

The Challenge:

In 2014, Viapath found itself in a period of structural reorganisation and quickly realised that they needed more control and visibility over their NHS partners' temporary staffing processes. Running a paper process with a real lack of management information made it difficult track or analyse each department's use and spend on locum staff. Vacancy bookings managed at a local level, meaning there was no control of rates and agency usage across the organisation and there was no means to identify short and long-term agency staff, meaning many agency staff were on rolling agency contracts leading to unnecessary increase in agency spend.

April 2020

Clarity Agency & StaffBank

Viapath

The Solution: Clarity Agency & StaffBank

Clarity Agency and Clarity StaffBank solutions integrate seamlessly, giving complete visibility of Viapaths temporary use and spend, from procurement through to pay. Clarity staff were also able to offer their expertise in supporting Viapath to build an in-house bank, considerably reducing their reliance on agency staff and associated recruitment costs.

Once this visibility had been achieved, work began on building bank and in May 2015, Clarity StaffBank went live. The Clarity team not only managed the entire implementation process, they also spent an additional 3-6 months on-site at Viapath's NHS partners (2 days a week) signing workers up to the internal bank.

Hands on Implementation

We embedded our systems within the specific HR & Recruitment team, helping to ensure best practice in everything from compliance to reporting. Full training was provided both face to face and remotely to both the Rota Co-ordinators and Hiring Managers.

Bank First

A policy of no off system spend was implemented alongside a "bank first" policy - maximising the potential for bank to fill by ensuring full visibility of shifts. A full suite of live reports was developed to ensure adherence to the new rules.

Technology

We introduced our state of the art bank app alongside a robust communications and recruitment campaign to increase the numbers of workers registered on the bank. Promoting the self-serve registration process, we were able to quickly increase bank bookings through the system.

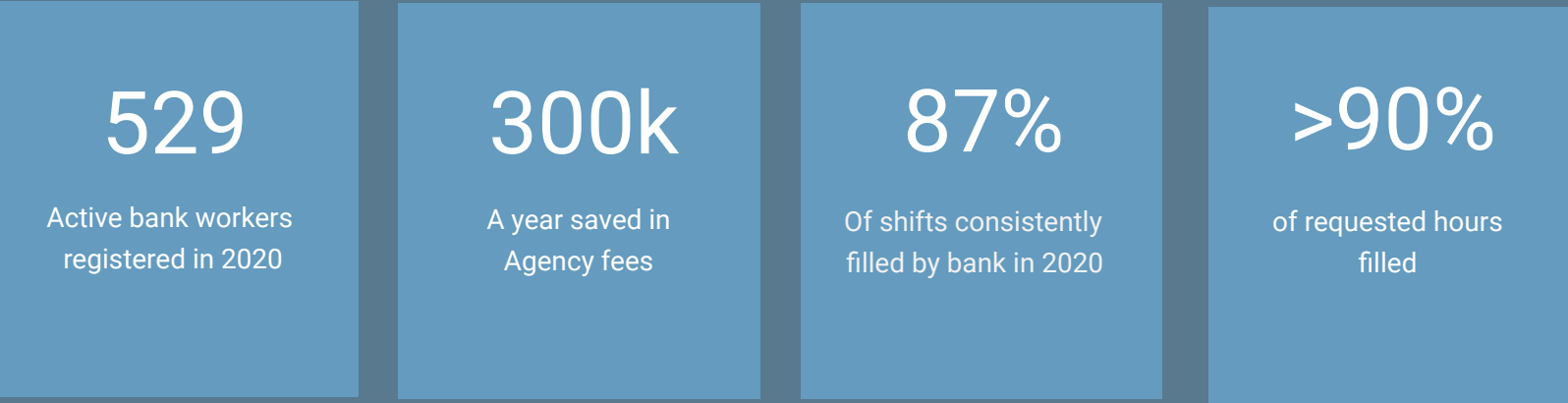
"Clarity's support has been great. At the beginning of our project, I spoke to the team almost daily. We could always rely on the support line if we had any challenges with the system and they were very friendly. From a customer service point of view, I would rate Clarity second to none." **Paul Sadler, Resourcing Specialist at Viapath**

Challenges:

Despite Viapath now having a much stronger staff bank, they were still experiencing some resistance to change with regards to using the Claritystaffbank system when vacancies arose.


To encourage engagement, Clarity worked with Viapath to conduct a communications campaign and also provided on-site training sessions for all managers/users of the systems. This training is now incorporated into Viapath’s mandatory training programme for all new employees.

Results: Over £2.6 Million Saved



As a result of Clarity's system and process implementation, Viapath has grown its bank to over 500 staff members in the past 5 years, leading to over 87% percent of shifts being filled by bank and saving on average up to £300k a year in potential agency fees. They have reduced agency usage from 100% to below 13% on a monthly basis.

Increased fill rates by bank staff means lower dependency on agency usage and considerable savings have been made from both a process and cost perspective.



"I would recommend Clarity to any healthcare provider looking for help in managing their temporary staffing and, in fact, I have done already! The system is very user-friendly, self-explanatory and straight-forward to use. I would be surprised if any NHS Trust could achieve the same level of control and visibility without a system like Clarity's." **Paul Sadler, Resourcing Specialist at Viapath**

