

Capita halves staff turnover with Level

"This has had a real impact on us as an organisation."

- Scott Hill, Chief People Officer & Board Member



An industry with staff turnover double the UK average

The annual staff turnover in the customer management sector is twice as high as the UK average; with the average cost of replacing a junior member of staff at £6,000.

Replacement costs can be even higher for financial call centres because of the expensive vetting required in this industry.

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staff turnover

Level halves staff turnover!

After 12 months of use, internal data shows that staff who used the Level platform turned over at less than half the rate of those who didn't.

This saved Capita hundreds of thousands of pounds in the first year alone. The financial support provided by on-demand pay, alongside payroll savings and budgeting, has continued to drive higher engagement and loyalty from staff during the 2022 cost-of-living crisis.

