

Increased Agency Direct Employment. Delivered.

Achieving savings, streamlining processes and increasing visibility through the utilisation of Agency Direct Employment.



**Net savings of
£220,422 achieved
since go live**



**Overall shift fill rate of 87%
between go live and April
2025**



**100% ADE utilisation for
Agency shifts from November
2024 to April 2025**



*The team at Liaison
have been great
supporting the implementation of
the system and the swift realisation
of savings.*

*We are now able to control our
locum use much better with regular
reporting and ongoing support.*

Jo Wilson
**Head of Medical Staffing and
Education Bradford District Care
NHS Foundation Trust**

The Challenge

Bradford District Care NHS Foundation Trust were struggling with a lack of Agency Direct Employment utilisation, leading to concerns about inadequate control over staffing spend, including:

- A lack of accessible data, making it difficult for the Trust to understand its actual expenditure and make informed decisions.
- High agency commission rates, without the necessary reporting tools to benchmark rates or negotiate effectively with agencies.
- Inefficient, manual administrative processes, which created a fragmented and time-consuming workflow.

Overall, the Trust lacked visibility, streamlined systems, and strategic control, all of which hampered its ability to manage temporary workforce costs efficiently.

The Solution

The Liaison Workforce product team, in partnership with the Trust's Medical Staffing Project Lead, developed a successful business case outlining the delivery of cloud-based software with key features including:

- Vacancy management
- Electronic pay and commission rate controls
- E-timesheets and consolidated invoicing
- Worker contracts and onboarding/offboarding
- Outsourced weekly payroll and pensions admin (NHS & NEST)
- UK-based helpdesk with agency engagement support
- Dedicated Client Services Consultant
- Full reporting suite and access to reporting services

Implementation was completed in just two weeks, enabling the Trust to quickly begin realising savings on medical staffing spend. Ongoing training and support from our Client Services Team ensures continued adoption of best practices, helping to sustain financial savings and internal efficiencies.

The Outcomes

- **Net savings of £220,422** achieved to date.
- **Overall shift fill rate of 87%** between go live and April 2025.
- **100% ADE utilisation for Agency shifts** from Nov '24 to Apr '25.
- Standard Placements have been eradicated, **reducing spend from £77,000 to £0.**
- Agency Direct Employment utilisation has increased with the Trust **benefiting from increased savings.**
- **Regular reporting and management information** is shared with key Trust stakeholders including Executive members, **giving them visibility** and the ability to **inform future steps and required actions.**
- **Manual processes have been removed**, ensuring an auditable streamlined process is in place.
- Our Client Services Team are supporting the Medical Staffing Project Lead to **negotiate and further reduce commission rates.**



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