Staff turnover

Write your headcount on the first of every month, and how many people left and started that month. Then work out the average and the rates at the bottom. Count the same way every year and at every site.

SITE _____ YEAR _____ MANAGER _____ WHO WE COUNT _____

MONTH	HEADCOUNT ON THE 1ST	LEAVERS	OF WHICH VOLUNTARY	NEW STARTERS	OF WHICH LEFT WITHIN 90 DAYS
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Total					

Average headcount

= total of the headcount column ÷ 12

RESULT

Staff turnover rate

= number of leavers in the period ÷ average headcount in the period × 100

RESULT

Voluntary turnover

= people who resigned ÷ average headcount × 100

RESULT

Early turnover

= new starters who left within 90 days ÷ new starters in the period × 100

RESULT

Leavers and what they cost

Leavers' log

NAME OR ROLE	STARTED	LEFT	VOLUNTARY	WITHIN 90 DAYS	REASON

What does each leaver cost?

COST	WHAT IT COVERS	AMOUNT
Recruitment	Job ads, and the time spent reading CVs, interviewing and taking up references.	
Admin	Contract, accounts, keys and uniform for the new starter, and the final pay run for the leaver.	
Induction and training	Hours for the new starter and for the colleague who shadows them.	
Slower first weeks	A new starter does the same job more slowly at first, and someone else picks up the rest.	
Overtime and agency cover	The shifts other people cover while the role sits empty.	
Mistakes and waste	Till errors, binned food or a guest who doesn't come back.	
Your time	The hours you spend on all of the above instead of running the site.	
Cost per leaver		
× number of leavers = cost for the year		

The full guide: todolo.io/en/blog/how-to-calculate-staff-turnover · Want this in the app? Book a demo