

# Agency Management Transformation. Delivered.

Massive Agency Direct Employment savings realised and compliance assured.



**Reduced 70 standard placement bookings to just 5 within first 6 months**



**Agency Direct Employment savings of £714,232 since August 2024**



**Compliance rate currently sits at 79%, and set to increase further**

*“It has been fantastic to work with Liaison, they bring expertise and a can do attitude which we have really benefited from. I would not hesitate to recommend.*

**David Miller**  
Director of Workforce

## The Challenge

NHS Fife faced the challenge of ensuring their service met HMRC compliance standards, which was critical for maintaining regulatory assurance.

The Health Board also needed to ensure that their Agency Direct Employment provision was delivering the maximum possible financial benefit to them.

Additionally, there was a pressing need to free up valuable internal resources and operational capacity. Streamlining processes and reducing administrative burdens were essential to allow staff to focus on core healthcare delivery.

## The Solution

A successful Business Case was created outlining that Liaison Workforce would provide a cloud based software 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

We assigned an experienced project team that successfully implemented the solution within just six weeks, allowing the Health Board to quickly begin realising savings.

Regular onboarding meetings and continued training from our Client Service Consultant ensure departments understand the system, maximise its benefits, and apply best practices in their internal processes.

## The Outcomes

In addition to the valuable **financial savings from August 2024 to April 2025 of over £714,232**, additional outcomes also include:

- Strong relationships built across Health Board teams for long-term, transparent partnership working.
- Compliant Agency Direct Employment model with Scottish pension regulations.
- Streamlined systems and processes, enabling a successful turnaround.
- Plans to expand stakeholder engagement to include finance teams.
- Monthly reports are being tailored to align with the Health Board's financial priorities.
- Ongoing analysis identifies further opportunities to streamline processes via the TempRE system.
- Continuous support and training provided to ensure optimal use and reporting outcomes.
- Regular stakeholder meetings maintain engagement and drive ongoing success.

*“We chose Liaison Workforce because of the expertise with agencies as well as the extensive support during our scoping phase without pressure. As far as the experience, it's been incredible; the implementation team we've had has been so hands on and always available, and has been huge in supporting training sessions of over 100 different employees that will be using TempRE.*

*We were able develop a plan that ensured we quickly experienced savings which supported the challenging financial position the Board is currently facing. The compliance figures proposed at the introductory meetings were delivered.*

*Through the implementation of Agency Direct Employment, they supported the Health Board in identifying and resolving a significant number of contractual anomalies which further saved significant future costs. We'd highly recommend to other boards!”*

**Catherine Anderson**  
Senior Project Manager, NHS Fife



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