

Agency Management Solution. Delivered.

Gaining Grip, Control & Compliance of staffing and spend.



£408,000 in savings made since go-live in March 2025



99% of medical agency workers onboarded to ADE by Oct '25



95% overall fill rate for shifts created to date

The Challenge

Norfolk and Suffolk NHS Foundation Trust faced the challenge of achieving enhanced grip and control of their agency workforce and expenditure by the end of October 2025.

Upon initial implementation, 76% medical workers who had been migrated onto the TempRE system remained as standard placement bookings, with only 24% converting to Agency Direct Engagement (ADE).

This highlighted the need for further support from our experts and extra process optimisation to gain the necessary oversight and control of their agency workforce.

The Solution

People First Approach

The Regional Client Service Consultant delivered targeted training and hands-on guidance to Medical HR, Directorate leads and workers, ensuring teams understood compliant engagement routes and transitioned smoothly, maintaining service continuity.

Agency Management Tools

TempRE introduced structured controls, including Standard Placement blockers to enforce framework-compliant bookings. Republished roles and regular savings reports strengthened rate and commission control, providing full financial visibility and tighter governance.

Streamlined Technology

As a workforce management tool, TempRE automated reporting, standardised processes, and reduced manual work, removing administrative burden from NHS teams while supporting a more efficient, compliant, and sustainable workforce model.

The Outcomes

Together, we delivered a highly successful workforce management solution that strengthened efficiency, reduced costs, and improved shift fulfilment across the Trust without adding extra burden to their teams.

Key outcomes included:

- **99% of medical agency workers** onboarded to ADE by the agreed deadline of October 2025.
- **£408k savings** achieved to date.
- **95% overall fill rate** for shifts created to date.
- In November, **99% of all filled shifts** were completed by ADE workers.
- Significant reductions in rates, including:
 - **4% decrease** in Consultant Core hourly charge.
 - **12% decrease** in Staff Grade Core hourly charge.
 - **33% decrease** in Staff Grade Core commission.
- **255 support queries resolved** and **16 ad hoc reporting requests completed**.

Following this successful and ongoing agency management project, the Trust have chosen to implement our rostering service, NHS At Work, to further deliver additional process efficiencies, alongside strengthened control and governance.



I can confirm that Liaison have successfully supported NSFT with the transition to 100% Agency Direct Engagement (ADE) as to which we are delighted.

The transition was implemented within the expected time scales and deadlines due to the high level of support received from the Liaison Client Services team to achieve our goal!

Chloe Rose
Medical HR Specialist/Medical HR Manager



To find out more about Liaison Workforce's ADE and bank solutions, and how they can benefit your organisation or system, please get in touch on 0845 603 9000 or email info@liaisongroup.com