP TIP**

**Offer shorter payment terms,**  
if possible, to align with what  
agencies offer.

Trusts with longer payment terms for  
temporary staff often have lower  
compliance rates





## Tip 2



### Standardising Rates

Adopting a standardised rate card for agency staff will support greater transparency and management of temporary staff, as well as significant financial benefits.



#### Connect

Connect with neighbouring organisations or those within your ICB. Work together to agree and drive down charge rates.

#### Approach

Approach agencies as an ICB and provide them the proposed rates. New rate cards can be created in Allocate StaffDirect.

#### Compliance

Monitor rate compliance. If you have low compliance, consider reviewing rates.

#### Control

Keep in control by providing regular guidance to agencies and avoid moving to different rates and commissions.

## Tip 3



### Agency Engagement and Tiering

Engage with your agency suppliers frequently and review system compliance. This helps to reduce admin for your team and helps to ensure processes are followed.

Delays in completing tasks and compliance can lead to pay delays and additional work for your team.

- 1 Monitor fill rates, adherence to rates and system and DE compliance.
- 2 Create a key contact at each agency and engage regularly to outline trust policies and expectations.
- 3 Set up agency tiering and review annually. Agency tiers can be altered at any time on Allocate StaffDirect.
- 4 Arrange regular review sessions with your agencies. This will help build a relationship and create awareness of tiers.
- 5 Utilise the agency assessment reporting on Allocate StaffDirect to understand how agencies are performing.



## Tip 4



# Utilise DE for all potential staff groups

Maximise savings further by utilising a Direct Engagement model for all applicable staffing groups. This will help to align temporary staffing processes and enable combined reporting.

**Key Note:** Even if you have a small number of AHPs/Non-Medical Non-Clinical (NMNC) staff, you can still experience significant savings.

STAFFING GROUP	AVERAGE SAVINGS PER HOUR	3 MONTH BOOKING SAVINGS AVERAGE - ONE CANDIDATE
MEDICS	£15.4	£7,392
AHPs	£6.8	£3,265
NON-MEDICAL / NON-CLINICAL	£6.5	£3,120