

NHS COMMUNITY METRICS GUIDE

Community Metrics Guide 2026/27

A Standardised Metrics Framework for NHS Community Providers

Community Nursing & Community Therapies / Rehabilitation Services

Benson Health | Programme Year: 1 June 2026 – 31 May 2027

60+

Standardised Metrics

8

Health Domains



Framework Note

Metrics and definitions continue to evolve through provider collaboration, operational feedback and ongoing development of the Benson standardised community benchmarking framework.

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Framework Summary

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Health Domains

60+

Standardised Metrics

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Report Types

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Health Disciplines

Dynamic Framework

Metric definitions and thresholds are reviewed annually in collaboration with participating organisations

Provider Collaboration

The framework is shaped by operational feedback from NHS community providers across the cohort

Community Metrics Library

This document contains a full list of the latest community metrics, and calculations and supporting information for each metric across the 7 sections (A1-A7).

For further information contact info@bensonhealth.co.uk | www.bensonhealth.co.uk

Benchmarking Metrics Framework — Full Metrics by Domain

A1. Productivity

- Clinical % of Shift
- Contacts per WTE
- Visits per WTE
- Clinical Hours per Day
- Travel Time %
- Productive Time Ratio
- Interventions per Staff Member
- Indirect vs Direct Care Time

A2. Workforce & Sustainability

- Vacancy Rate
- Sickness Rate
- Turnover Rate
- Bank & Agency Usage
- Clinical Availability
- Average WTE per Team
- Overtime %
- Workforce Stability Index

A3. Activity & Caseload

- Active Caseload
- Caseload per WTE
- New Referrals
- Discharges
- Contacts per Referral
- Average Referral Duration
- Follow-up Activity
- Face-to-Face vs Remote Contacts

A4. Demand & Flow

- Referral Growth Rate
- Waiting List Size
- Time to First Contact
- Referral Sources
- Urgent Referrals %
- Waiting Time Performance

A5. Skill Mix & Allocation

- Activity by Band
- Band 2–4 Utilisation
- Senior Clinical Allocation
- Skill Mix Ratio
- Delegation Patterns
- Workforce Composition
- Clinical Allocation by Grade

A6. Capacity & Utilisation

- Available Clinical Capacity
- Capacity vs Demand
- Appointment Utilisation
- Shift Utilisation
- Unused Capacity
- Service Coverage
- Clinical Availability %

A7. Performance, Intensity & Access

- Waiting Time Compliance
- Response Times
- Contact Timeliness
- Referral to Assessment Time
- Caseload Review Compliance
- Access Performance Indicators
- Did Not Attend (DNA) Rate

Full metric definitions and calculation methodology available on request. Contact info@bensonhealth.co.uk

A1. Productivity

DOMAIN 1 OF 8

Measures how efficiently workforce time is being utilised, and the balance between clinical and non-clinical activity across teams.

Metric	Description	Insight Provided	Applies To
Clinical % of Shift	The proportion of each shift spent on direct clinical activity	Identifies teams where non-clinical burden is disproportionately high	Nursing / Therapies
Contacts per WTE	Total patient contacts divided by whole time equivalent staff	Core productivity comparator across teams and peer organisations	Nursing / Therapies
Visits per WTE	Total face-to-face visits divided by WTE	Measures visit-based productivity and identifies variation	Nursing / Therapies
Clinical Hours per Day	Average clinical hours delivered per staff member per working day	Supports capacity planning and shift utilisation analysis	Nursing / Therapies
Travel Time %	Proportion of shift time spent travelling between contacts	Highlights geographic inefficiency and scheduling opportunities	Nursing / Therapies
Productive Time Ratio	Ratio of productive to non-productive time per shift	Supports operational improvement and workforce deployment decisions	Nursing / Therapies
Interventions per Staff Member	Total clinical interventions divided by headcount	Measures individual-level productivity and workload distribution	Nursing / Therapies
Indirect vs Direct Care Time	Split between time spent in direct patient care vs indirect activities	Identifies opportunities to reduce administrative burden on clinical staff	Nursing / Therapies

A2. Workforce & Sustainability

DOMAIN 2 OF 8

Measures workforce resilience, staffing sustainability and the operational pressures facing community service teams.

Metric	Description	Insight Provided	Applies To
Vacancy Rate	Percentage of funded posts that are currently unfilled	Indicates workforce supply pressure and recruitment challenges	Nursing / Therapies
Sickness Rate	Percentage of available working days lost to sickness absence	Key indicator of workforce wellbeing and operational resilience	Nursing / Therapies
Turnover Rate	Percentage of staff leaving the organisation within a 12-month period	Highlights retention challenges and workforce stability risks	Nursing / Therapies
Bank & Agency Usage	Proportion of shifts covered by bank or agency staff	Indicates reliance on non-substantive workforce and associated cost pressures	Nursing / Therapies
Clinical Availability	Proportion of contracted hours available for clinical delivery	Supports capacity planning and identifies non-clinical time pressures	Nursing / Therapies
Average WTE per Team	Mean whole time equivalent staffing per operational team	Enables team-size normalisation for fair cross-team comparison	Nursing / Therapies
Overtime %	Proportion of hours worked beyond contracted hours	Identifies workforce pressure and potential sustainability risks	Nursing / Therapies
Workforce Stability Index	Proportion of staff with more than 12 months service	Measures team stability and experience retention	Nursing / Therapies

A3. Activity & Caseload

DOMAIN 3 OF 8

Measures operational workload, service throughput and the intensity of clinical intervention across community teams.

Metric	Description	Insight Provided	Applies To
Active Caseload	Total number of patients currently open on a team's caseload	Core measure of operational workload and team capacity pressure	Nursing / Therapies
Caseload per WTE	Active caseload divided by whole time equivalent staff	Enables fair comparison of workload intensity across teams	Nursing / Therapies
New Referrals	Number of new referrals received within the period	Indicates demand growth and service pressure trends	Nursing / Therapies
Discharges	Number of patients discharged from the caseload within the period	Measures throughput and caseload turnover efficiency	Nursing / Therapies
Contacts per Referral	Average number of contacts per patient episode	Indicates intervention intensity and episode complexity	Nursing / Therapies
Average Referral Duration	Mean length of time patients remain on the active caseload	Identifies potential caseload stagnation or complexity trends	Nursing / Therapies
Follow-up Activity	Proportion of contacts that are follow-up rather than new assessments	Supports understanding of ongoing care demand vs new activity	Nursing / Therapies
Face-to-Face vs Remote Contacts	Split between in-person and remote/virtual contacts	Supports service model analysis and remote care optimisation	Nursing / Therapies

A4. Demand & Flow

DOMAIN 4 OF 8

Measures service pressure, responsiveness and the organisation's ability to manage demand across community pathways.

Metric	Description	Insight Provided	Applies To
Referral Growth Rate	Percentage change in referral volumes over a defined period	Identifies demand trends and emerging service pressures	Nursing / Therapies
Waiting List Size	Total number of patients waiting for first contact or assessment	Core indicator of unmet demand and access pressure	Therapies
Time to First Contact	Mean number of days from referral receipt to first clinical contact	Measures responsiveness and access performance	Nursing / Therapies
Referral Sources	Breakdown of referrals by source (GP, hospital, self-referral, etc.)	Supports pathway analysis and demand management planning	Nursing / Therapies
Urgent Referrals %	Proportion of referrals flagged as urgent or high priority	Indicates acuity of demand and triage effectiveness	Nursing / Therapies
Waiting Time Performance	Proportion of patients seen within defined waiting time standards	Measures compliance with access standards and targets	Nursing / Therapies

A5. Skill Mix & Allocation

DOMAIN 5 OF 8

Measures workforce optimisation, delegation patterns and the consistency of clinical allocation across teams.

Metric	Description	Insight Provided	Applies To
Activity by Band	Breakdown of clinical activity delivered by each AFC pay band	Identifies whether activity is appropriately matched to staff grade	Nursing / Therapies
Band 2–4 Utilisation	Proportion of clinical activity delivered by bands 2–4	Measures delegation effectiveness and support worker utilisation	Nursing / Therapies
Senior Clinical Allocation	Proportion of caseload or contacts managed by band 6+ staff	Identifies over-reliance on senior staff for routine activity	Nursing / Therapies
Skill Mix Ratio	Ratio of qualified to unqualified staff within a team	Supports workforce planning and safe staffing analysis	Nursing / Therapies
Delegation Patterns	Frequency and type of activity delegated to support workers	Identifies opportunities to optimise delegation and release senior capacity	Nursing / Therapies
Workforce Composition	Breakdown of team by band, role type and contract type	Provides context for productivity and skill mix benchmarking	Nursing / Therapies
Clinical Allocation by Grade	Distribution of clinical contacts across staff grades	Supports equitable workload distribution and grade-appropriate deployment	Nursing / Therapies

A6. Capacity & Utilisation

DOMAIN 6 OF 8

Measures how workforce capacity is deployed, and identifies gaps between available resource and operational demand.

Metric	Description	Insight Provided	Applies To
Available Clinical Capacity	Total clinical hours available for patient-facing activity within the period	Baseline measure for capacity planning and demand matching	Nursing / Therapies
Capacity vs Demand	Comparison of available clinical capacity against incoming demand	Identifies structural imbalances requiring operational intervention	Nursing / Therapies
Appointment Utilisation	Proportion of available appointment slots that are filled	Measures scheduling efficiency and identifies unused capacity	Therapies
Shift Utilisation	Proportion of rostered shift time spent on clinical activity	Identifies non-clinical time pressures and scheduling inefficiencies	Nursing / Therapies
Unused Capacity	Clinical capacity available but not utilised within the period	Highlights opportunities to improve resource deployment	Nursing / Therapies
Service Coverage	Geographic or population coverage provided by the team, demonstrated on map	Supports equity of access analysis and service planning	Nursing / Therapies
Clinical Availability %	Percentage of contracted hours available for direct clinical delivery	Identifies the impact of non-clinical commitments on service capacity	Nursing / Therapies

A7. Performance, Intensity & Access

DOMAIN 7 OF 8

Measures operational performance, timeliness of care and patient access across community services.

Metric	Description	Insight Provided	Applies To
Waiting Time Compliance	Proportion of patients seen within defined waiting time standards	Core access performance indicator for community services	Nursing / Therapies
Response Times	Time from referral receipt to clinical response or triage	Measures service responsiveness to incoming demand	Nursing / Therapies
Contact Timeliness	Proportion of contacts delivered within agreed timeframes	Identifies delays in care delivery and scheduling performance	Nursing / Therapies
Referral to Assessment Time	Mean days from referral to first clinical assessment	Key access metric for community therapy and nursing pathways	Nursing / Therapies
Caseload Review Compliance	Proportion of active patients reviewed within agreed review intervals	Measures clinical governance compliance and caseload management	Nursing / Therapies
Access Performance Indicators	Composite measure of access standards compliance across the service	Provides an overall view of access performance for benchmarking	Nursing / Therapies
Did Not Attend (DNA) Rate	Proportion of scheduled contacts where the patient did not attend	Identifies wasted capacity and patient engagement challenges	Therapies