

Neighbourhood Mental Health Café Data July 2025

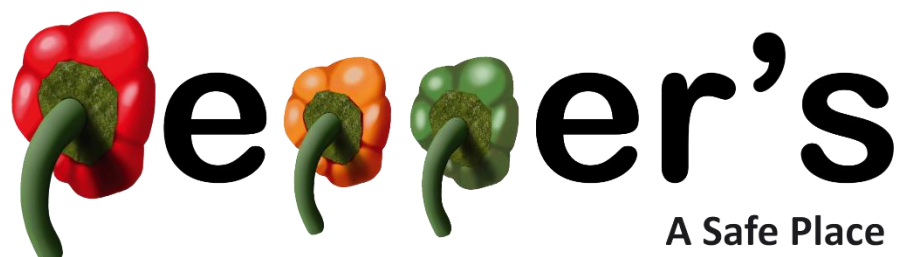


Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Neighbourhood Mental Health Cafés

35 sessions being delivered by 16 different VCSE partners
across Leicester, Leicestershire & Rutland

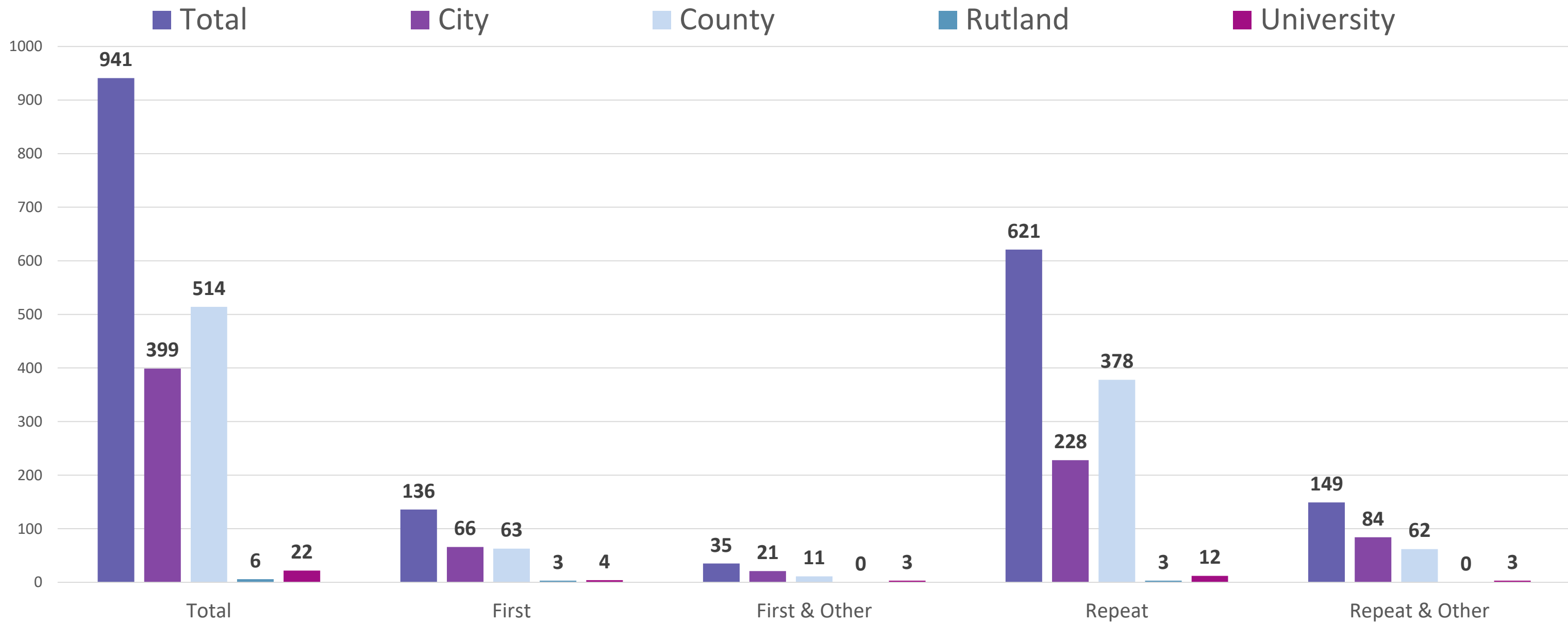


Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Beaumont Leys 9am – 12 noon Oadby 10am – 1pm Melton 10am – 1pm Earl Shilton 10am – 1pm 1.30pm – 4.30pm Lutterworth 1.30pm – 4.30pm	Highfields 9.30am – 12.30pm Saffron 10am – 4pm Coalville 10am – 1pm Leicester City 12noon – 6pm Braunstone 1 – 4pm Measham 4pm – 7pm	Thurnby Lodge 10.30am – 1.30pm Hinckley 1pm – 7pm Belgrave 2pm – 7pm Lutterworth 4.30pm – 7.30pm Eyres Monsell 5.45pm – 8.45pm	Market Harborough 10.30am – 4.30pm Syston 12noon – 3pm 3.30pm - 6.30pm Eyres Monsell 12noon - 3pm New Parks 12.30 – 5.30pm Blaby 1pm – 4pm Coalville 3pm – 6pm Highfields 2pm – 5pm Enderby 4.30pm – 7.30pm Melton 5pm – 8pm Oakham 5.30pm – 8.30pm Loughborough University 6pm - 9pm	Wigston 1pm – 4pm Measham 1pm – 4pm Uppingham 1pm – 4pm Thurnby Lodge 3pm – 6pm Loughborough 4.30pm – 10.30pm Beaumont Leys 6pm - 9pm	New Parks 11.30am – 4.30pm	Braunstone 4 – 7pm

Contacts

969 contacts made with Neighbourhood Mental Health Cafes across Leicester, Leicestershire & Rutland in July 2025

How people
accessed café?



In person - 898



Phone - 51



Text - 19



Email - 0



Online - 1

Data all Neighbourhood Mental Health Cafes for July 2025



Neighbourhood Mental Health Café Data

(excluding University Cafes)

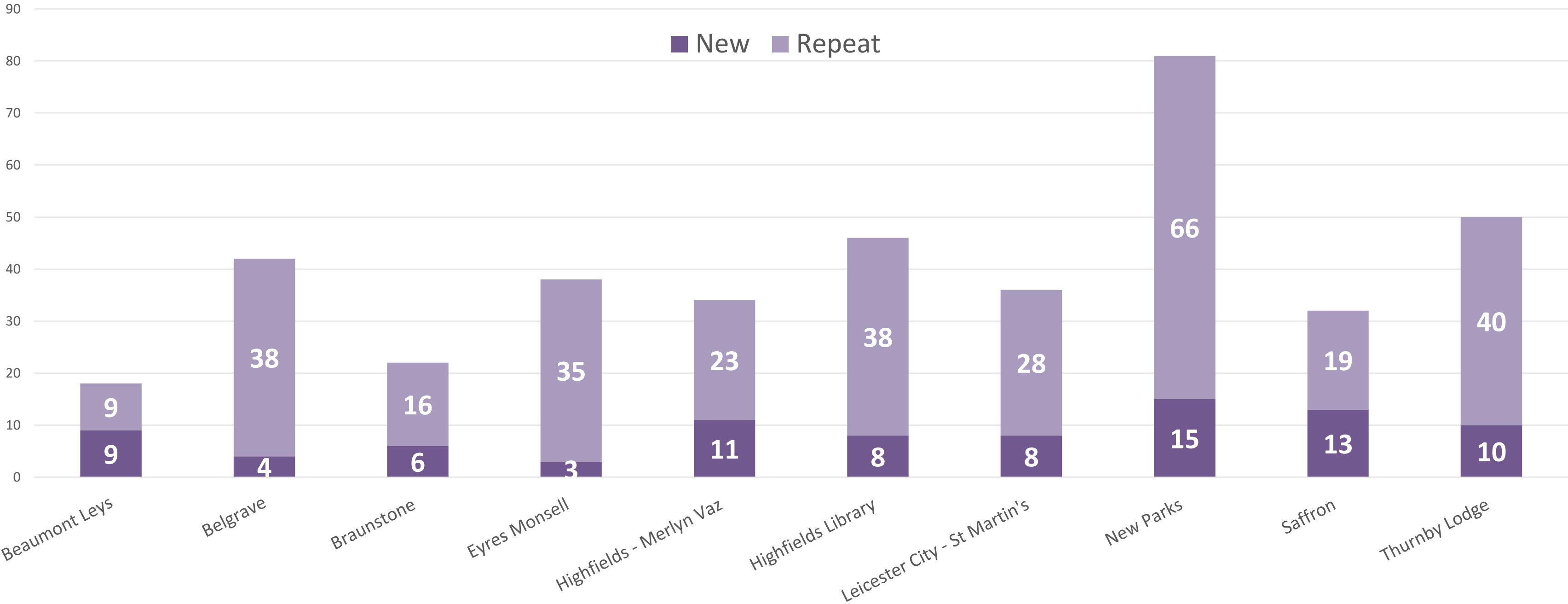


Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Café Contacts Breakdown - City

399 contacts made with City Neighbourhood Mental Health Cafes in July 2025



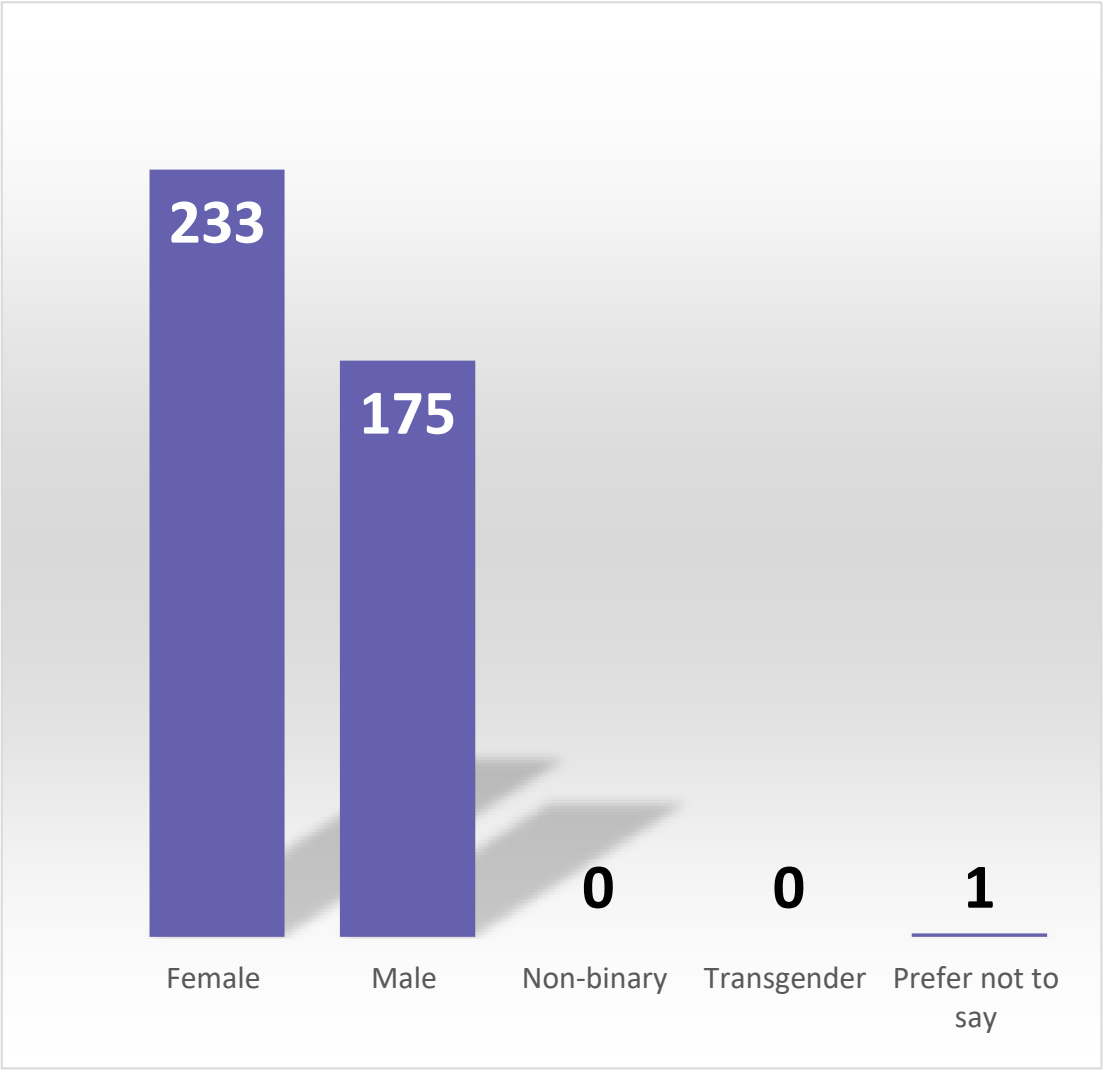
Data for City Neighbourhood Mental Health Cafes, July 2025



Demographics - City

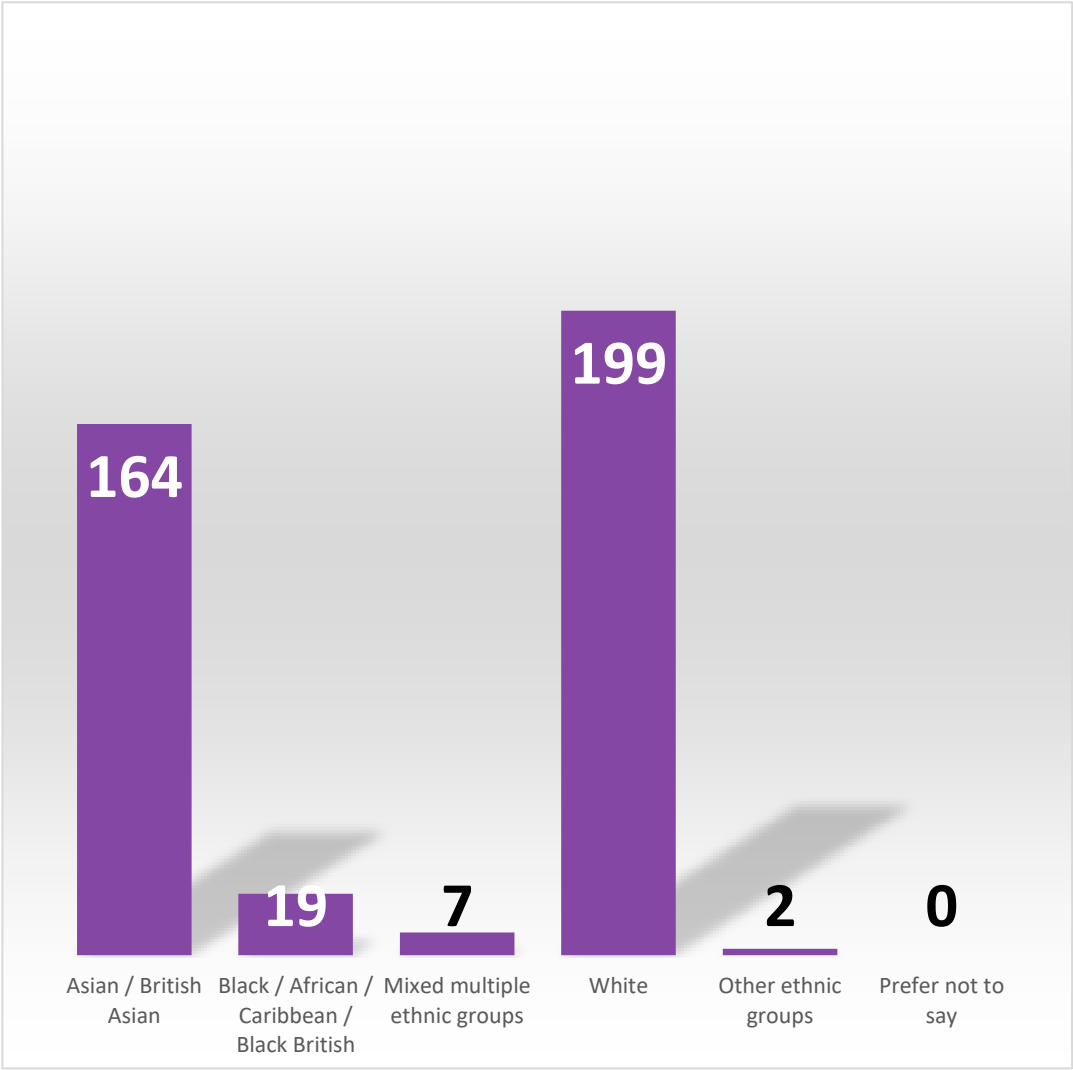
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



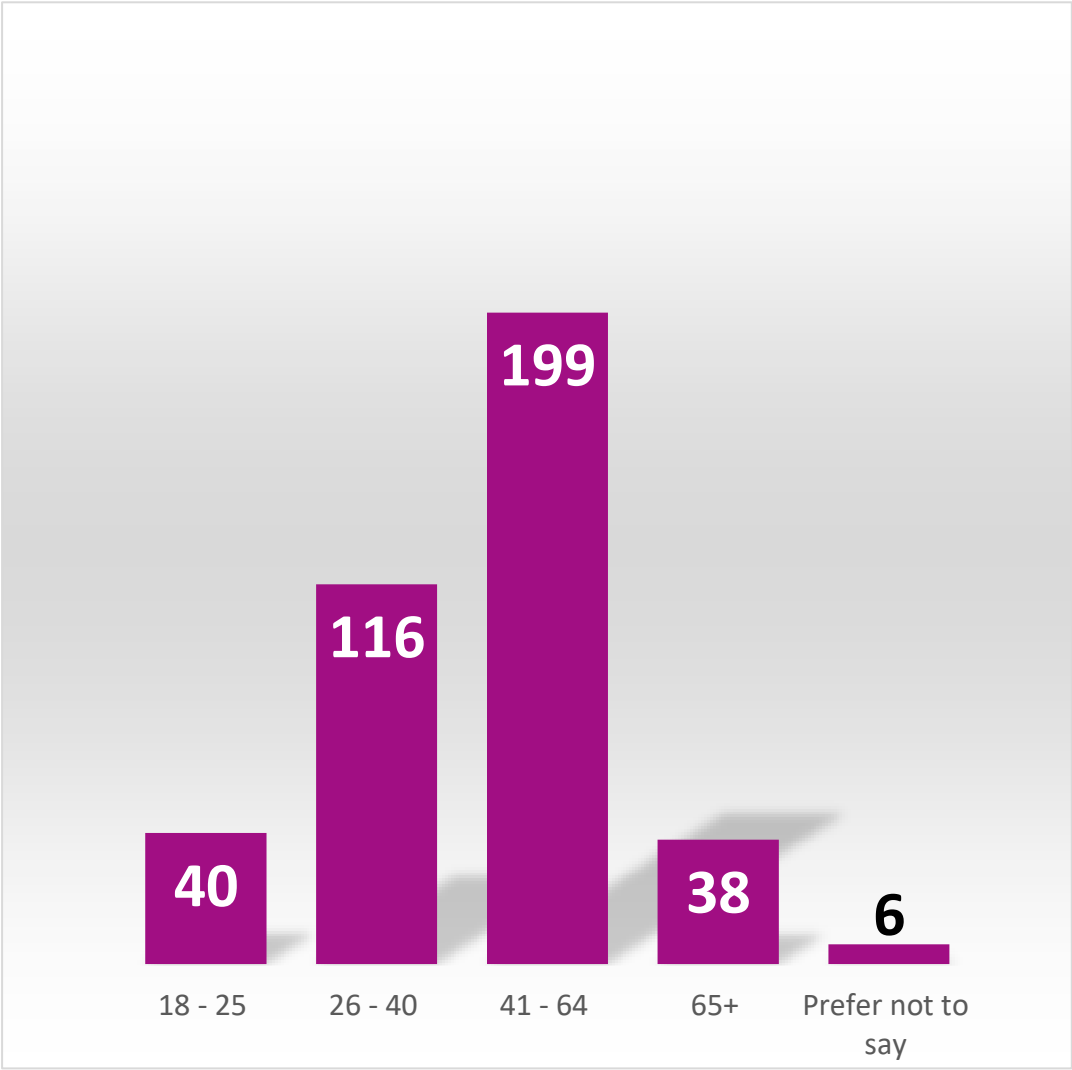
Leicester City sex comparison:
Female- **50.3% (58.39%)**
Male- **49.7% (43.85%)**

Ethnicity



Leicester City ethnicity comparison:
Asian, Asian British or Asian Welsh- 43.4% (41.1%)
Black, Black British, Black Welsh, Caribbean or African – 7.8% (4.76%)
Mixed or Multiple ethnic groups- 3.8% (1.75%)
White – **40.9% (49.87%)**
Other ethnic group – 4.1% (0.5%)

Age

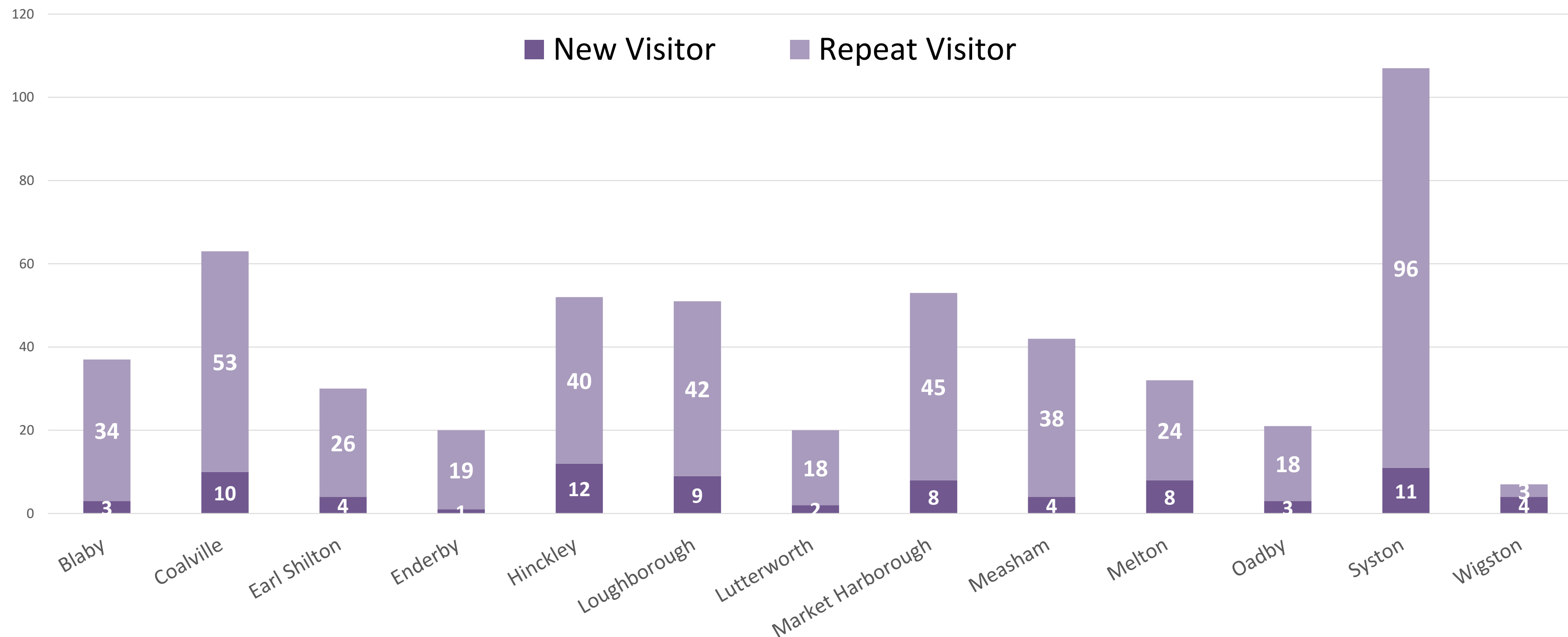


Leicester City age comparison:
5-14 year olds – **27.2%**
20-24 year olds – **9.7% (4.38%)**
25-39 year olds – **22.6% (21.89%)**
40-64 year olds – **28.6% (53.2%)**
65+ year olds – **11.9% (20.54%)**



Café Contacts Breakdown - County

514 contacts made with County Neighbourhood Mental Health Cafes in July 2025



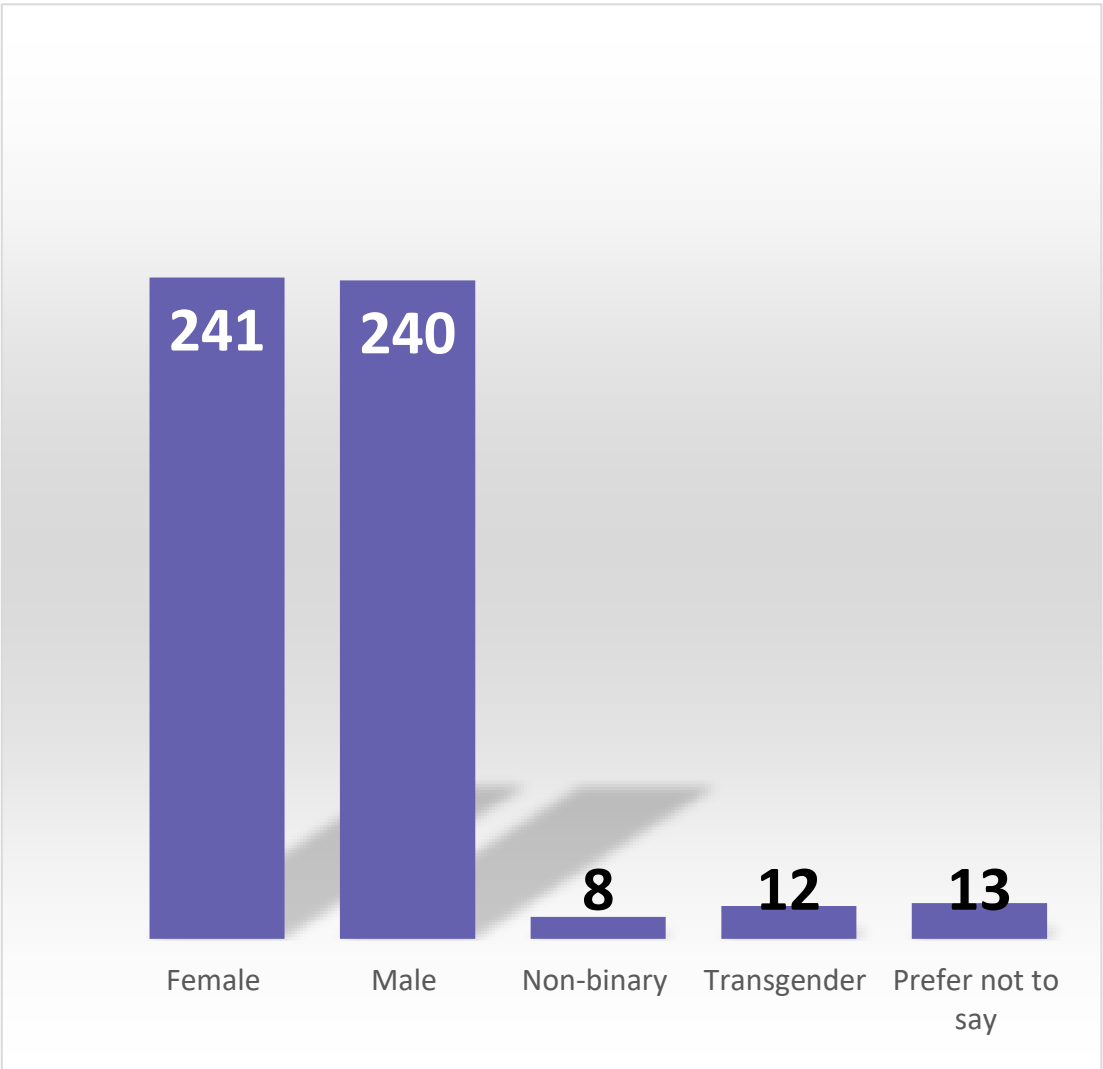
Data for County Neighbourhood Mental Health Cafes, July 2025



Demographics - County

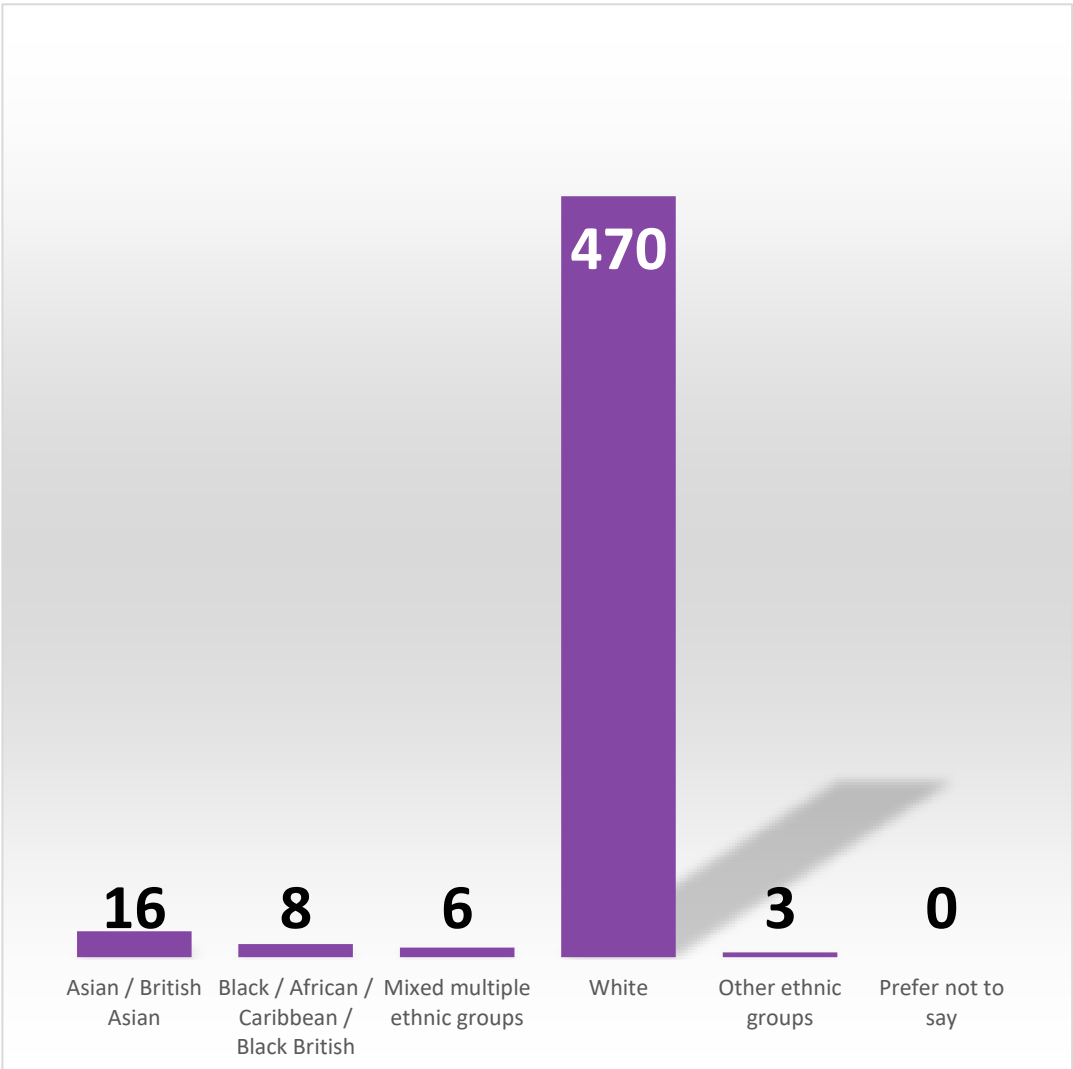
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



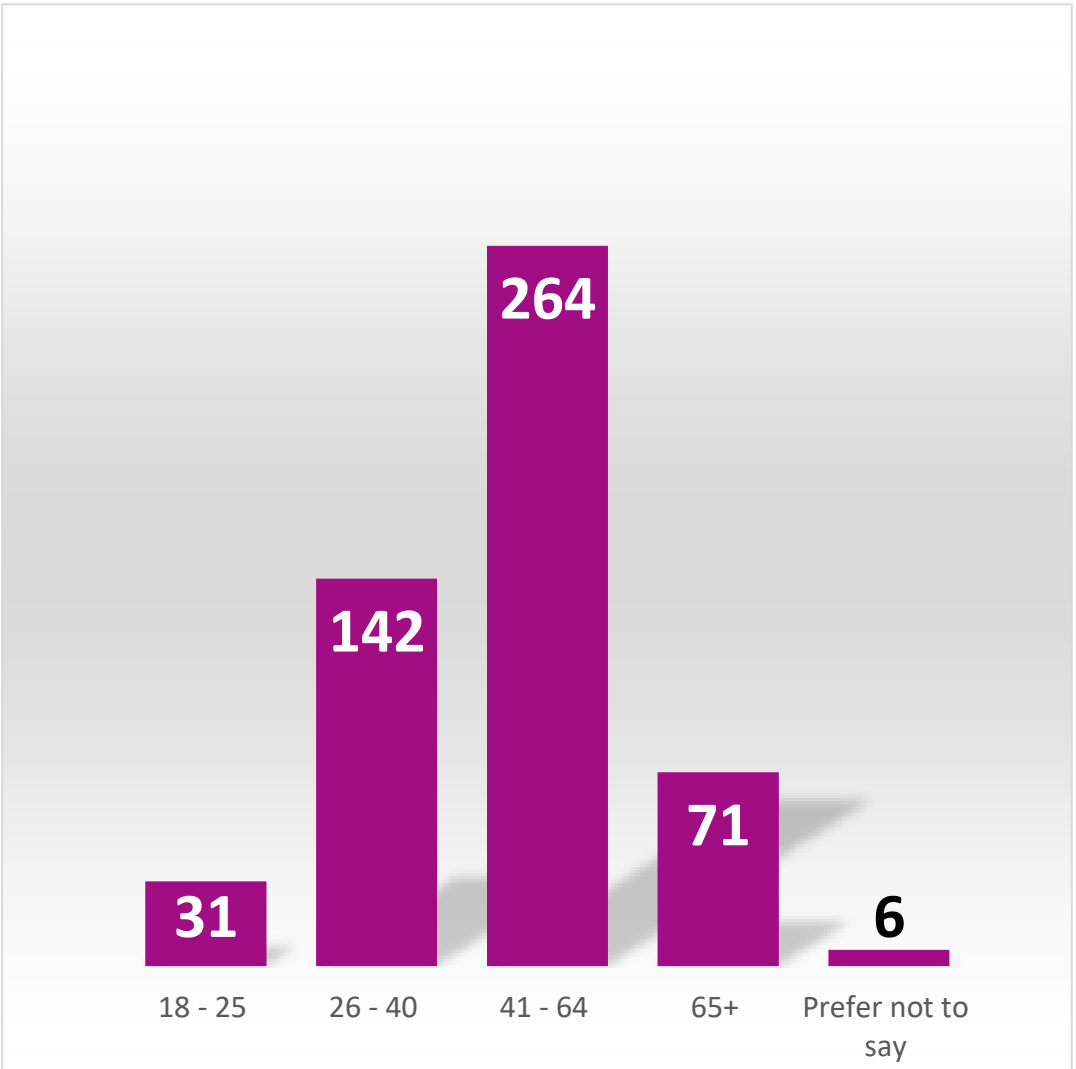
Leicestershire sex comparison:
Female- **50.6% (46.88%)**
Male- **49.4% (46.69%)**

Ethnicity



Leicestershire ethnicity comparison:
Asian, Asian British or Asian Welsh- 43.4% (3.11%)
Black, Black British, Black Welsh, Caribbean or African – 7.8% (1.55%)
Mixed or Multiple ethnic groups- 3.8% (1.16%)
White – **40.9% (91.43%)**
Other ethnic group – 4.1% (0.58%)

Age

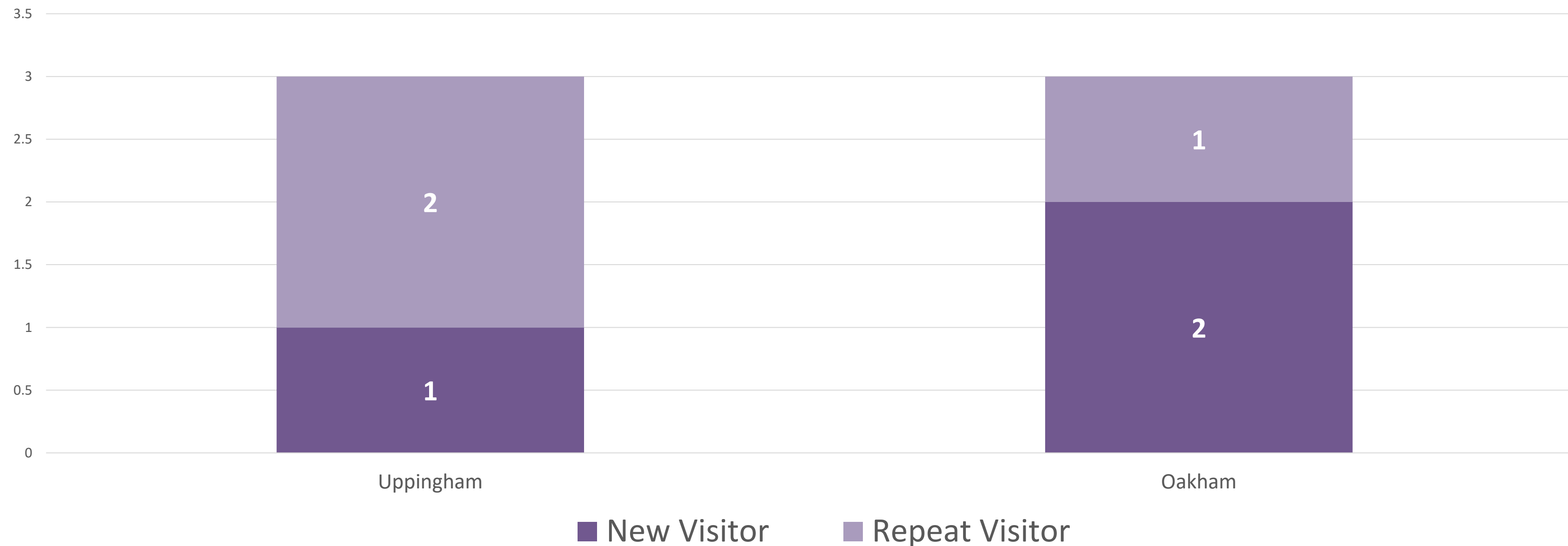


Leicestershire age comparison:
5-14 year olds – **22.4%**
20-24 year olds – **5.7% (6.03%)**
25-39 year olds – **18.1% (27.62%)**
40-64 year olds – **32.7% (51.36%)**
65+ year olds – **21.1% (13.81%)**



Café Contacts Breakdown - Rutland

6 contacts made with County Neighbourhood Mental Health Cafes in July 2025



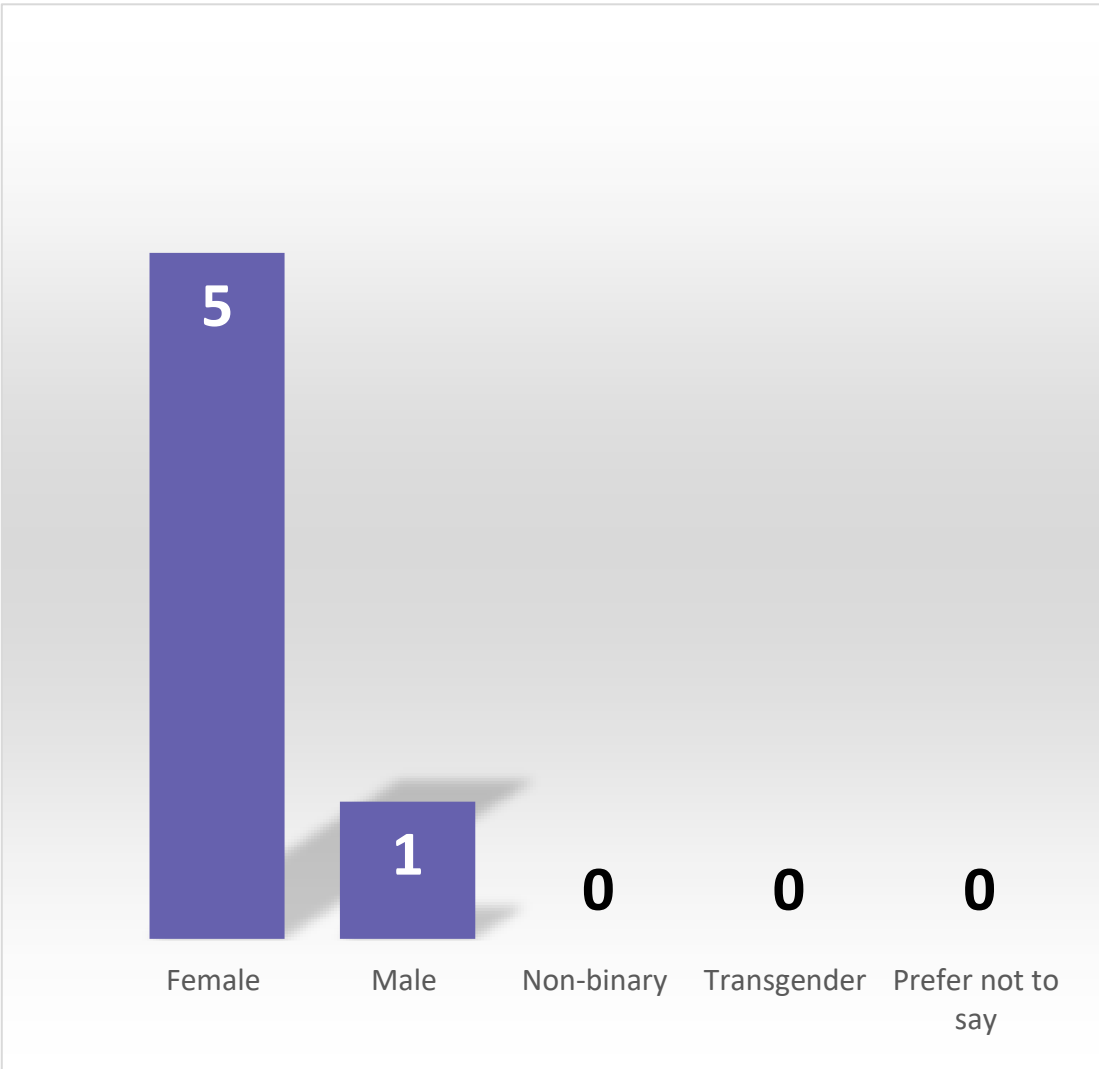
Data for Rutland Neighbourhood Mental Health Cafes, July 2025



Demographics - Rutland

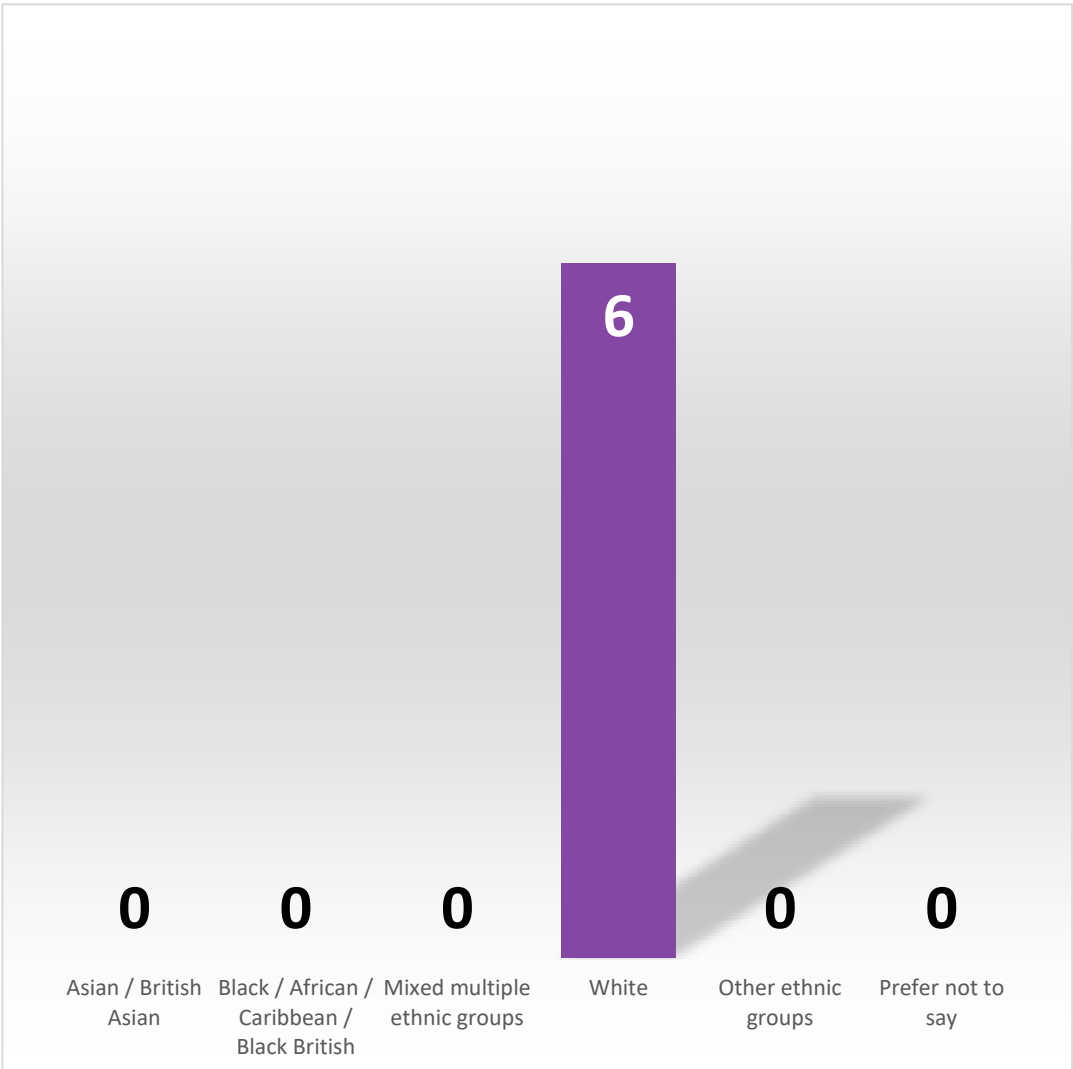
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



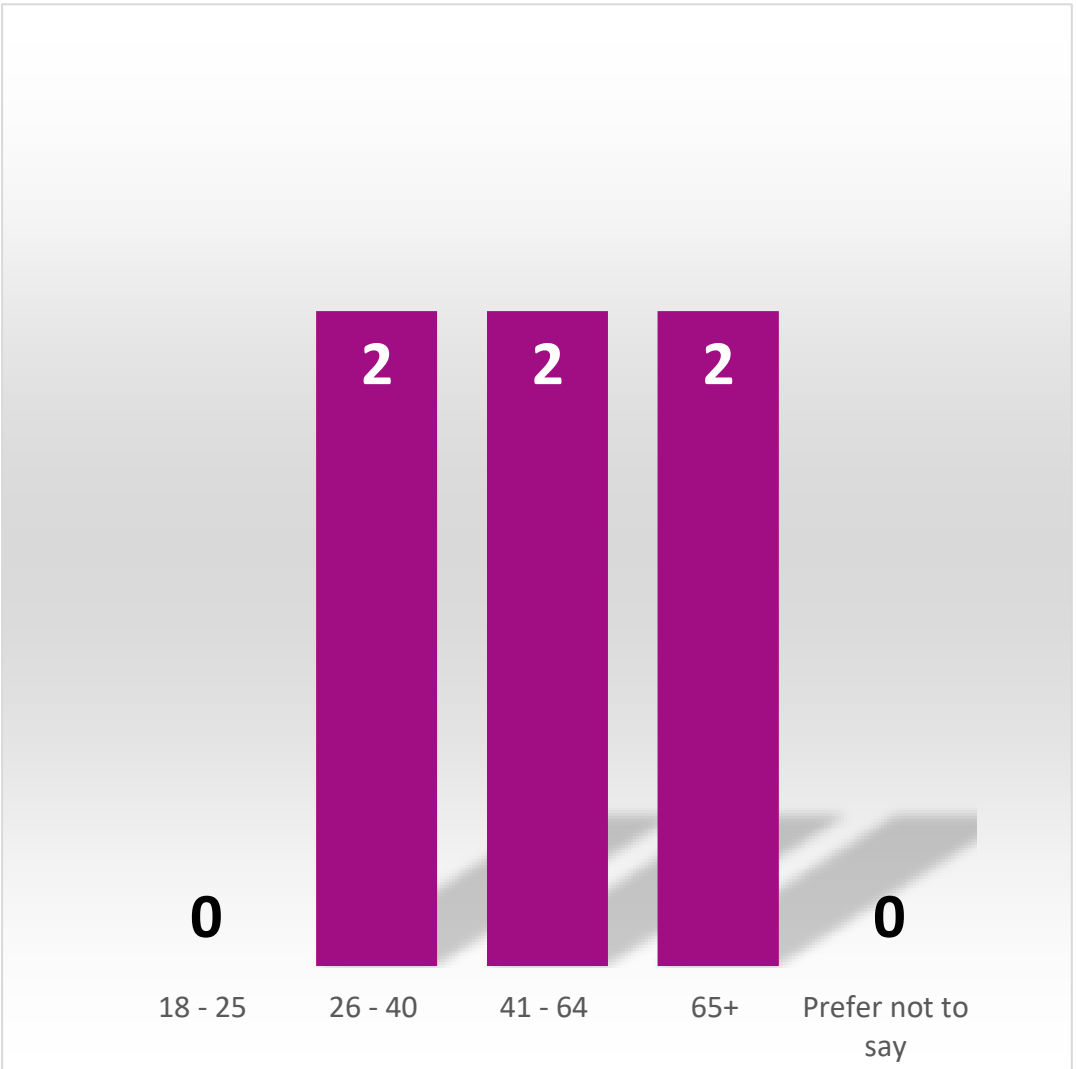
Rutland sex comparison:
Female- **48.7% (83.33%)**
Male- **51.3% (16.66%)**

Ethnicity



Rutland ethnicity comparison:
Asian, Asian British or Asian Welsh- 1.5% (0%)
Black, Black British, Black Welsh, Caribbean or African – 1.3% (0%)
Mixed or Multiple ethnic groups- 1.8% (0%)
White – **94.8% (100%)**
Other ethnic group – 0.5% (0%)

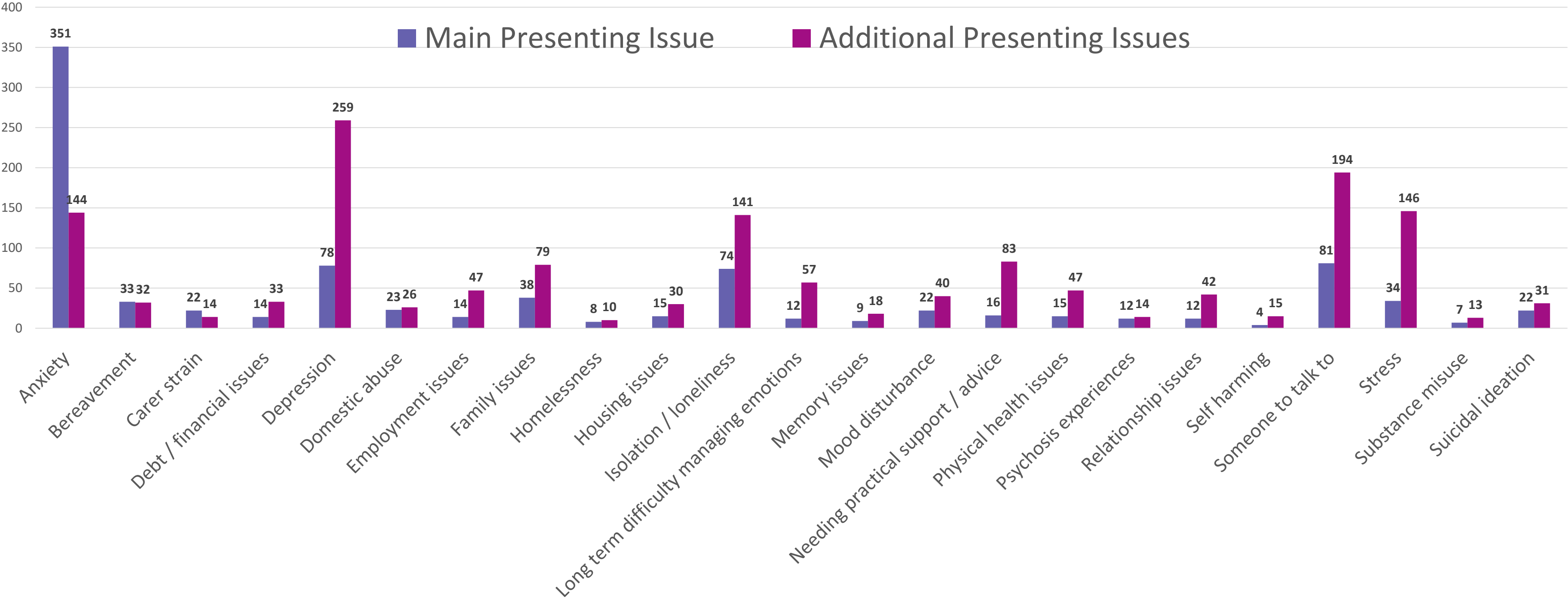
Age



Rutland age comparison:
5-14 year olds – **22%**
20-24 year olds – **4.2% (33.33%)**
25-39 year olds – **15.5% (33.33%)**
40-64 year olds – **32.7% (33.33%)**
65+ year olds – **25.6% (0%)**



Presenting Issues

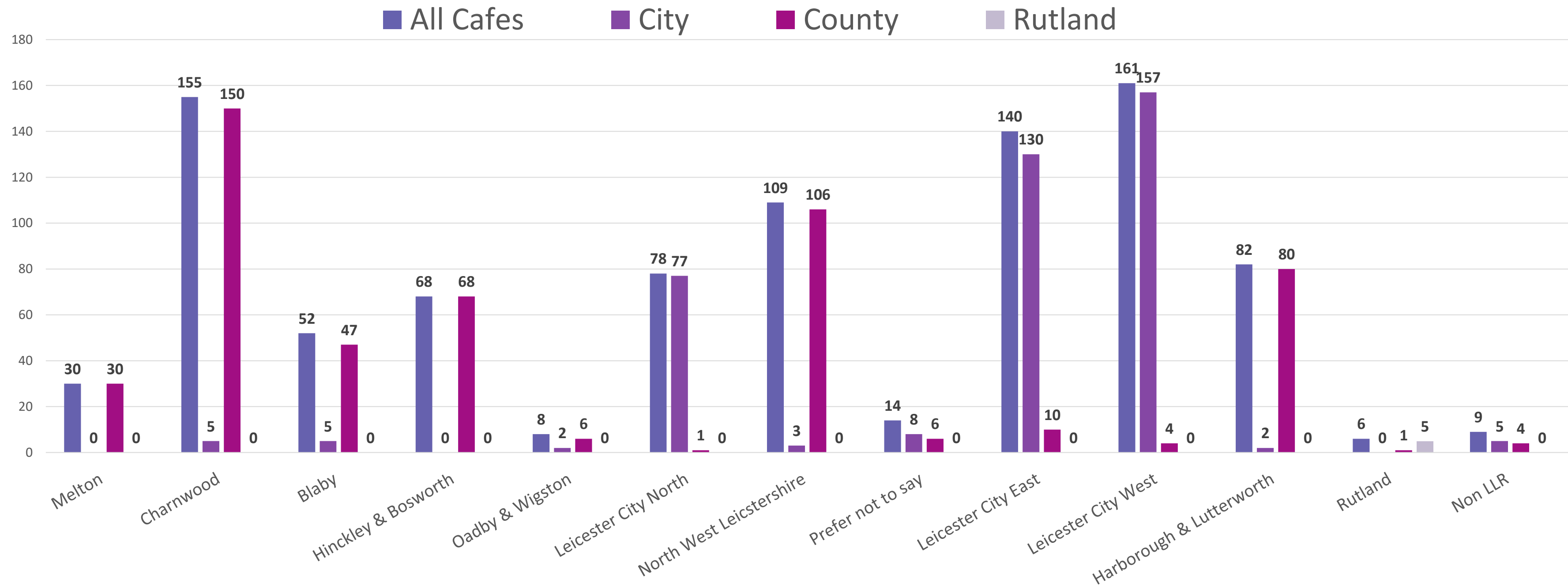


Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)

NB: visitors asked to give up to 3 reasons why they have attended the cafe



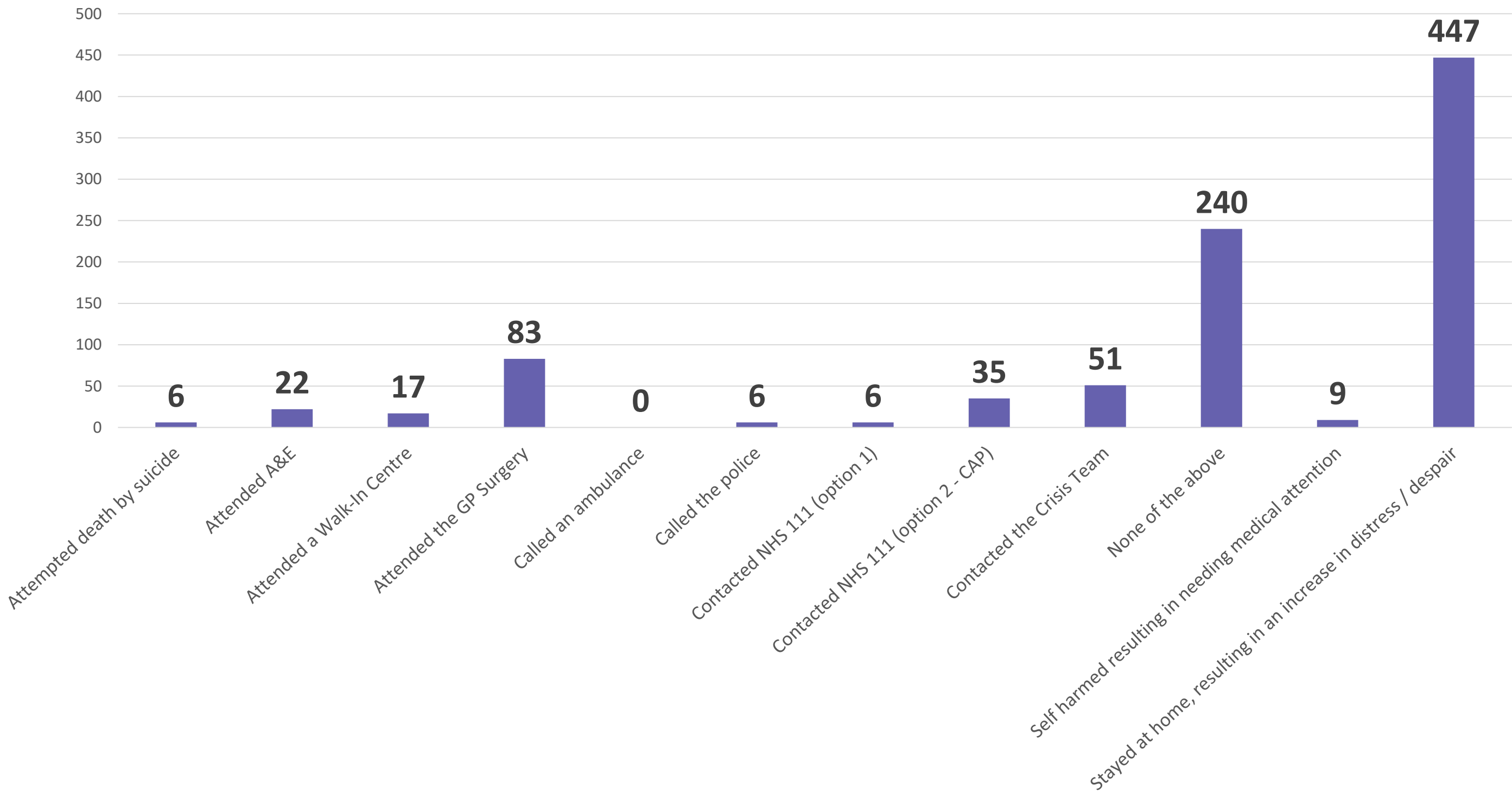
To visit the café people travelled from...



Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)



Attended Café instead of accessing following services...



Cost to NHS:

Urgent Care / Walk in Centre - £91

A&E – minimum £137

Ambulance - £417 (taken in ambulance to A&E)

GP appointment - £49

(Costings provided by The Kings Fund)

NMHC diverted spend:

Urgent Care / Walk in Centre - £1,547

A&E – £3,014

Ambulance - £0

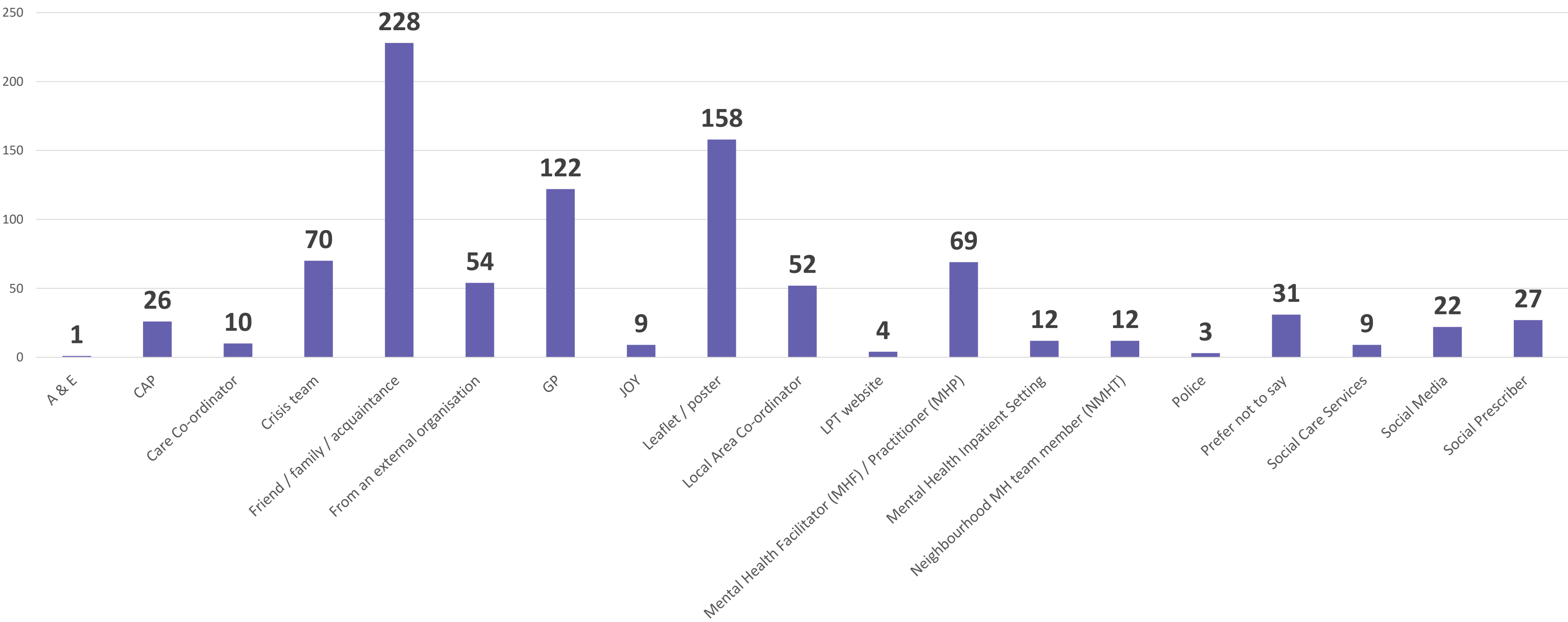
GP appointment - £4,067

Excluding, Crisis Team, 111 calls)

Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)



How individual heard about the cafe...

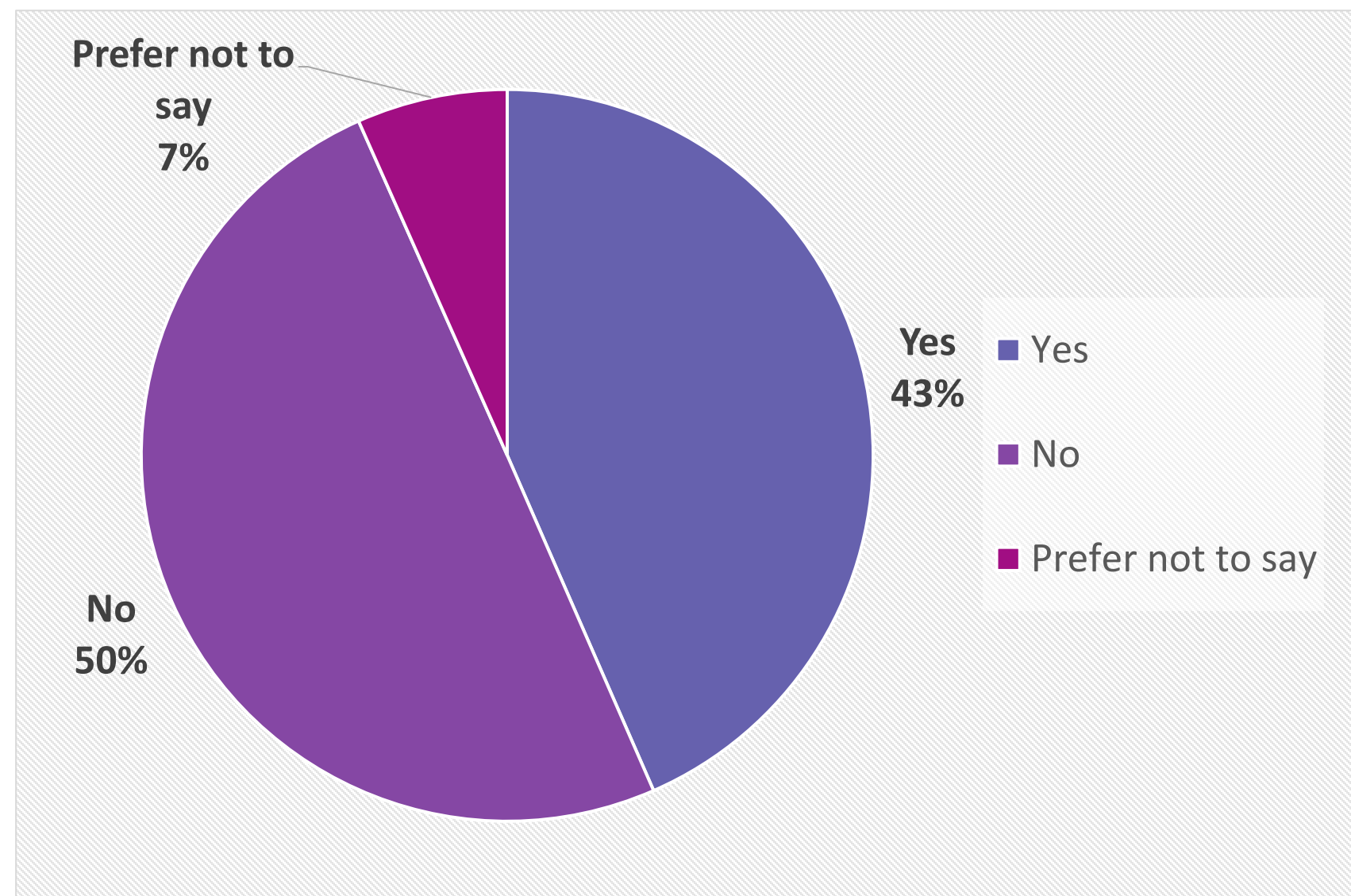


Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)

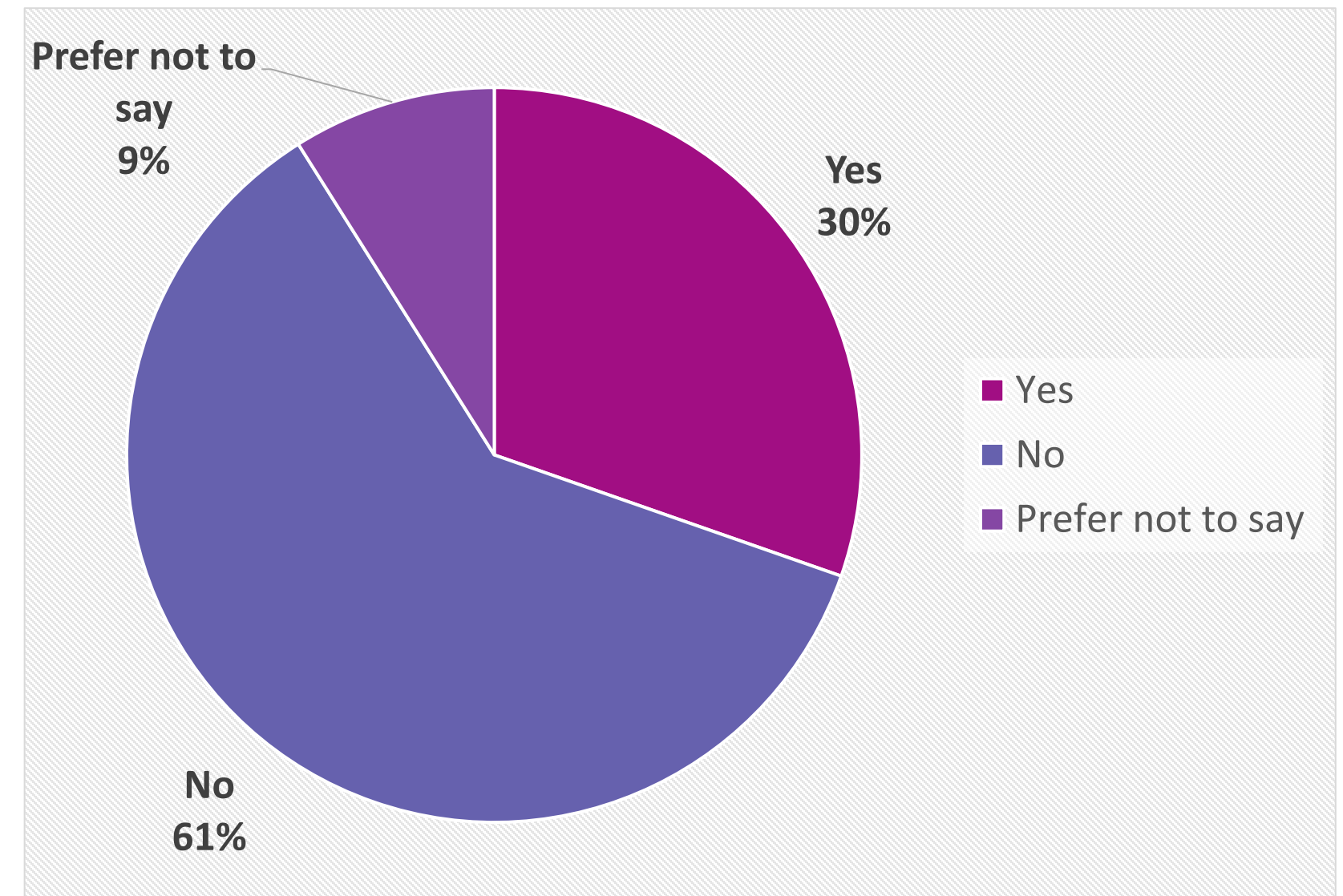


Demographics

Do you consider yourself to have a disability?



Do you consider yourself to be neurodiverse?



If yes...

119 individuals – ADHD

149 individuals – Autism (including Aspergers Syndrome)

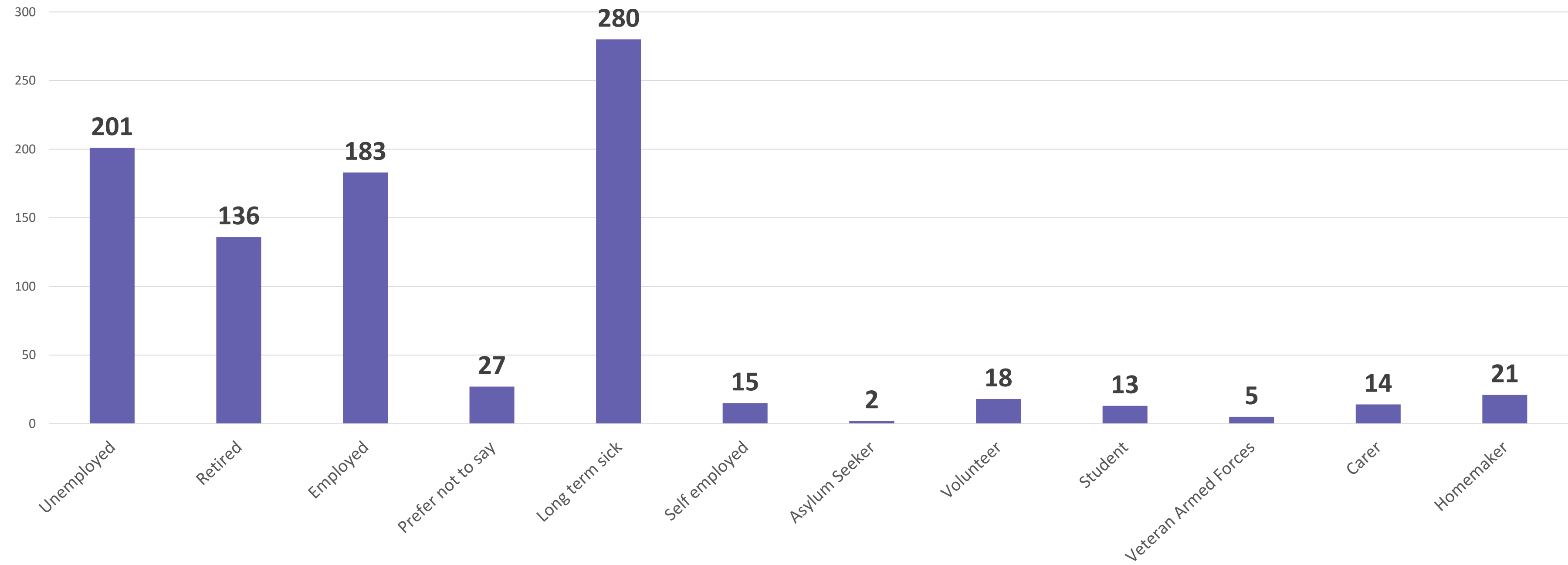
55 individuals – Other

Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)



Demographics

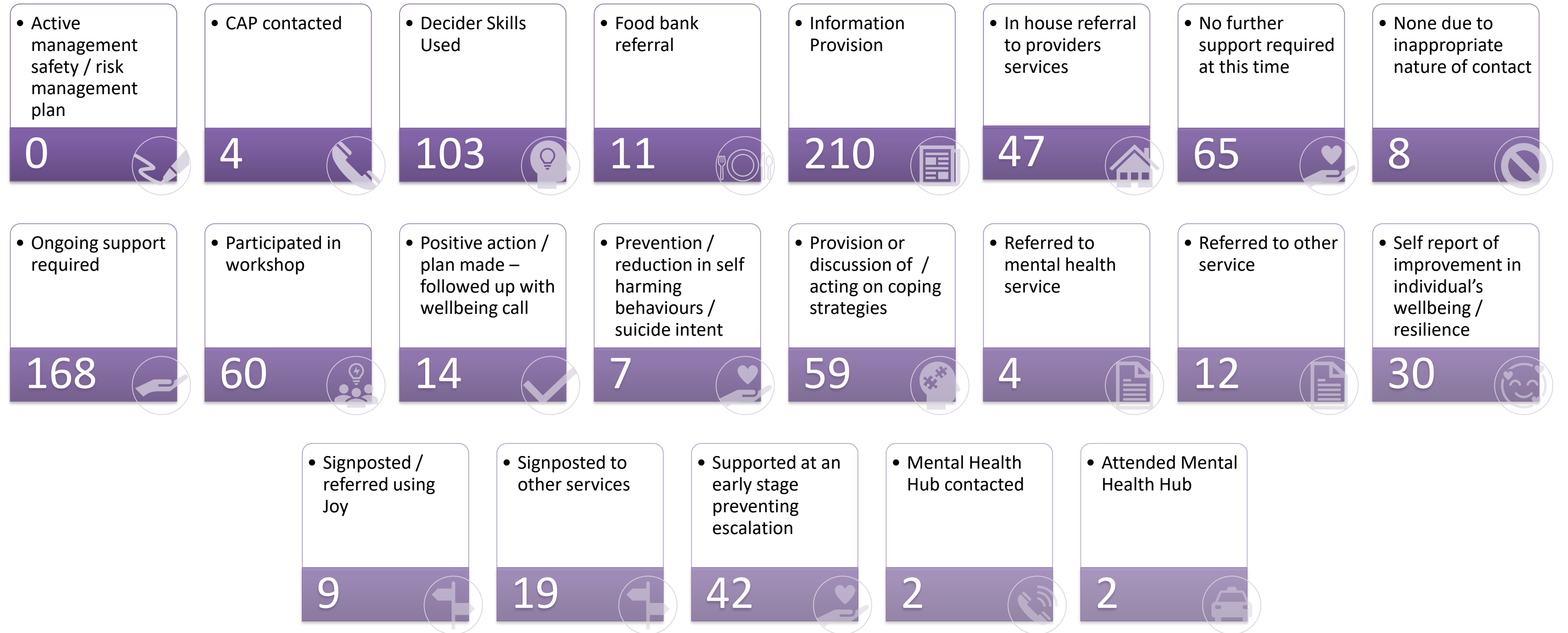
Employment



Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)



Main outcome for individuals attending

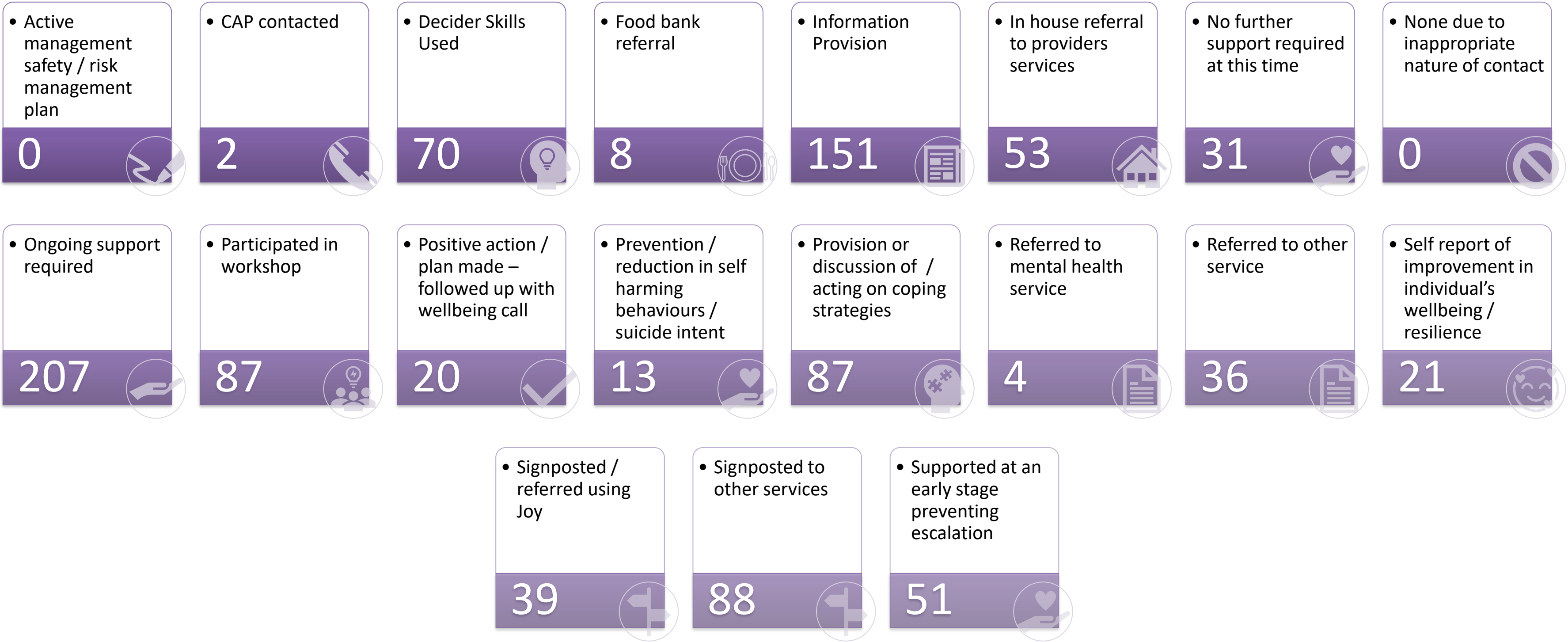


Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)

NB: up to 3 outcomes provided for each visitor per visit



Additional outcomes for individuals attending



Data for all Neighbourhood Mental Health Cafes July 2025 (excluding universities)

NB: up to 3 outcomes provided for each visitor per visit



Outputs for individuals attending

283 people
received 1:1 support

318 people accessed
group/social support

318 people received 1:1
support & accessed
group/social support



University Mental Health Café Data

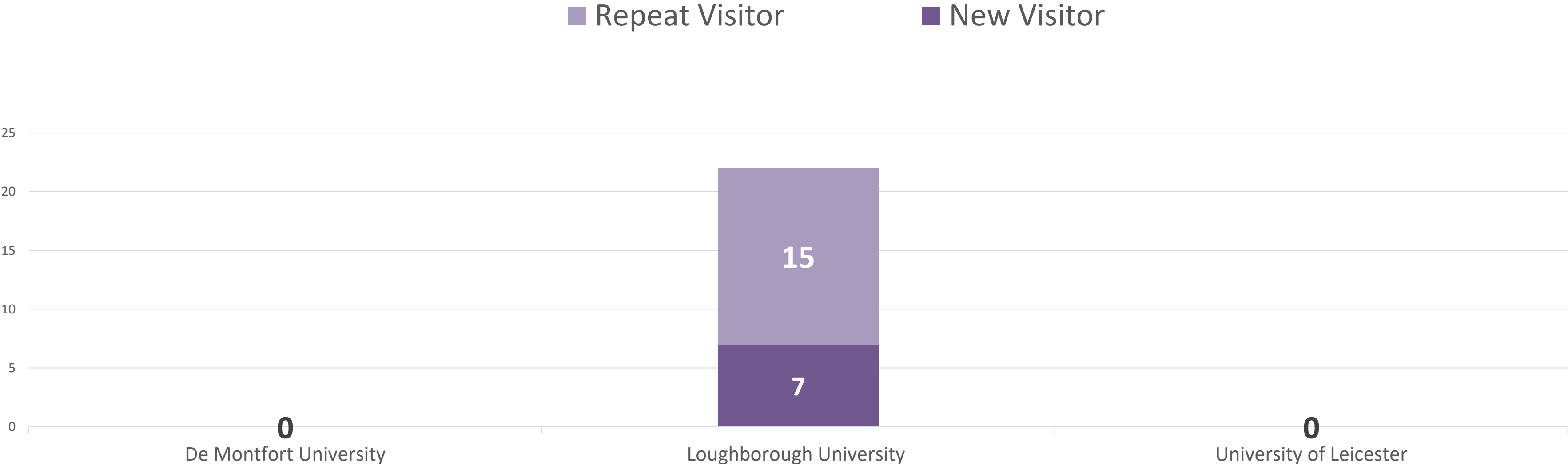


Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

University Café Contacts Breakdown

22 contacts made with University Mental Health Cafe in July 2025

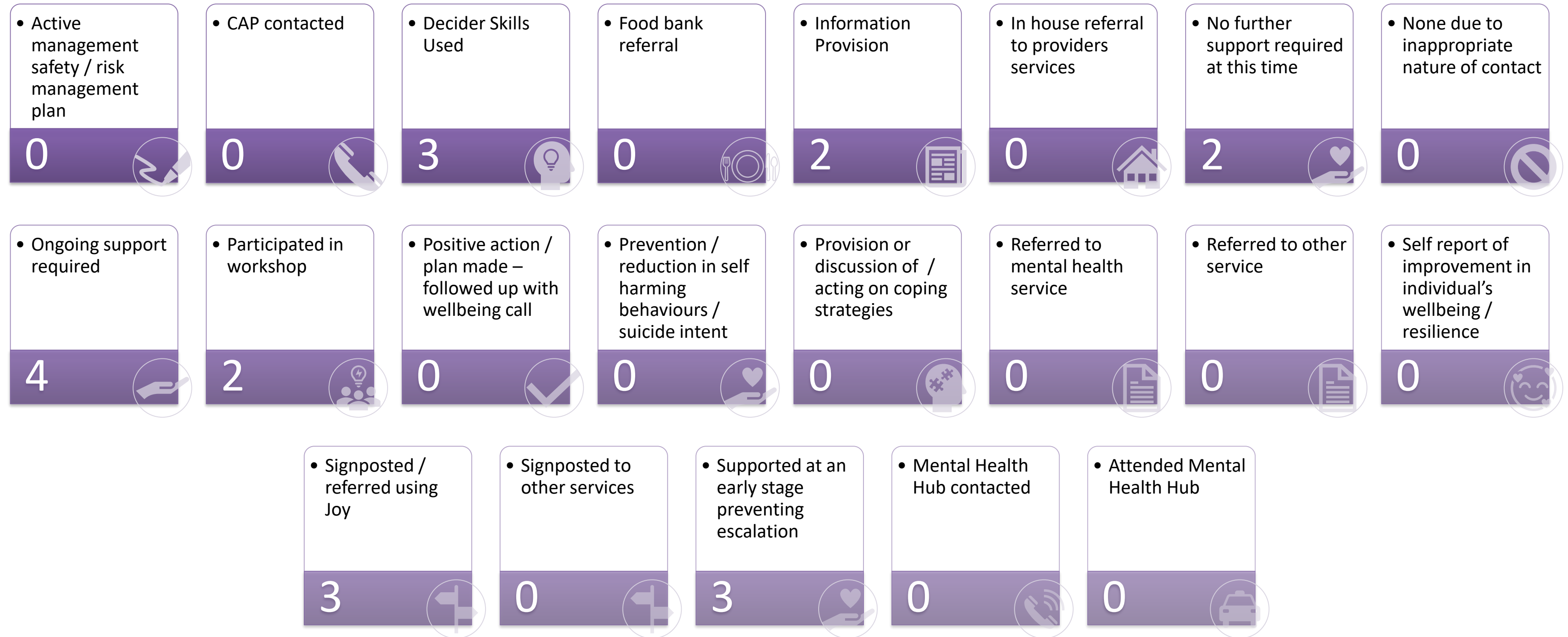


Data for July 2025 – University Mental Health Cafes Only

De Montfort University and University of Leicester are currently mobilising and launching in September 2025



Main outcome for individuals attending

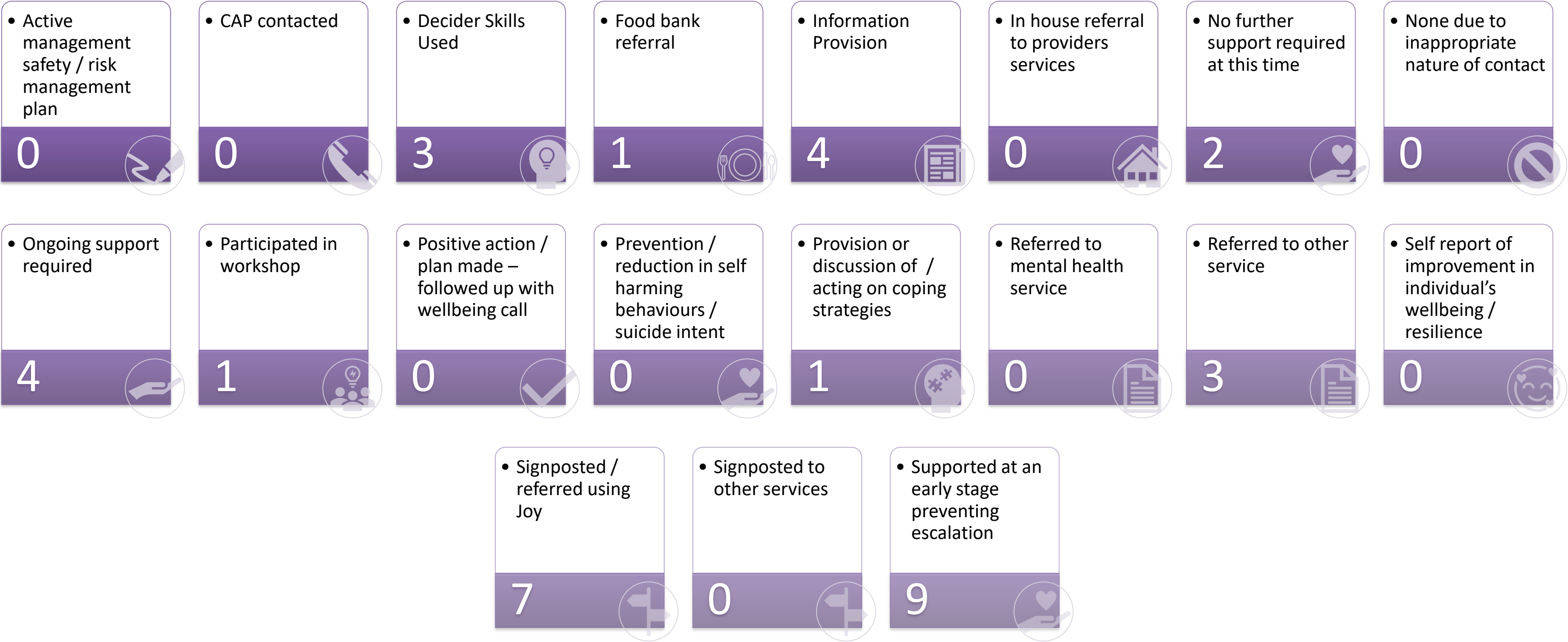


Data for University Neighbourhood Mental Health Cafes July 2025

NB: up to 3 outcomes provided for each visitor per visit



Additional outcomes for individuals attending

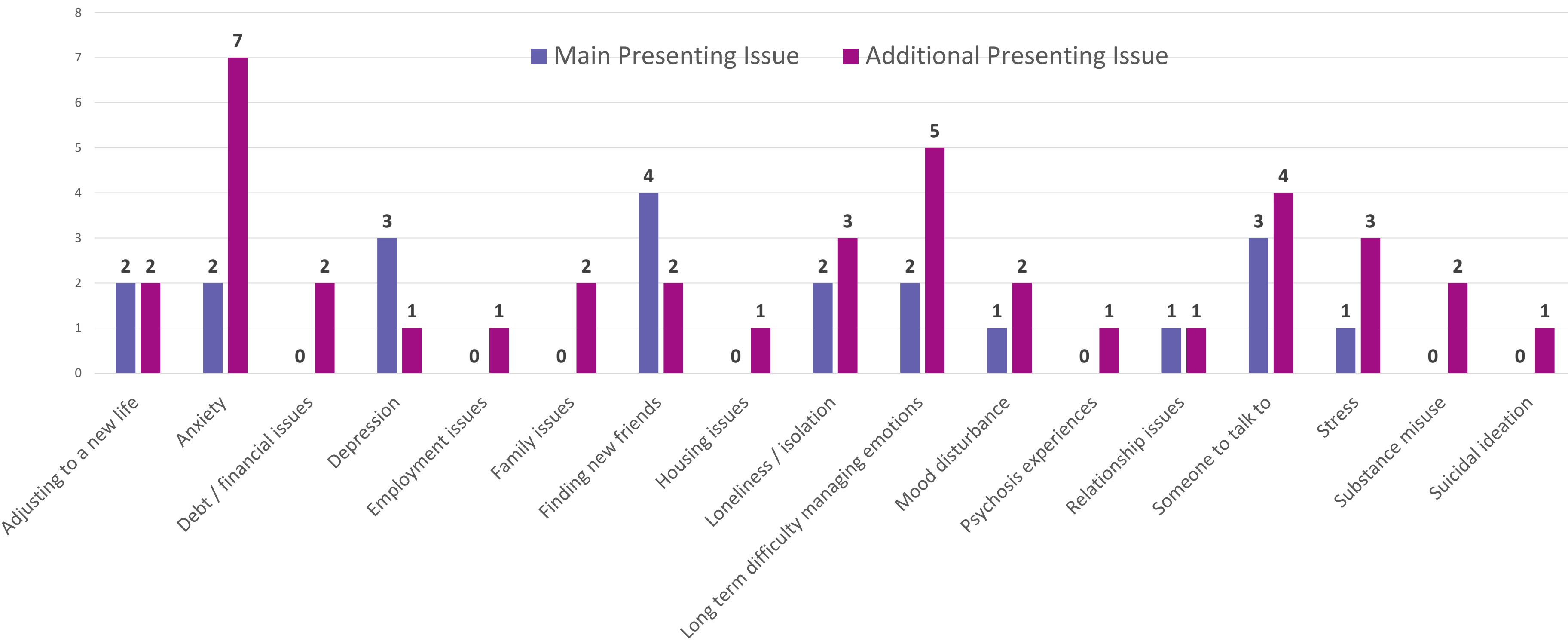


Data for University Neighbourhood Mental Health Cafes July 2025

NB: up to 3 outcomes provided for each visitor per visit



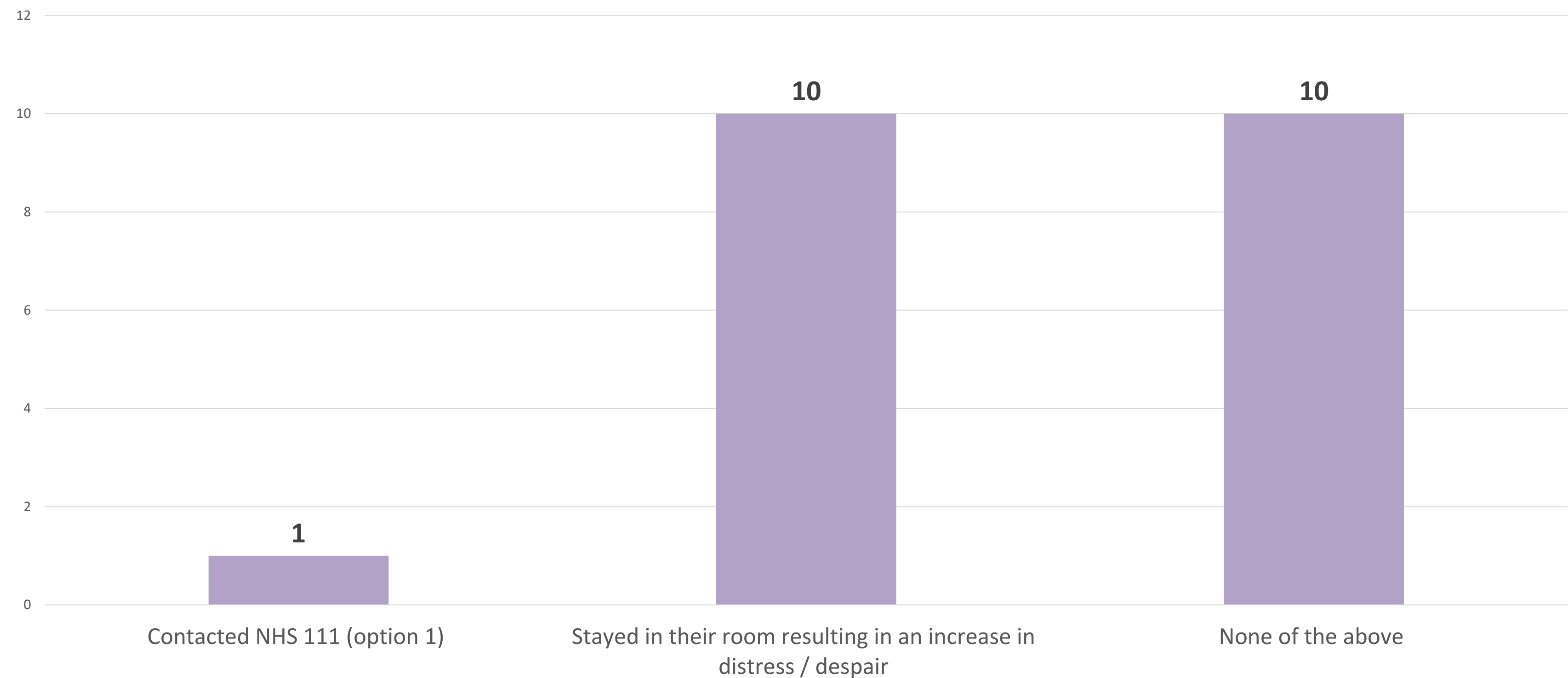
Presenting Issues



Data for July 2025 – University Mental Health Cafes Only



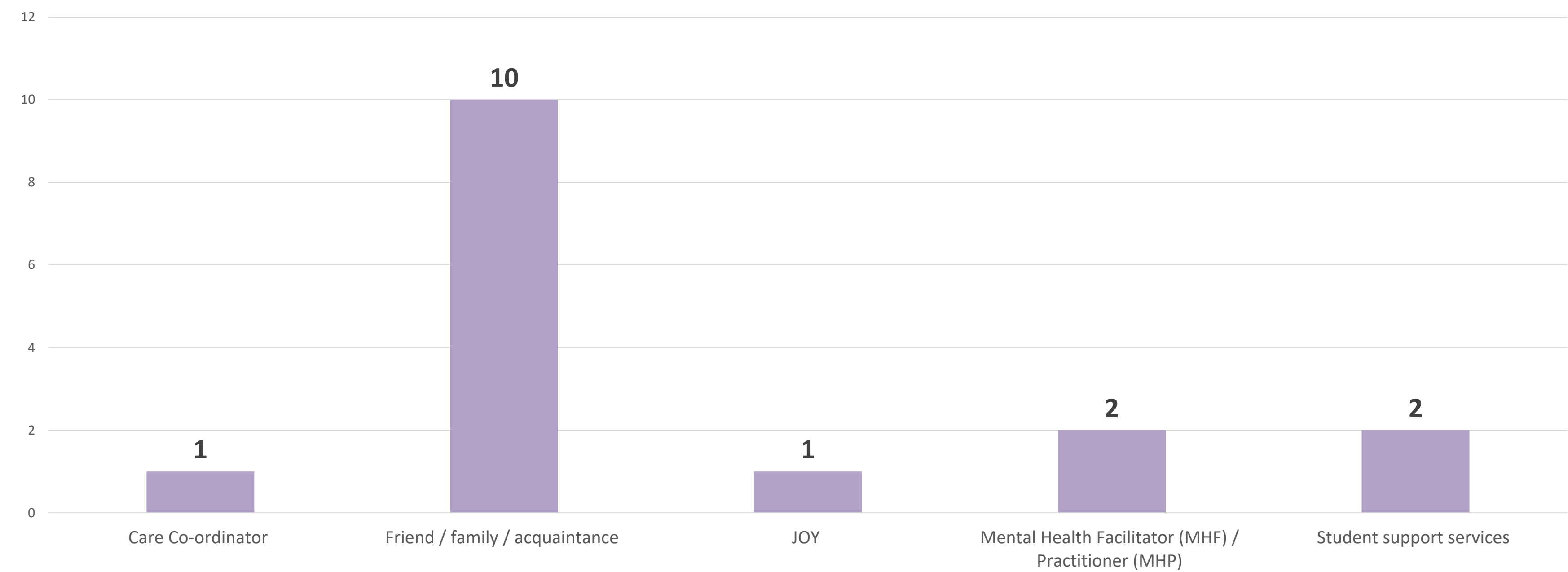
Attended Café instead of accessing following services...



Data for July 2025 – University Mental Health Cafes Only



How individual heard about the cafe...

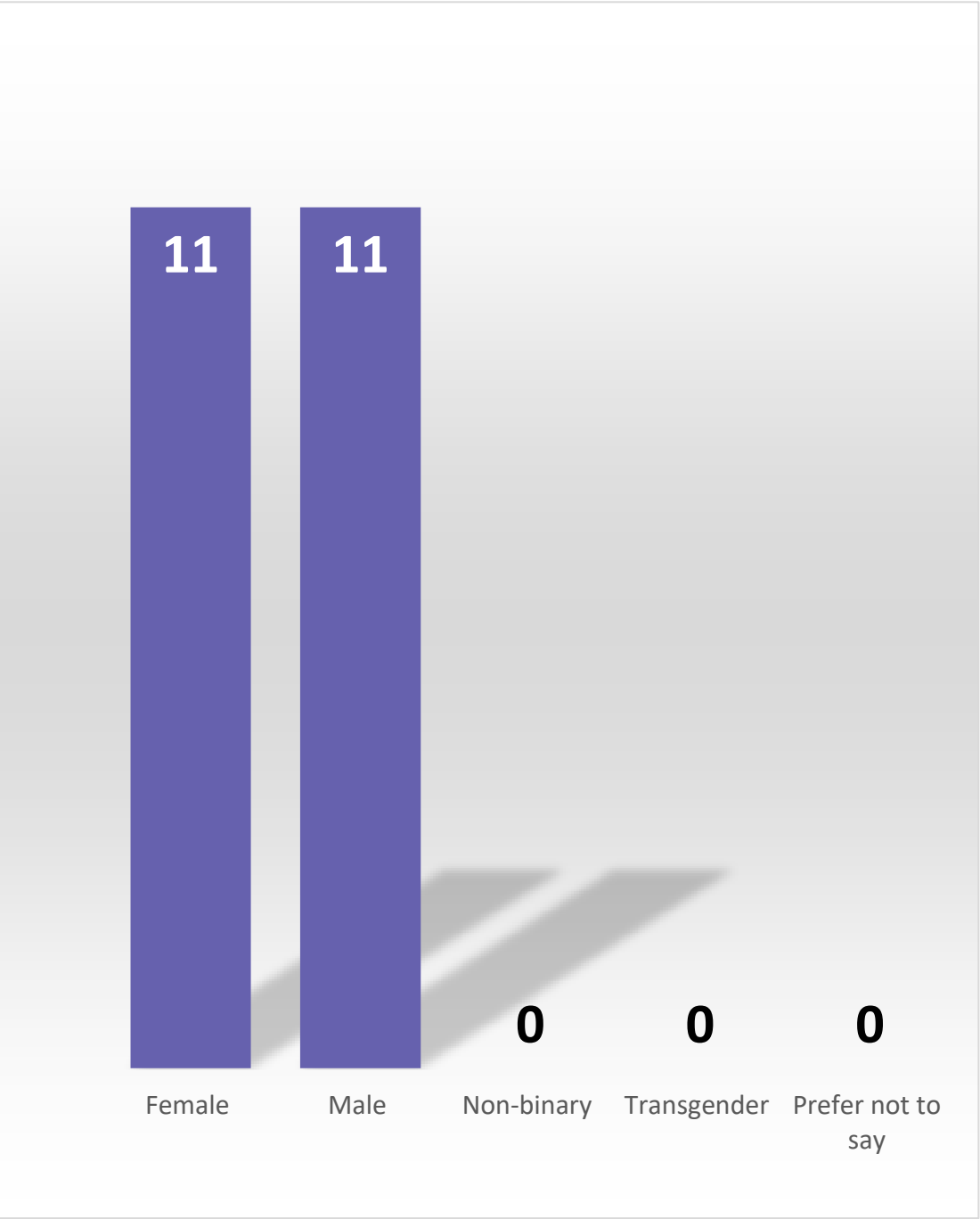


Data for July 2025 – University Mental Health Cafes Only

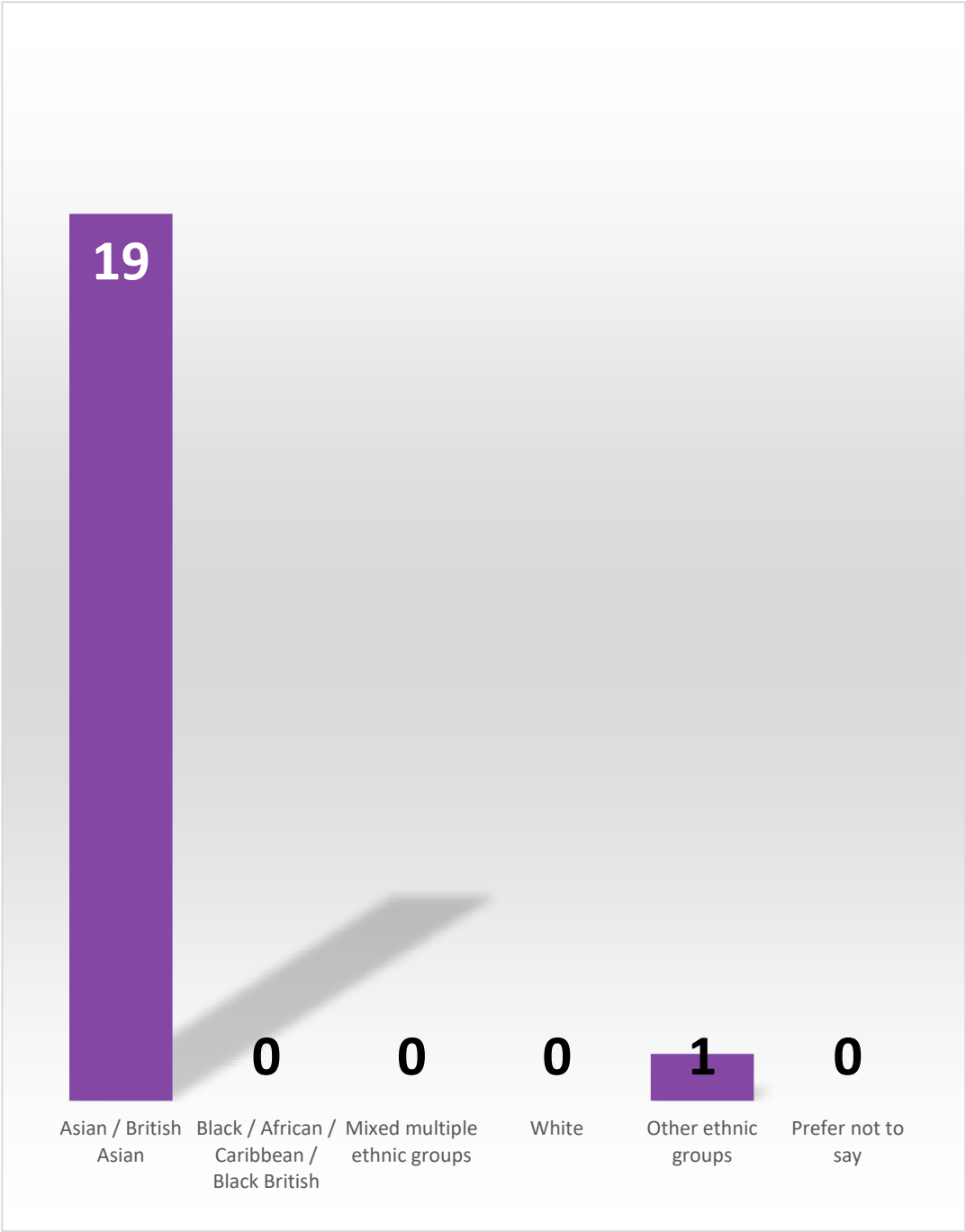


Demographics – Loughborough University

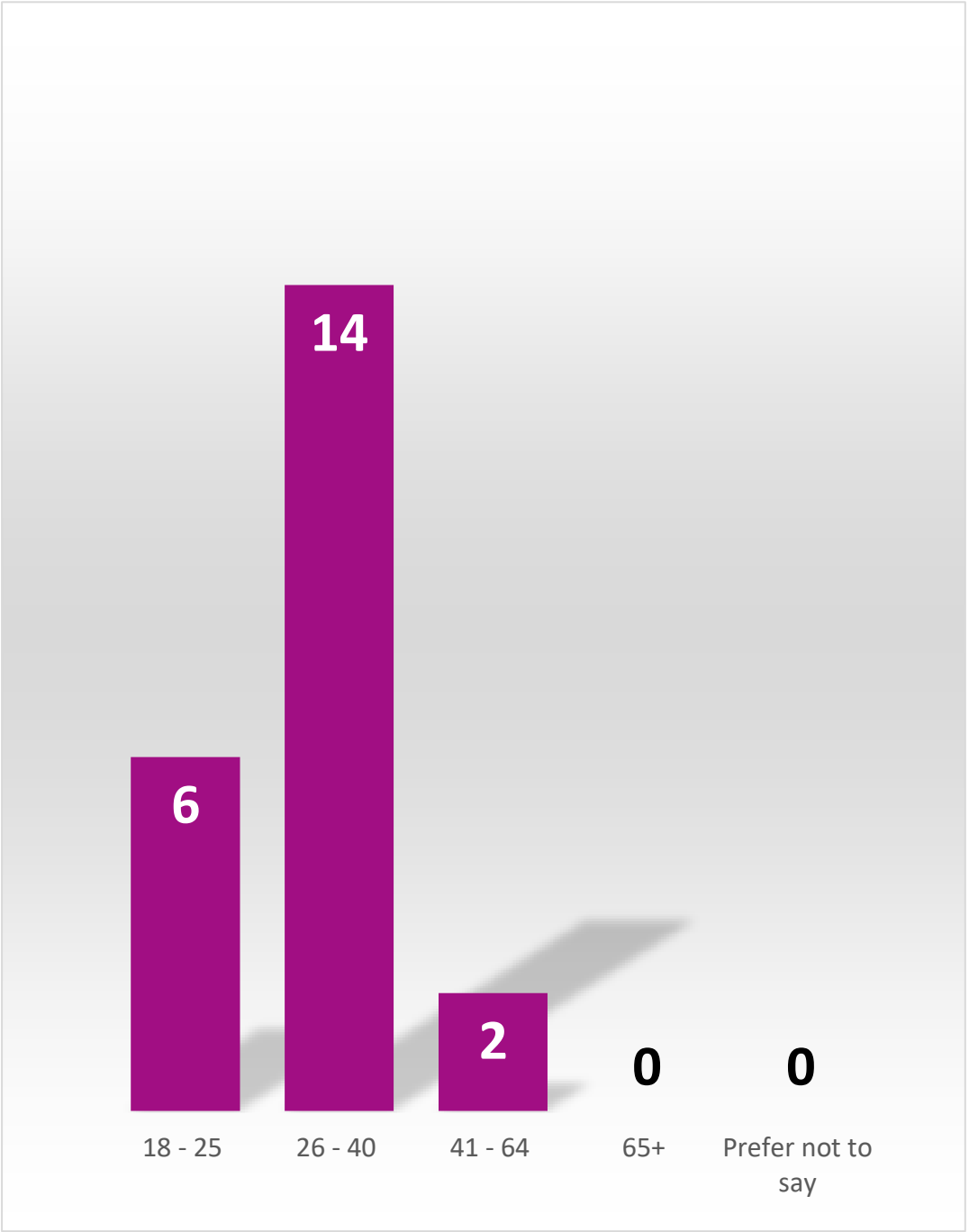
Gender



Ethnicity

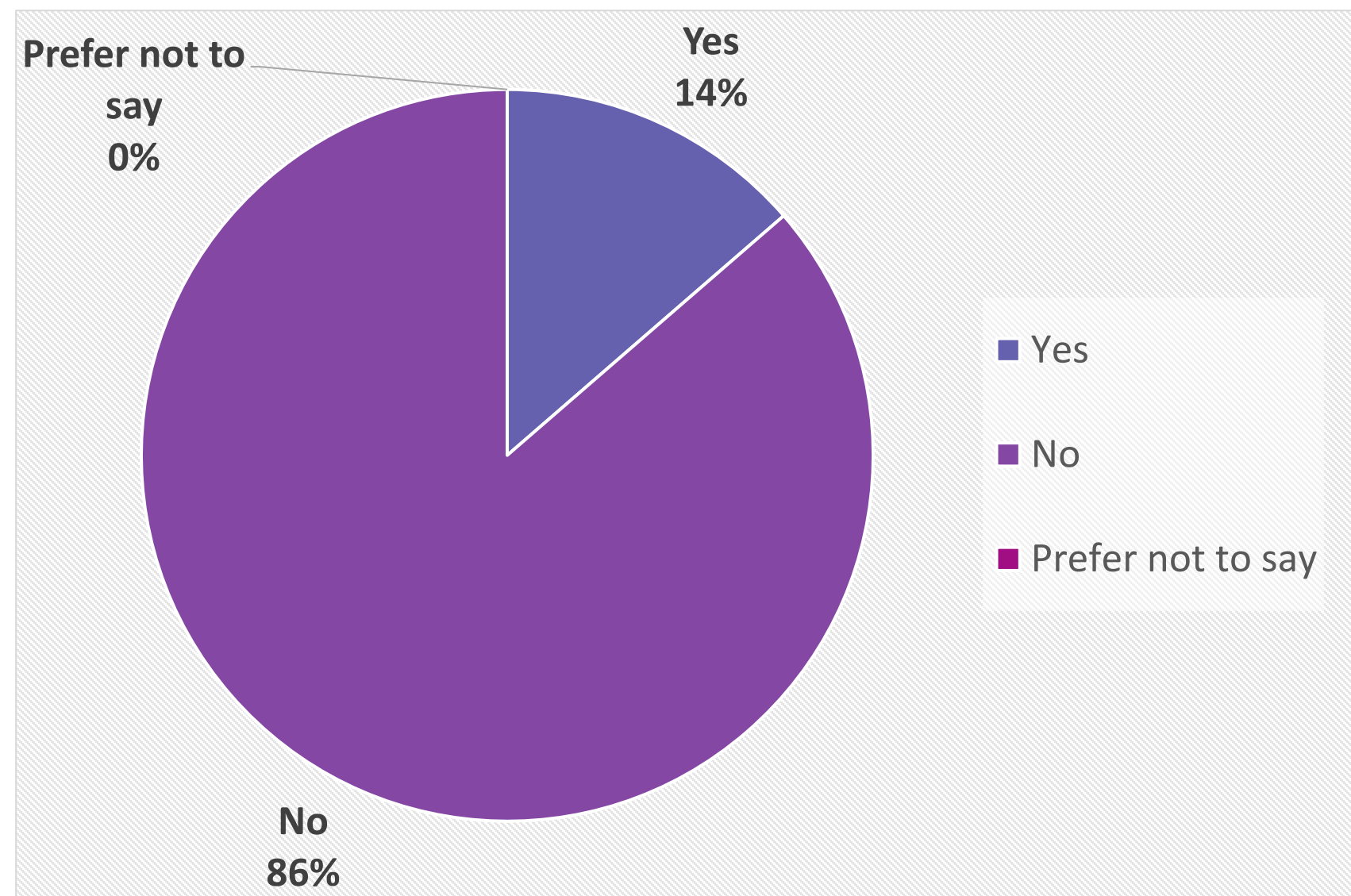


Age

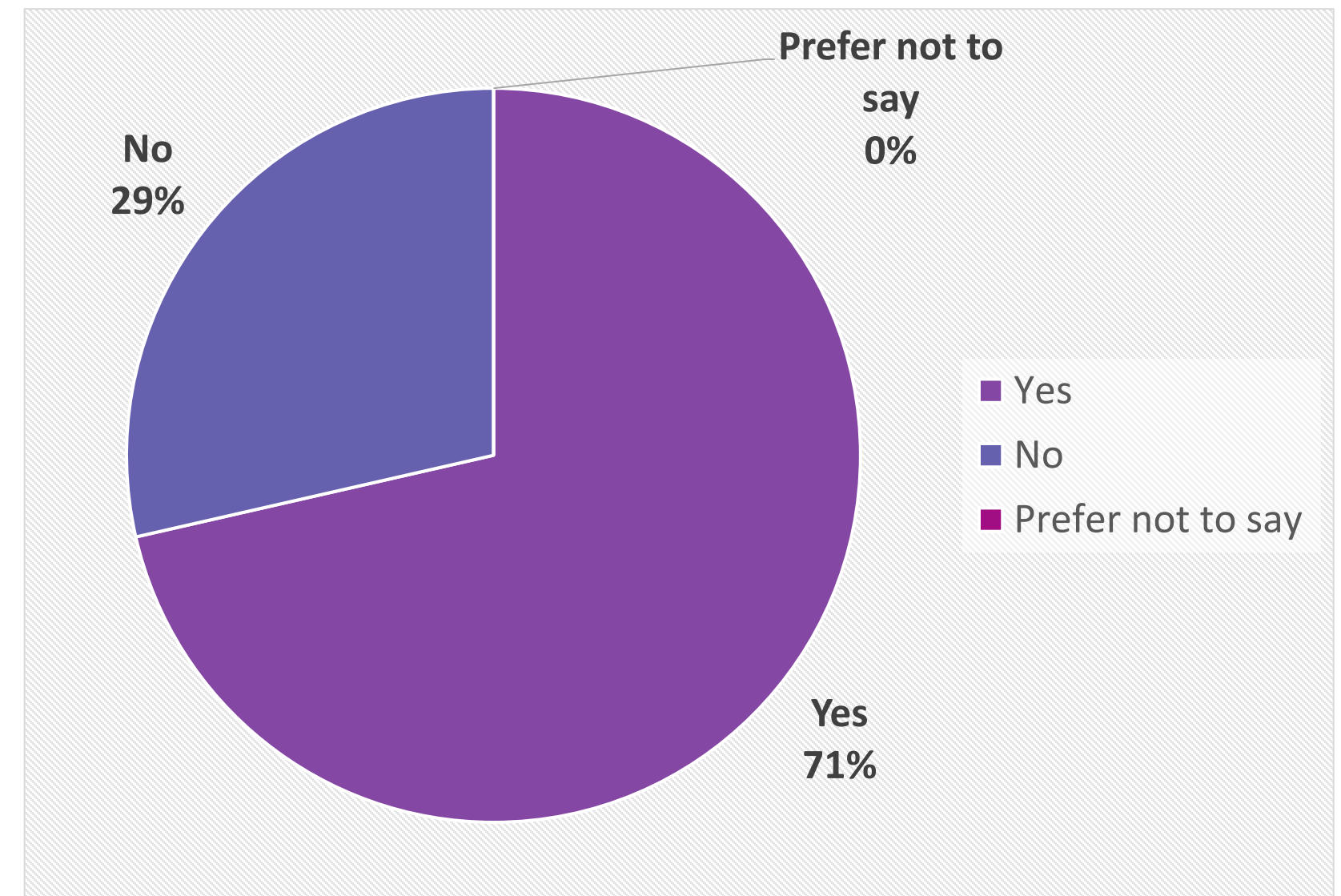


Demographics

Do you consider yourself to have a disability?



Do you consider yourself to be neurodiverse?



If yes...

14 individuals – ADHD

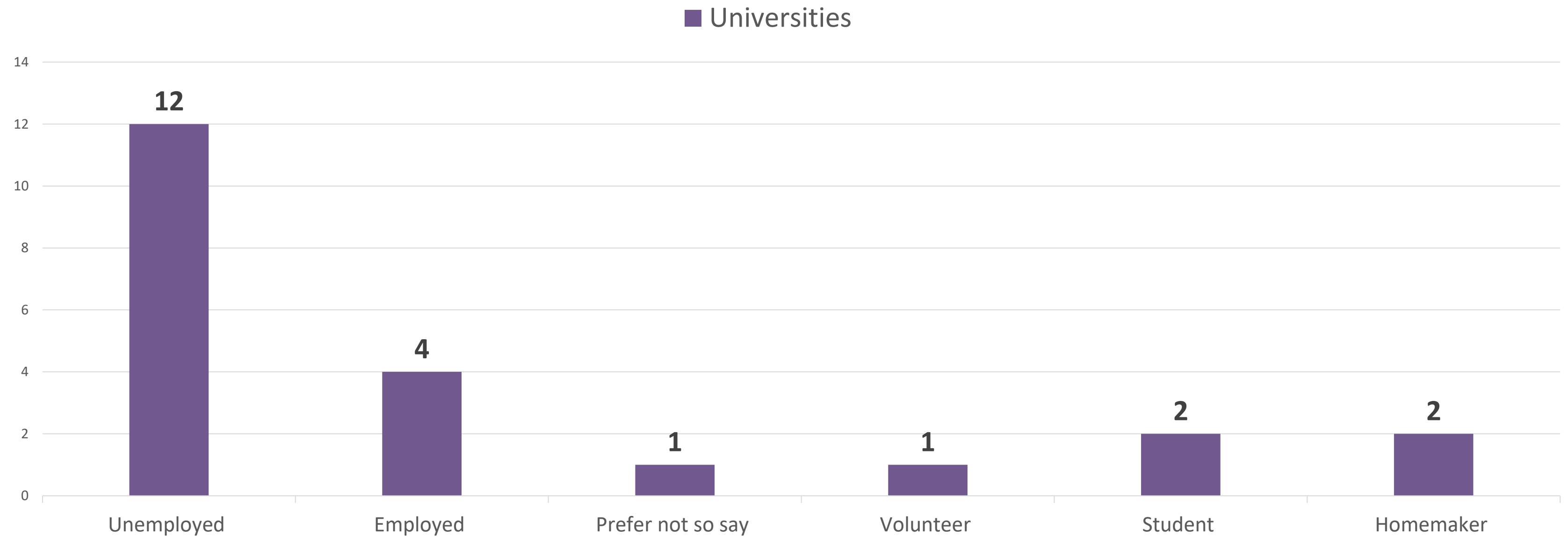
3 individuals – Autism (including Aspergers Syndrome)

1 individuals – Other



Demographics

Status



Data for July 2025 – University Mental Health Cafes Only



Case Studies



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Cafe Impact ...

Individual referred to NMHC by Local Area Co-ordinator and receiving support from a Mental Health Practitioner via GP. During initial assessment, he was tearful and expressed suicidal thoughts, though no immediate plans to self-harm. He reported low mood, poor appetite, and non-compliance with diabetes medication. Loneliness was a major issue following a recent move due to reduced mobility. Family visits had decreased due to transport challenges. He also had a history of cardiac problems.

Intervention

- One-to-one support provided in a safe, confidential space.
- Safety Plan and coping strategies developed.
- Weekly sessions agreed, with ongoing one-to-one support.
- Encouraged to explore local social activities to reduce isolation.

Progress

- Regular attendance at NMHC with reported mood improvement.
- Re-engaged with social settings (e.g., local café).
- Reduced self-harm thoughts and improved coping.
- Restarted diabetes medication and attended review.
- Increased motivation—improved home environment and participated in café activities.

Outcome

He reports NMHC has given him focus and support. He feels more confident, socially connected, and better able to manage both mental and physical health. He credits NMHC with helping him continue when he felt he might give up.

Cafe Impact ...

A woman attended the NMHC café with her husband, seeking one-to-one support regarding her family situation. She was feeling overwhelmed and anxious due to concerns about her mother, who had recently been diagnosed with Alzheimer's. Her mother, living alone after the loss of her husband a year ago, was experiencing severe loneliness and anxiety, frequently calling her daughter for reassurance. Although a care package was in place (carers twice daily and one day per week at a day centre), the mother's anxiety persisted when alone. Adult Social Care were aware, and the family was considering residential care, but no decisions had been made.

Intervention

A support plan was discussed and agreed:

- Re-contact Adult Social Care to report escalation and explore increased day centre attendance, respite, or permanent care options.
- Provided information on Age UK's Memory Advice & Dementia Support Service, carers handbook, and other local resources.
- Discussed accessing 111 option 2 and the Samaritans helpline.
- Encouraged return visits to NMHC for mindfulness and talking therapy.
- Shared coping strategies including breathing exercises and decider skills.

Outcome

The woman and her husband left feeling calmer and more positive. They appreciated the opportunity to talk and found the support and resources helpful. They had come into the café after seeing the A-board outside and expressed gratitude for the assistance received.