

Neighbourhood Mental Health Café Data May 2025



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Neighbourhood Mental Health Cafés

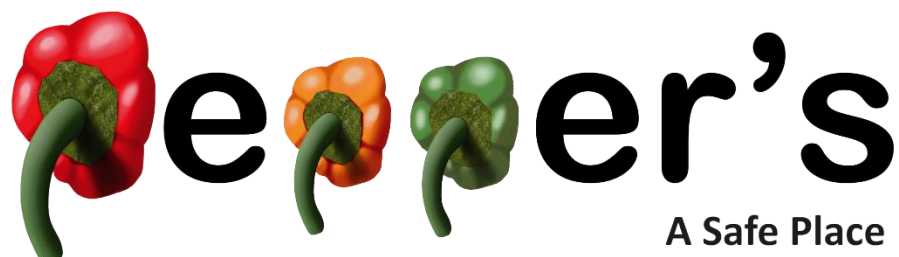
40 sessions being delivered by 16 different VCSE partners
across Leicester, Leicestershire & Rutland



Beacon



Jamila's Legacy CIC
Mental Health
Awareness | Resilience | Training



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

Neighbourhood Mental Health Café Data

(excluding University Cafes)



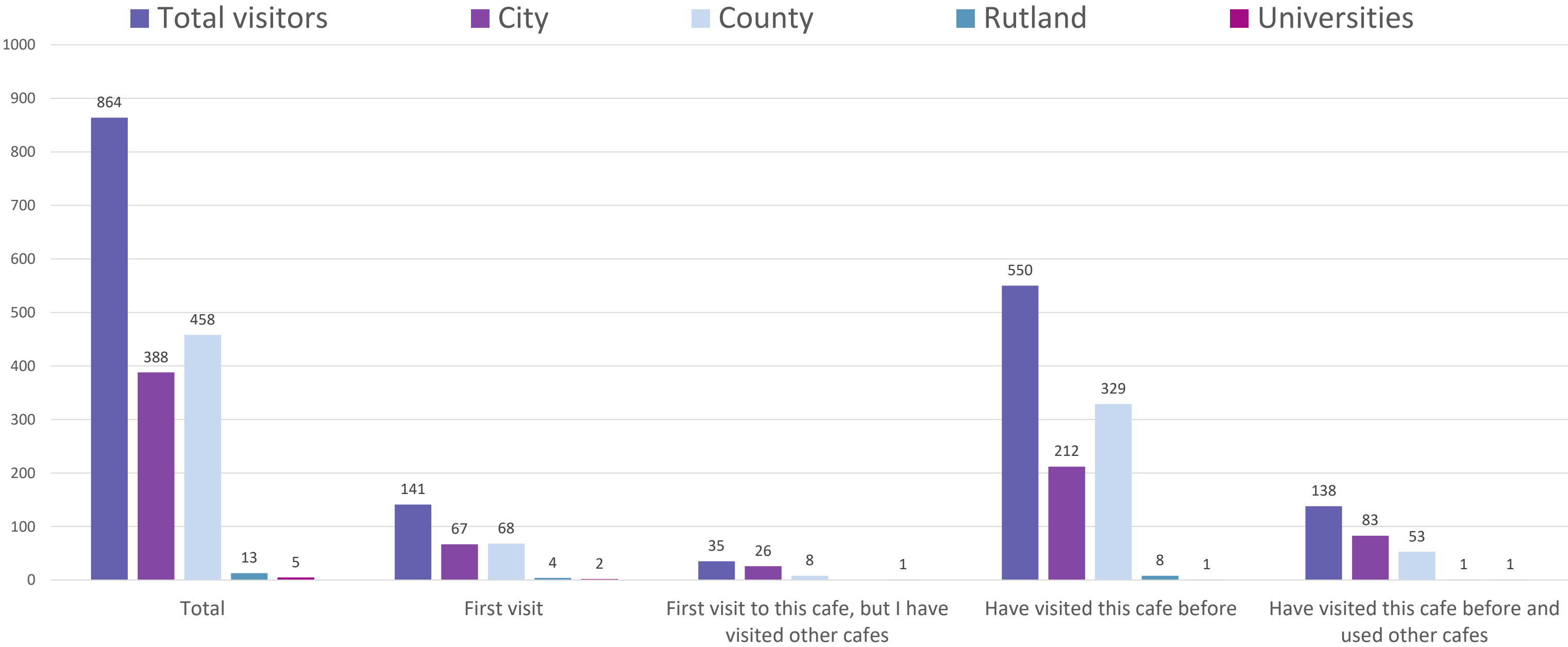
Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Contacts

864 contacts made with Neighbourhood Mental Health Cafes across Leicester, Leicestershire & Rutland in **May 2025**

How people accessed café?



In person - 768



Phone - 85



Text - 8



Email – 3



Online - 0

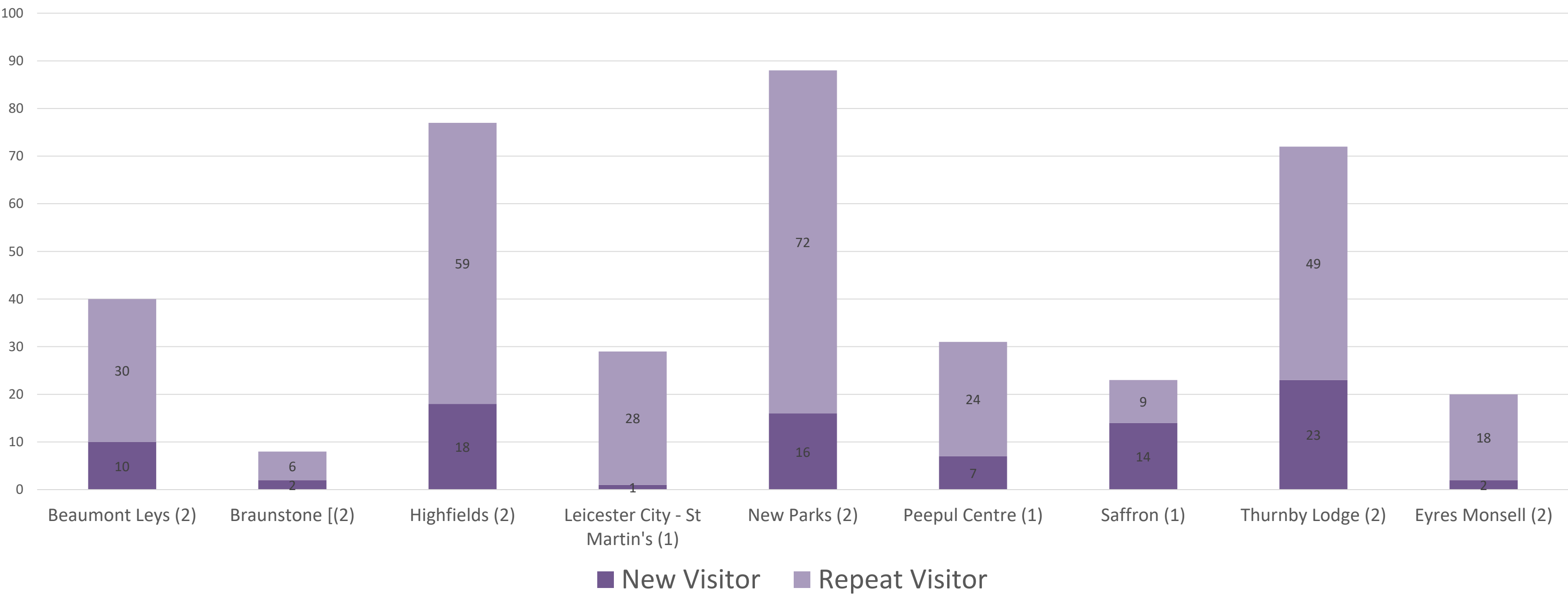
Data all Neighbourhood Mental Health Cafes for May 2025

- 1 café session closed or operating contingency plans i.e. telephone support only
- Cafes closed on both bank holiday Mondays



Café Contacts Breakdown - City

388 contacts made with City Neighbourhood Mental Health Cafes in May 2025

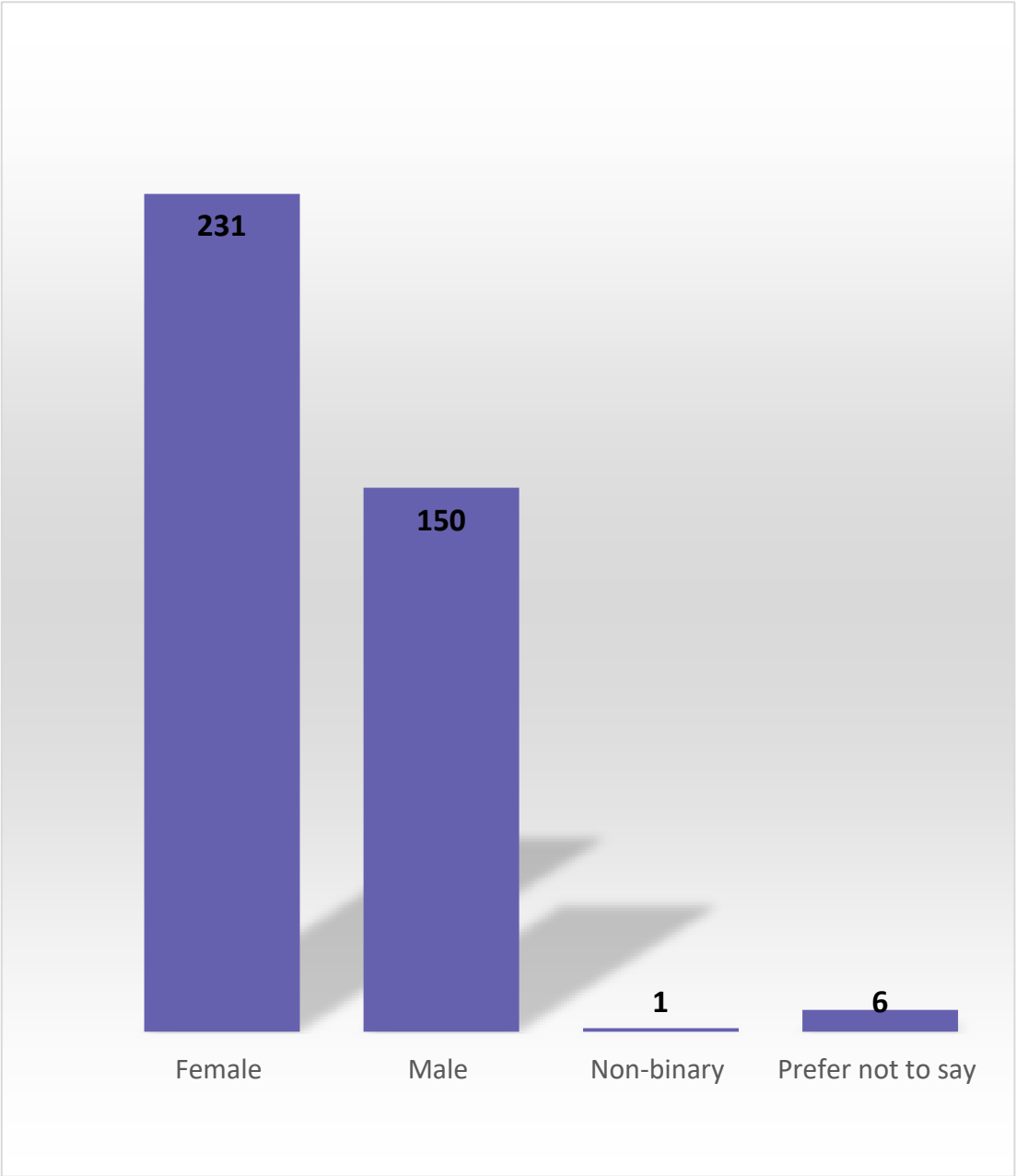


() number of sessions delivered each week

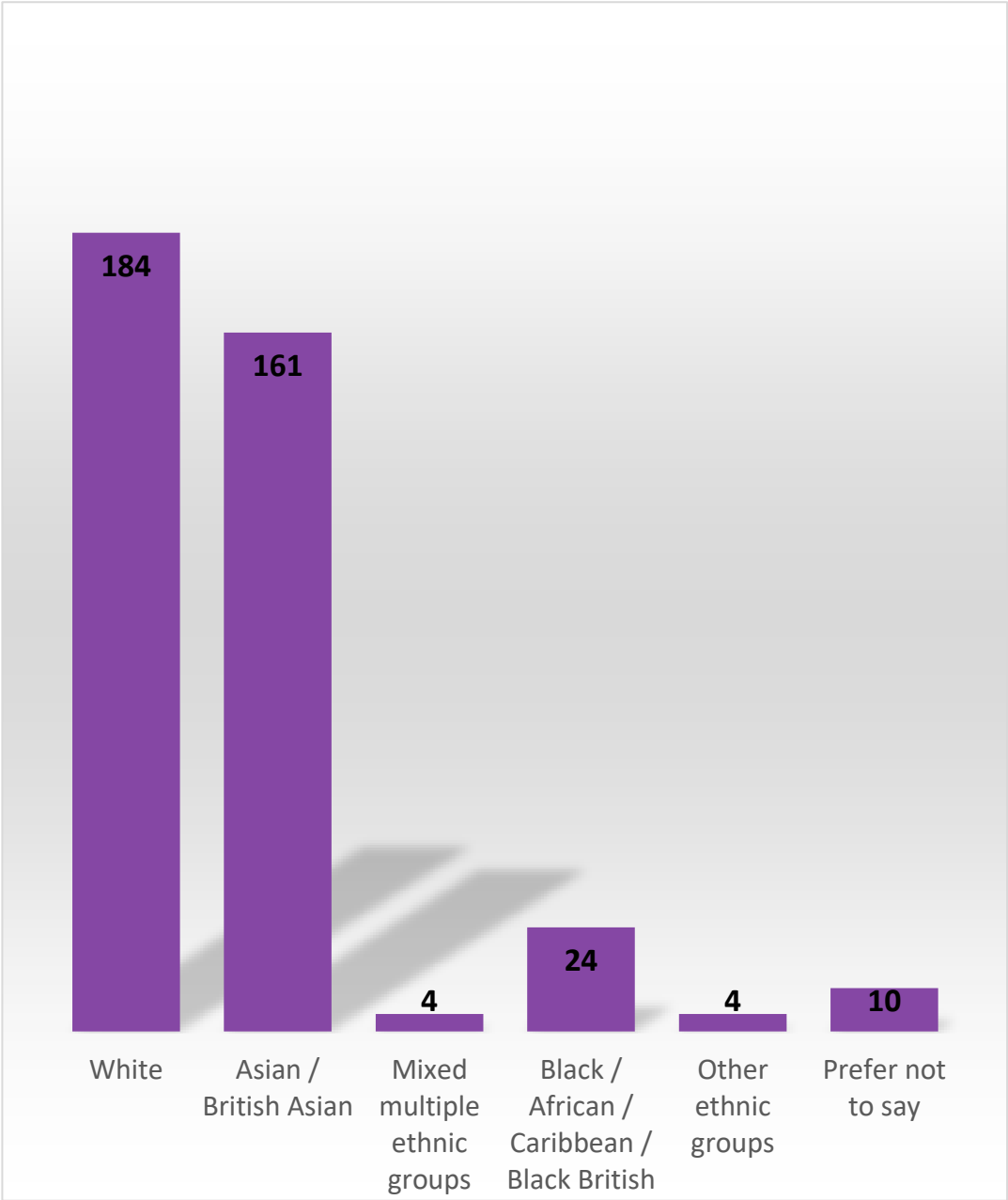


Demographics - City

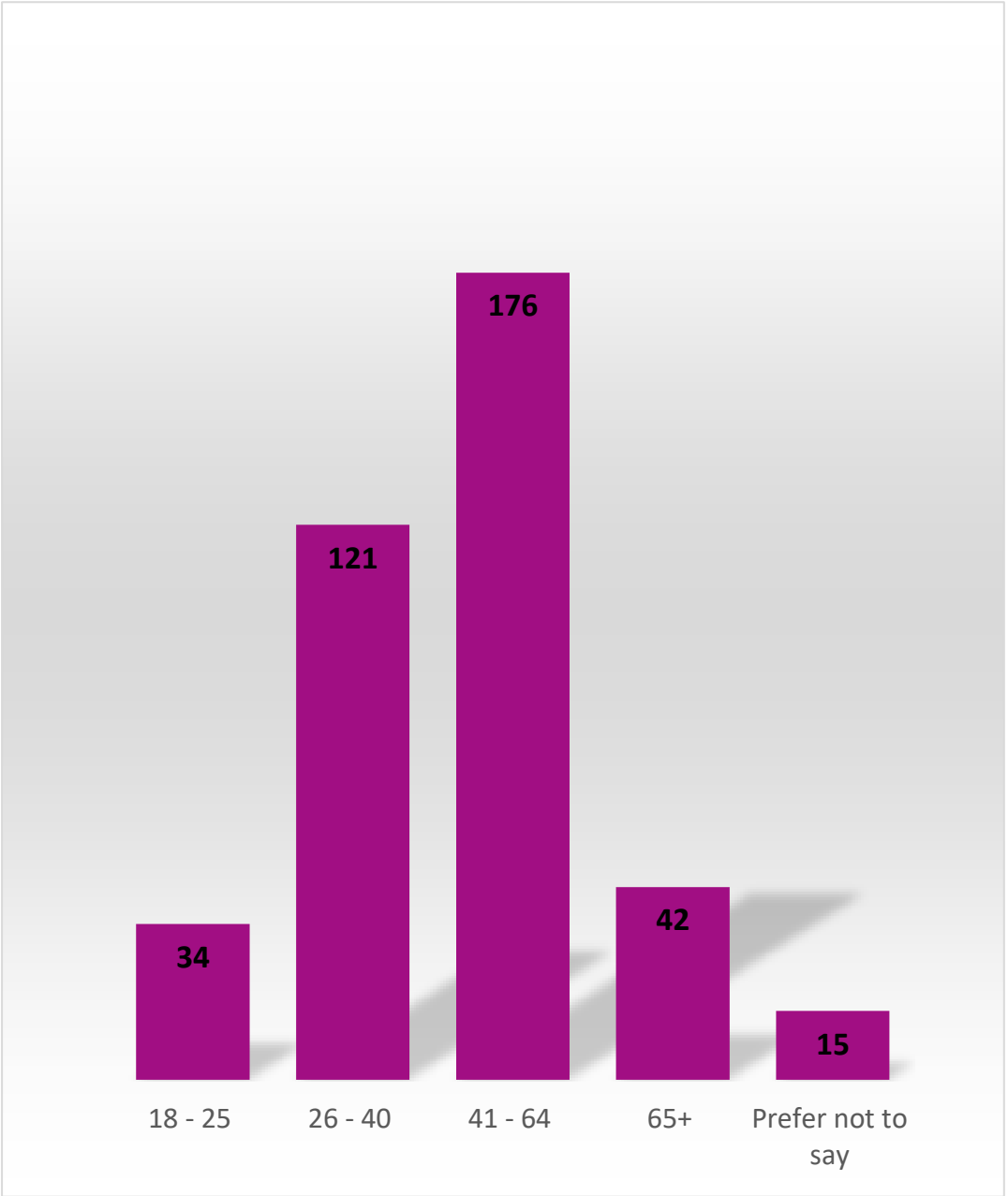
Gender



Ethnicity



Age



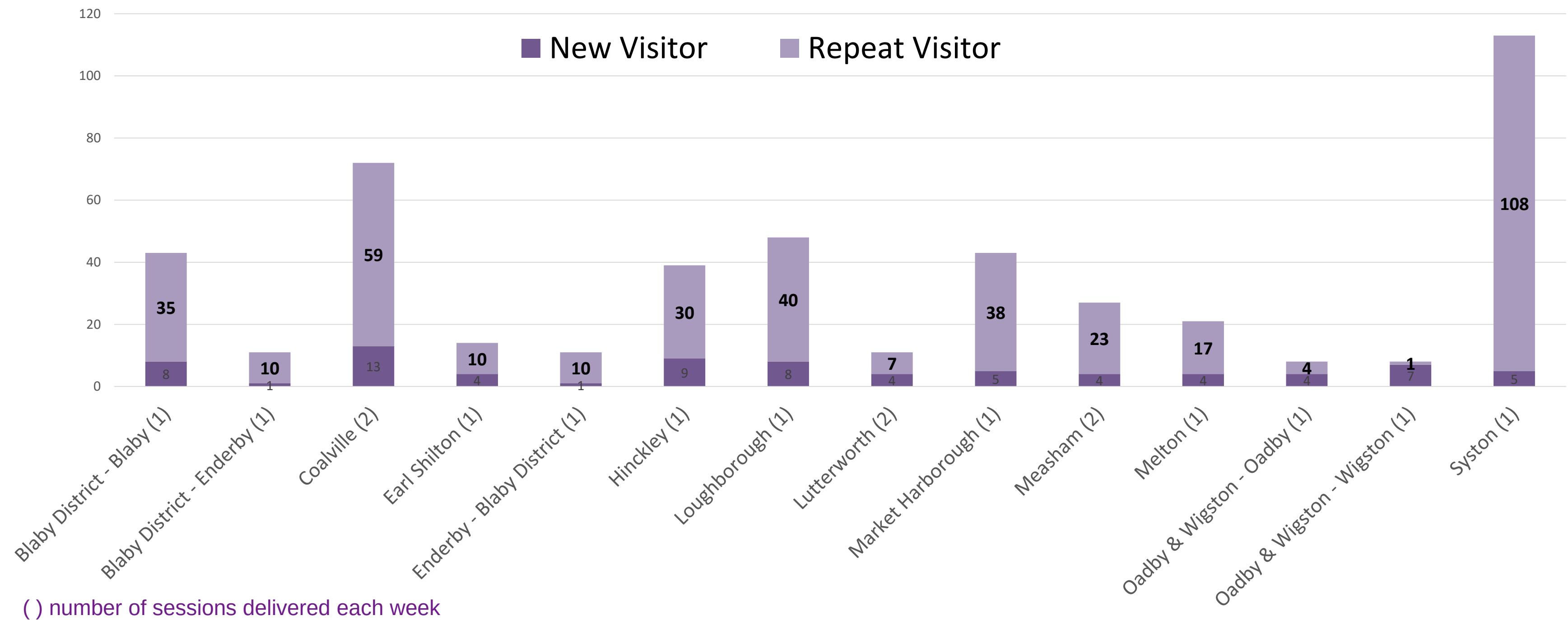
Data for City Neighbourhood Mental Health Cafes, May 2025

How data compares to ethnicity in Leicester data:
White 41% (café – 47.42%) Asian 43% (café – 41.49%), Black 4% (café – 6.18%)



Café Contacts Breakdown - County

458 contacts made with County Neighbourhood Mental Health Cafes in May 2025

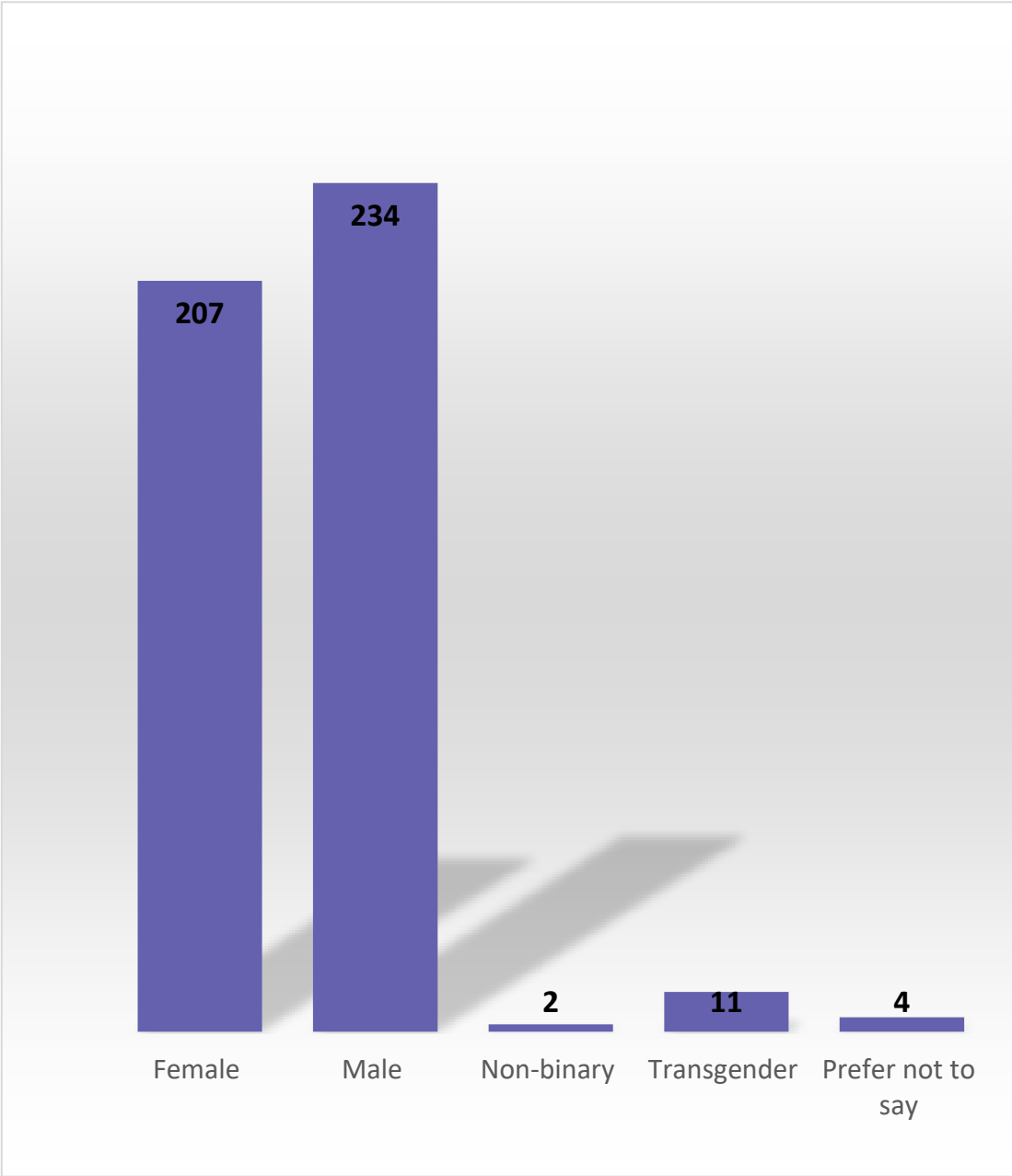


Data for County Neighbourhood Mental Health Cafes, May 2025

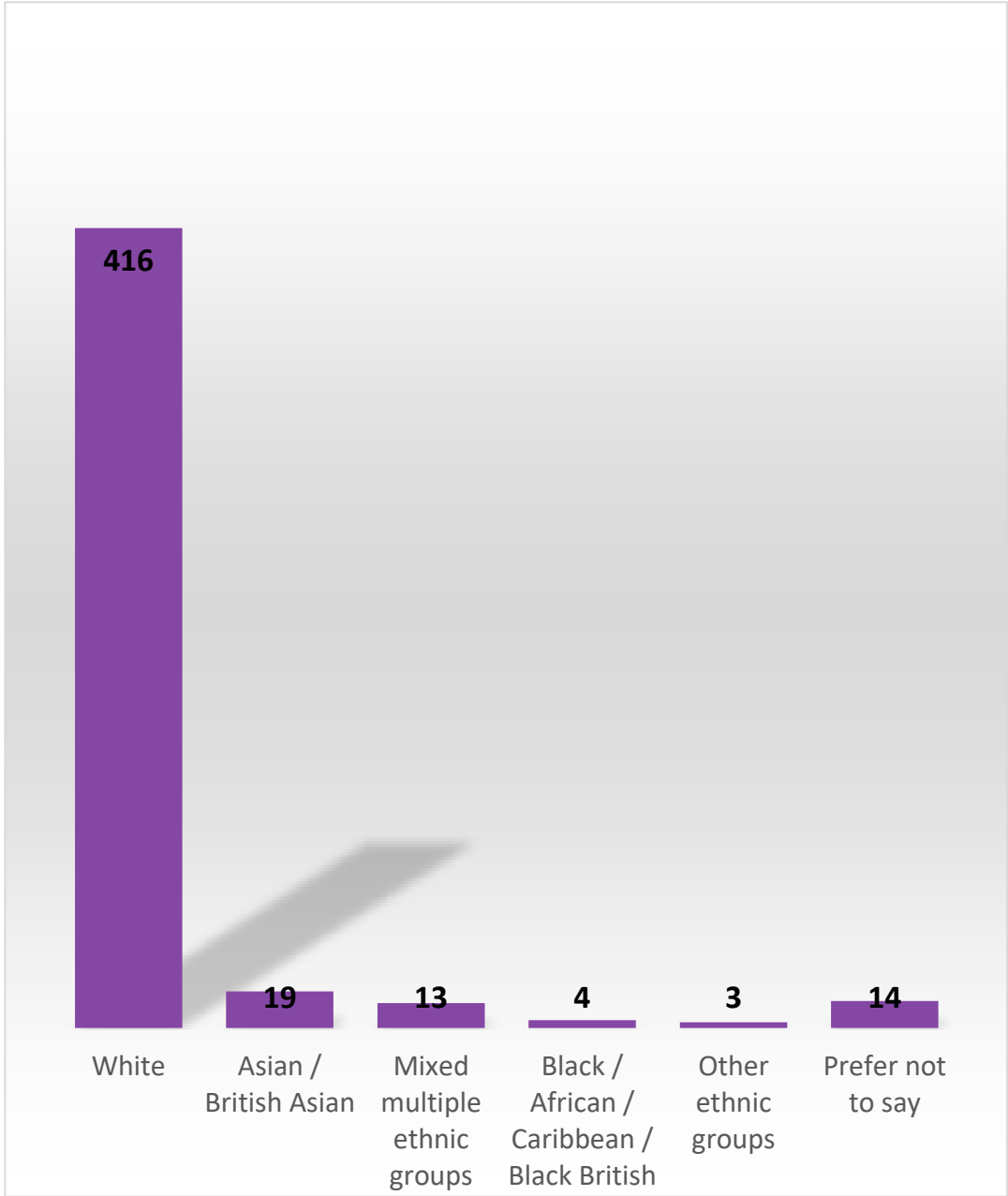


Demographics - County

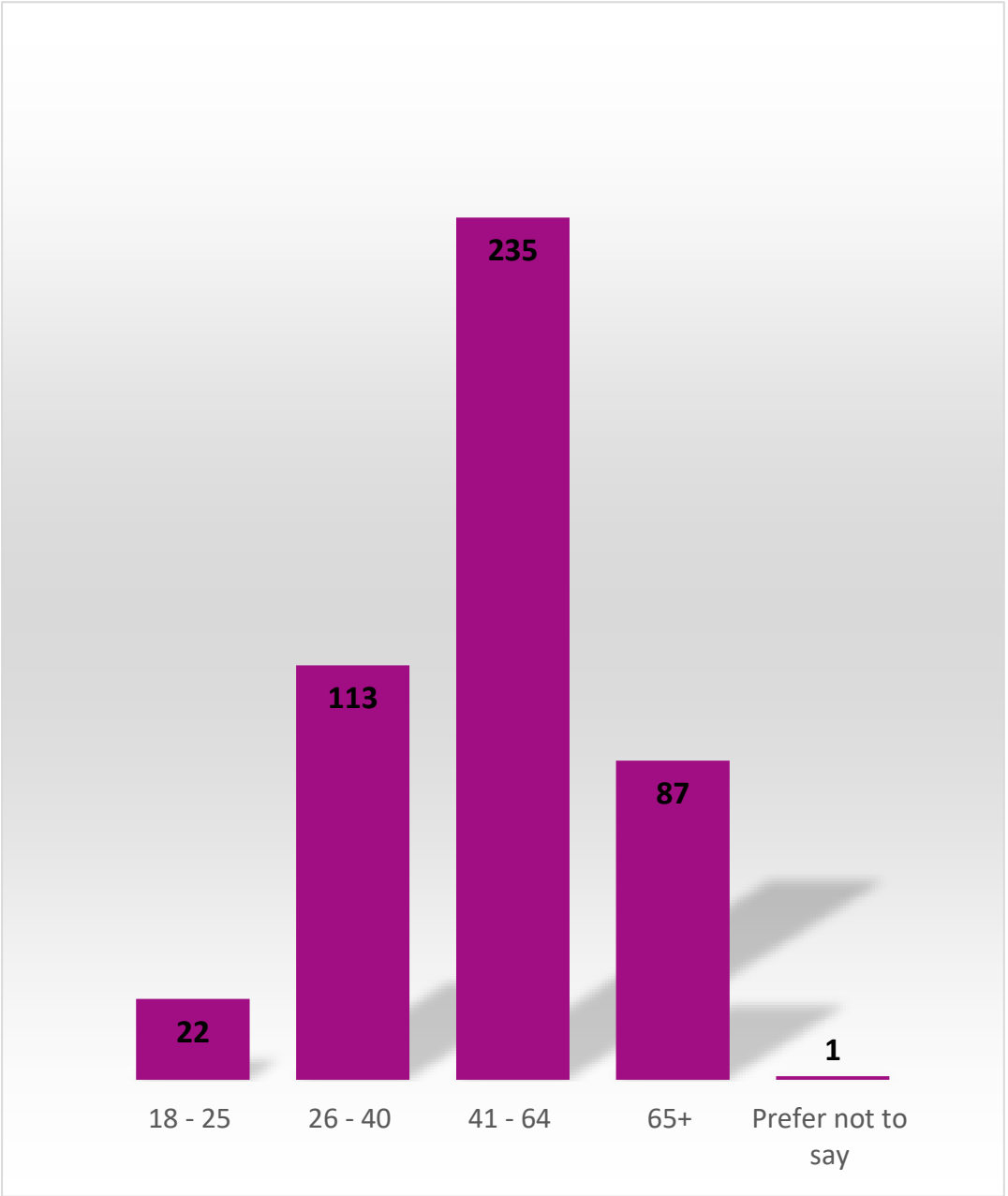
Gender



Ethnicity



Age



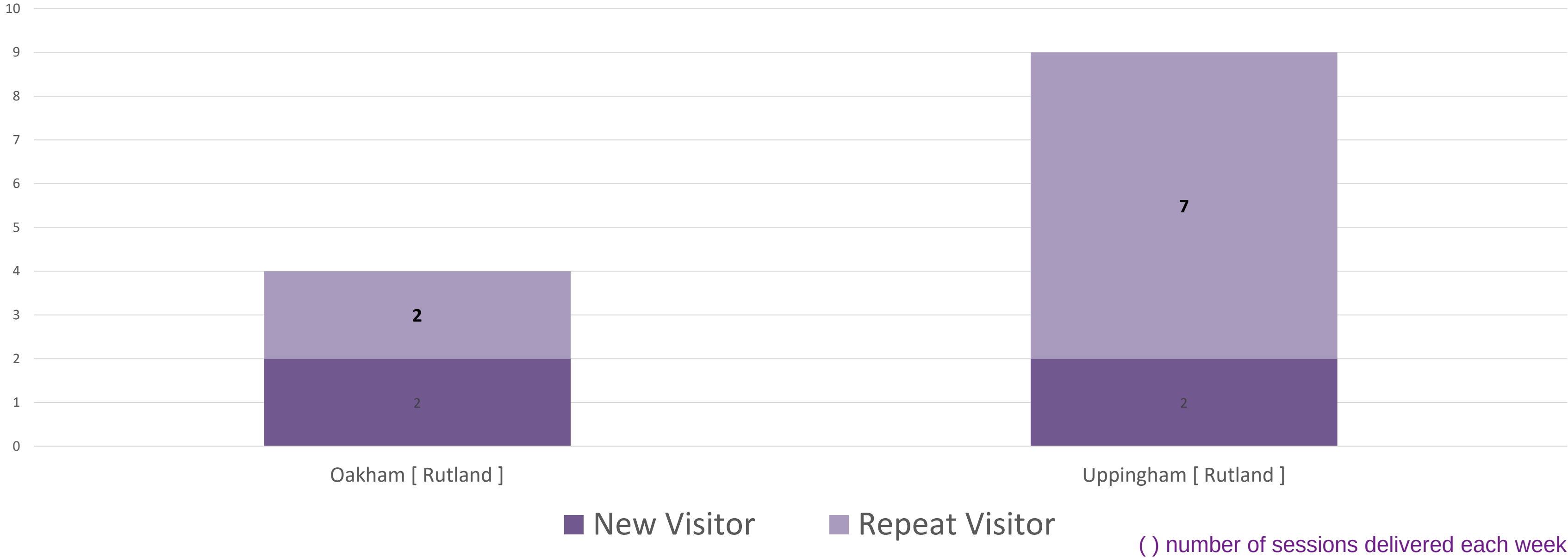
Data for County Neighbourhood Mental Health Cafes, May 2025

How data compares to ethnicity in Leicestershire data:
White 88% (café – 90.82%) Asian 8% (café – 4.14%), Black 1% (café – 0.87%)



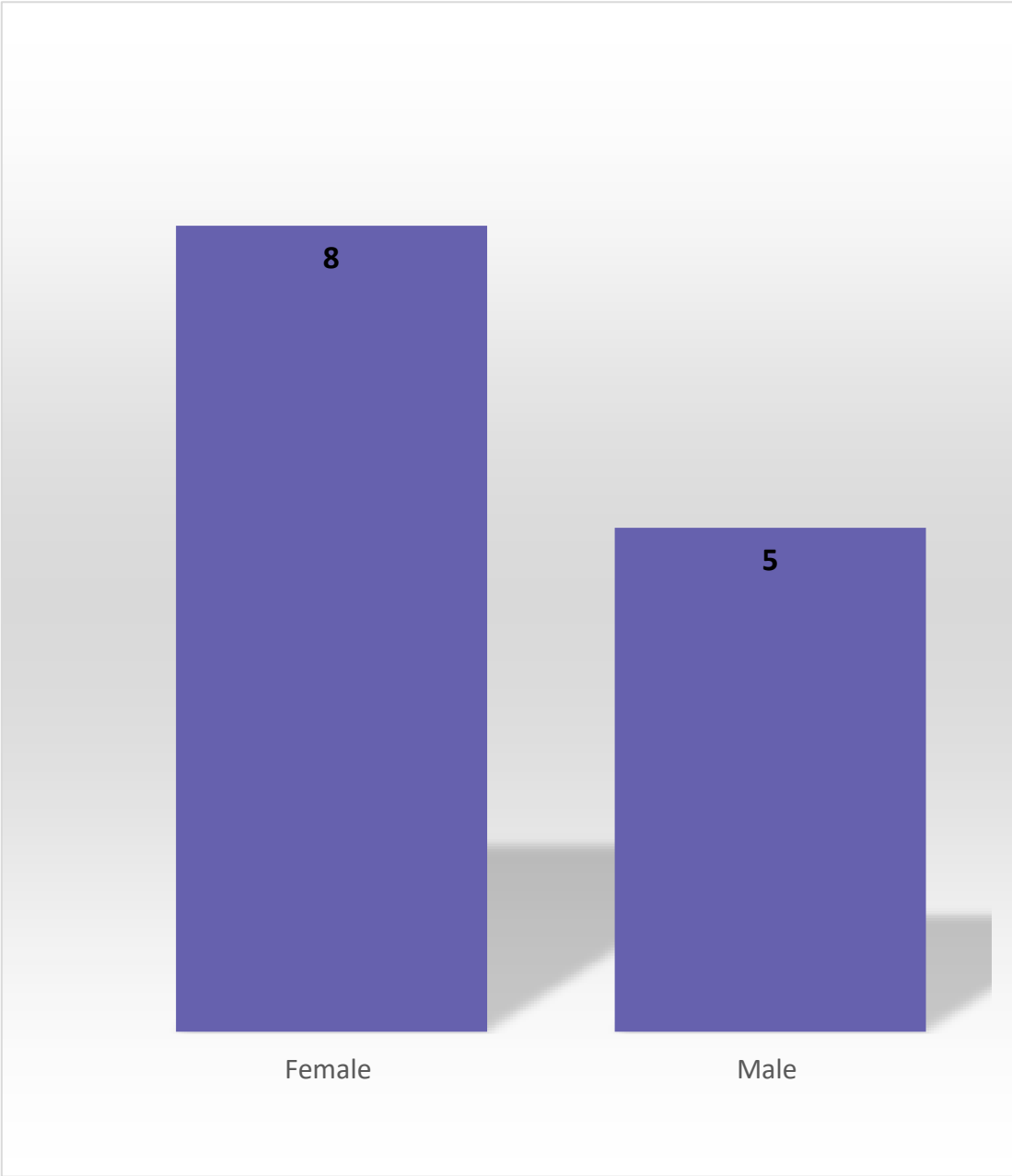
Café Contacts Breakdown - Rutland

13 contacts made with County Neighbourhood Mental Health Cafes in May 2025

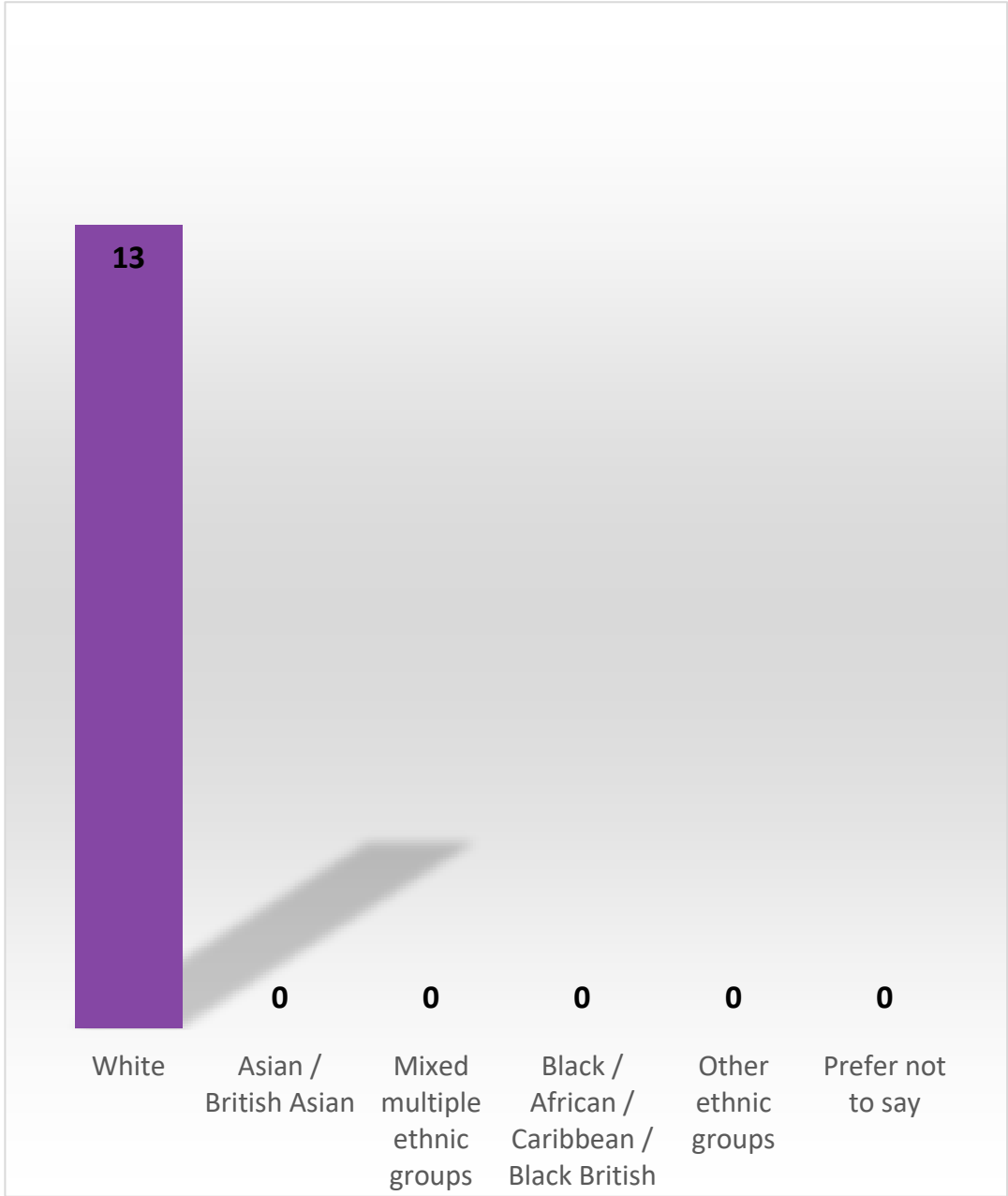


Demographics - Rutland

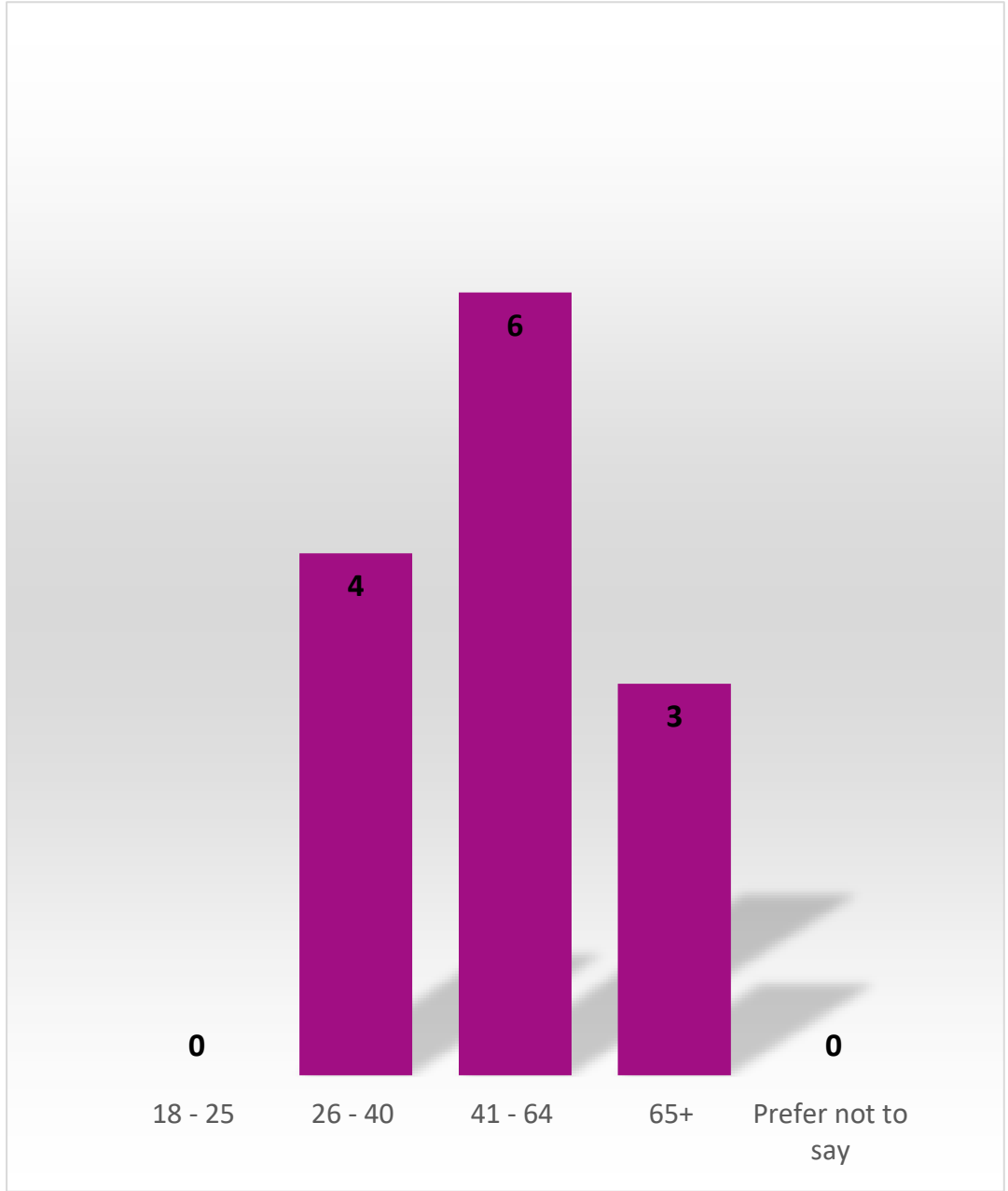
Gender



Ethnicity



Age

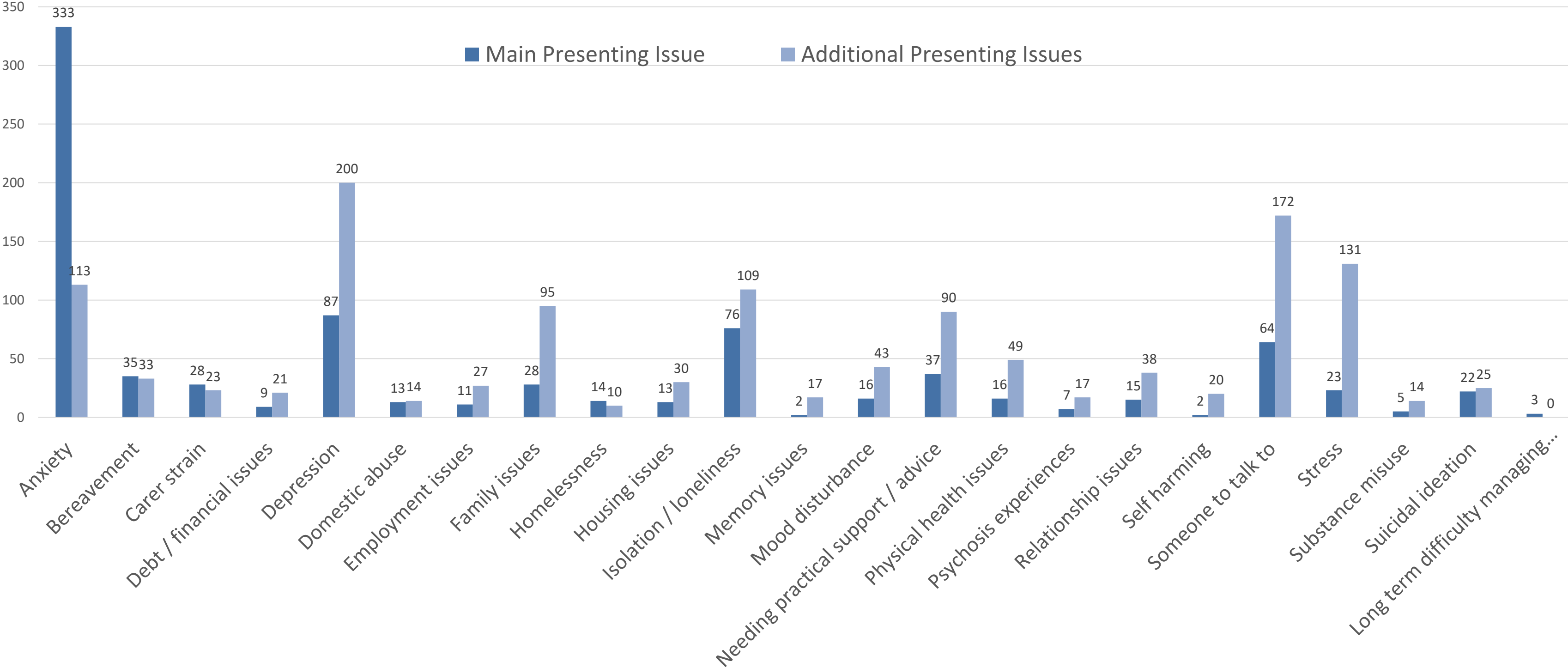


Data for Rutland Neighbourhood Mental Health Cafes, May 2025

w data compares to ethnicity in Rutland data:
White 94.8% (café – 100%), Asian 1.5% (café – 0%), Mixed 1.8% (café – 0%)



Presenting Issues

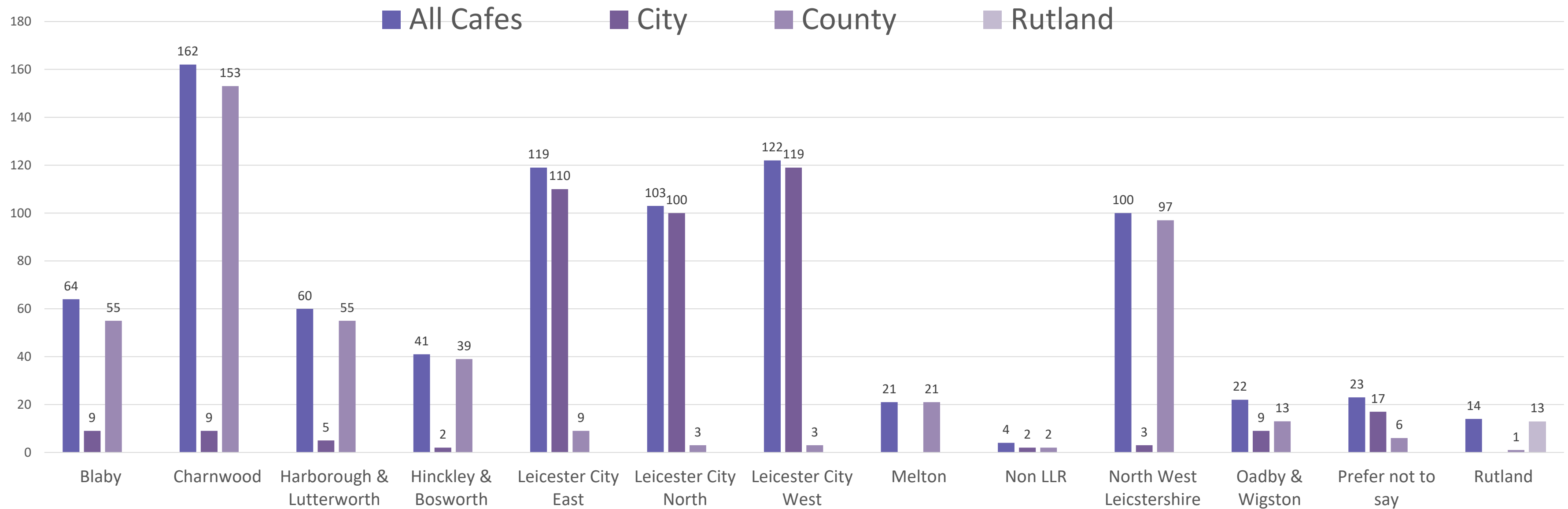


Data for all Neighbourhood Mental Health Cafes May 2025 (excluding universities)

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



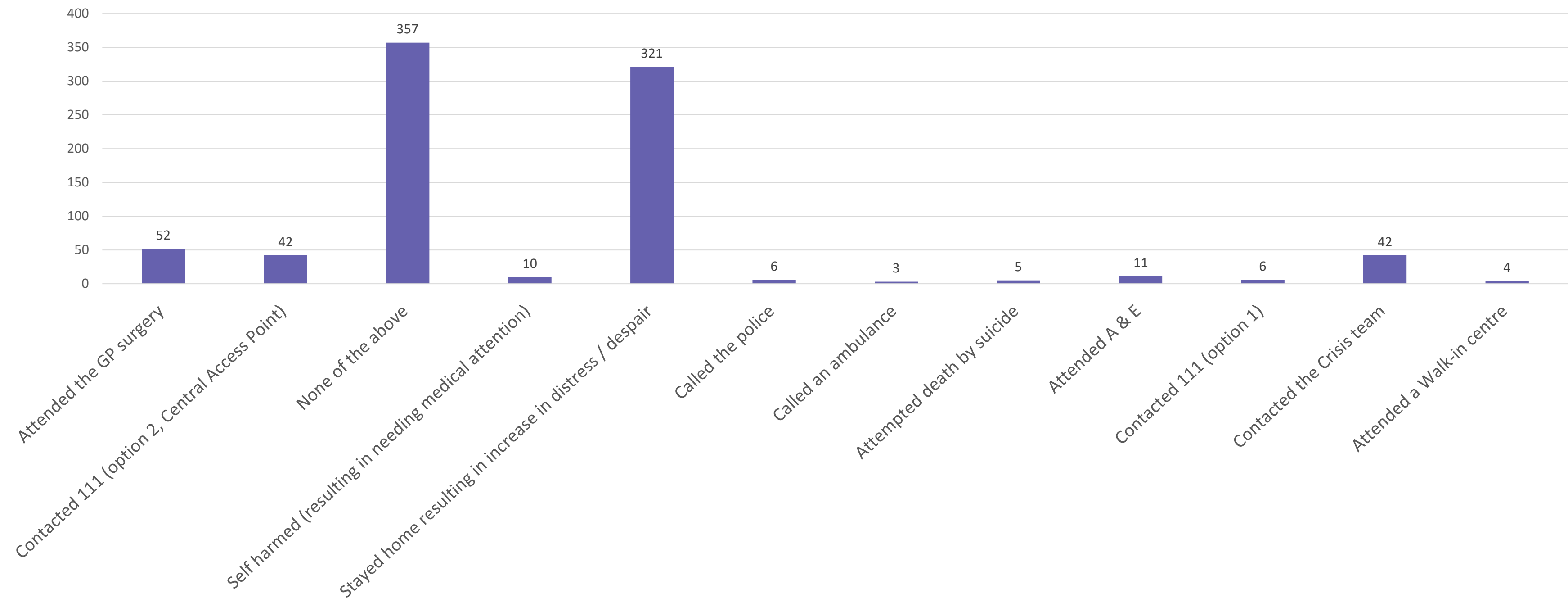
To visit the café people travelled from...



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



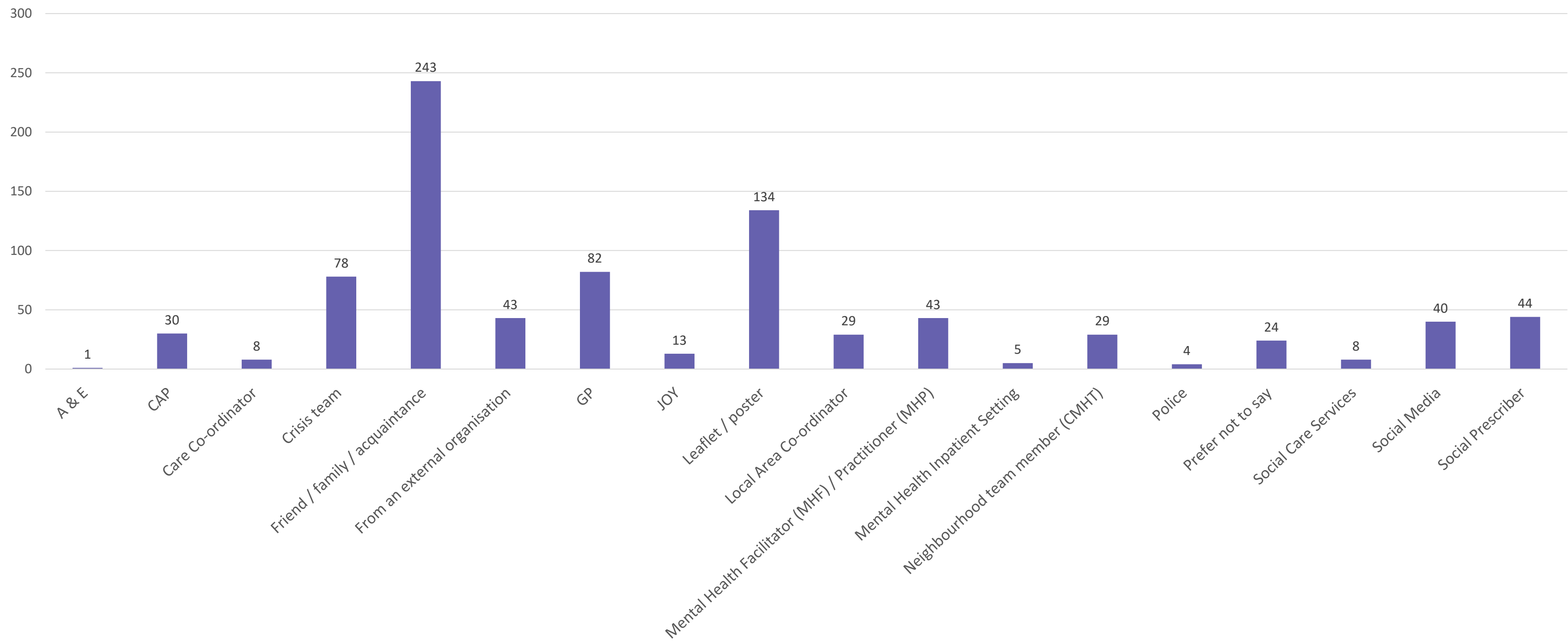
Attended Café instead of ...



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



How individual heard about the cafe...

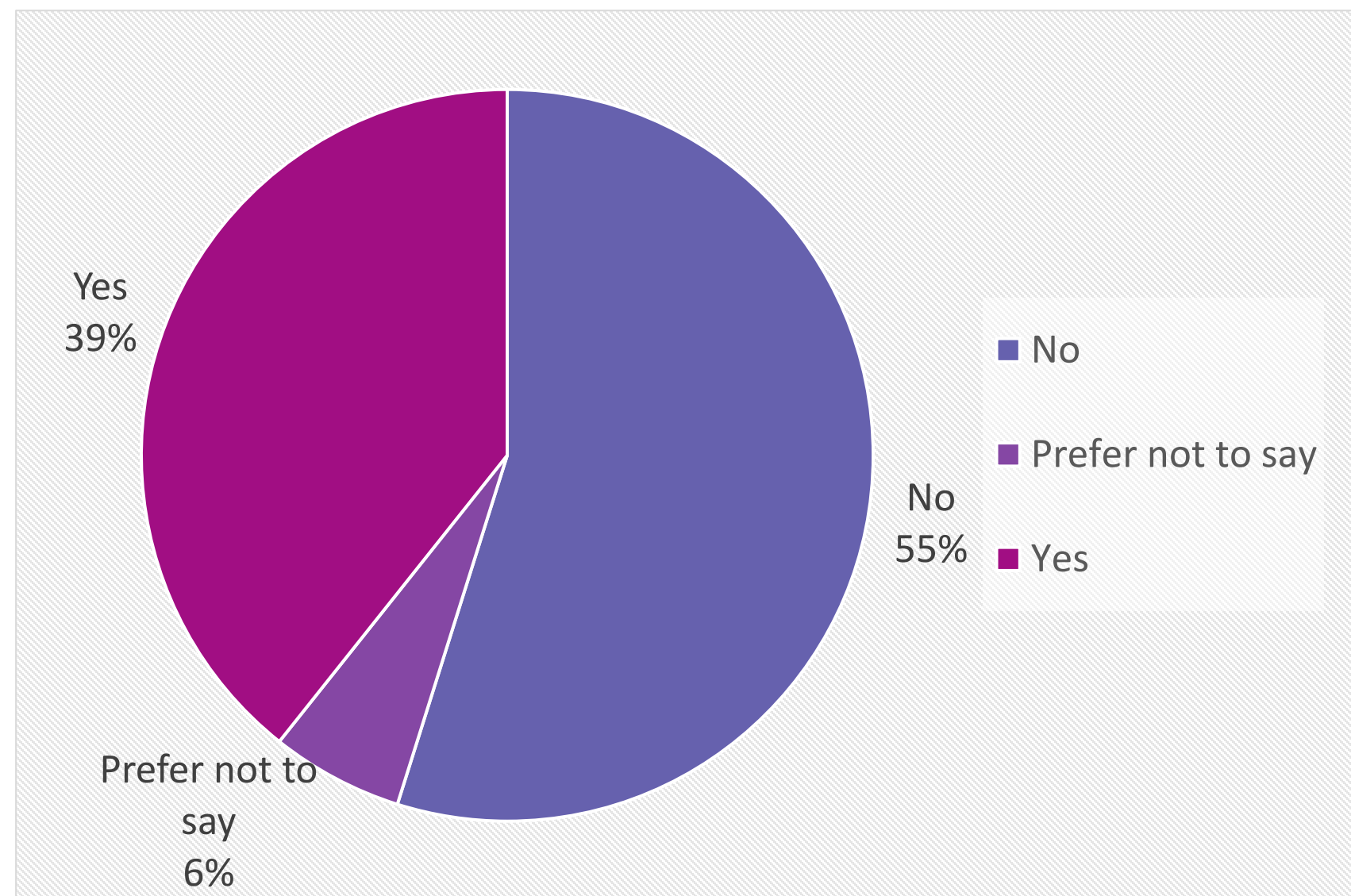


Data for all Neighbourhood Mental Health Cafes May 2025 (excluding universities)

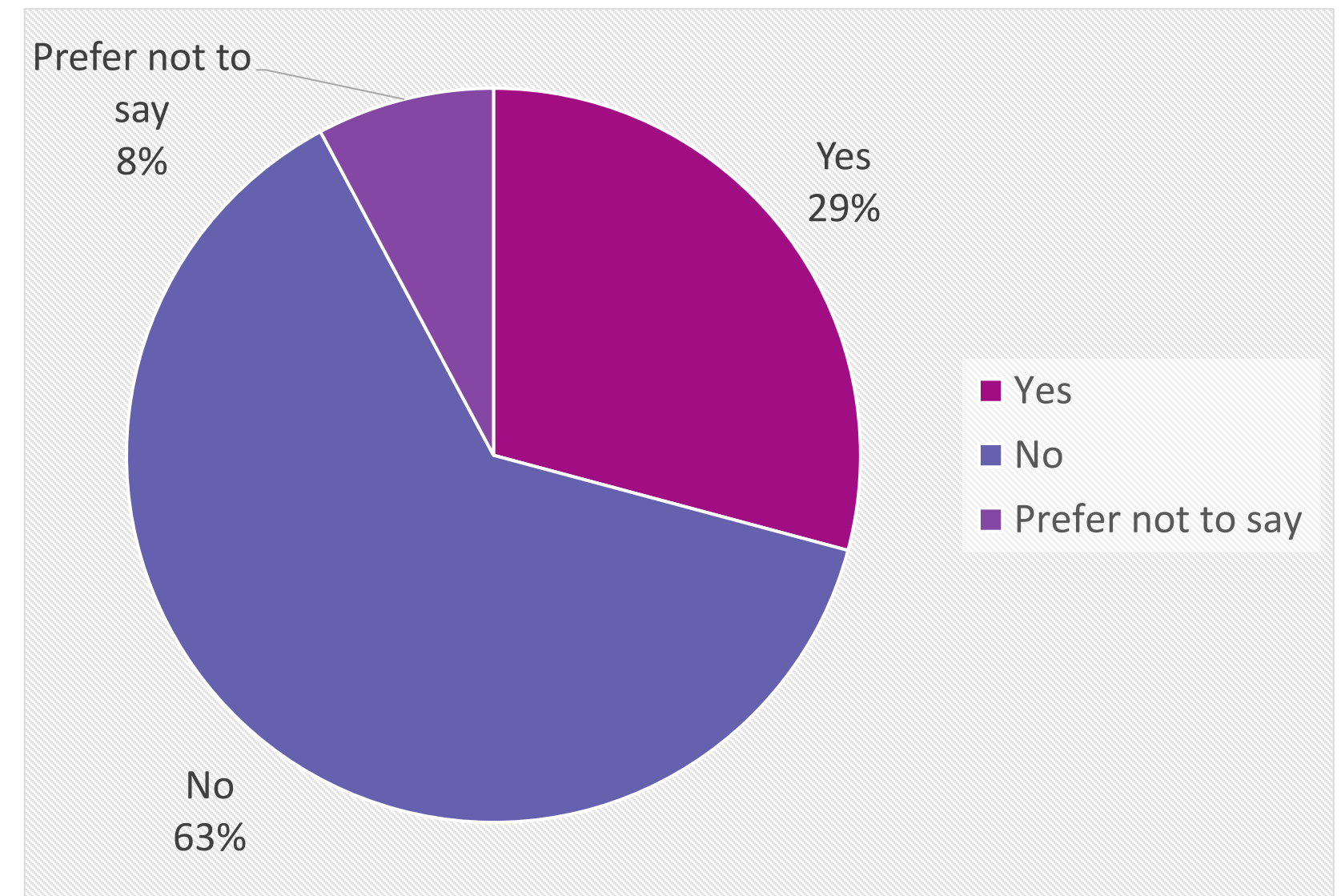


Demographics

Do you consider yourself to have a disability?



Do you consider yourself to be neurodiverse?



If yes...

80 individuals – ADHD

108 individuals – Autism (including Aspergers Syndrome)

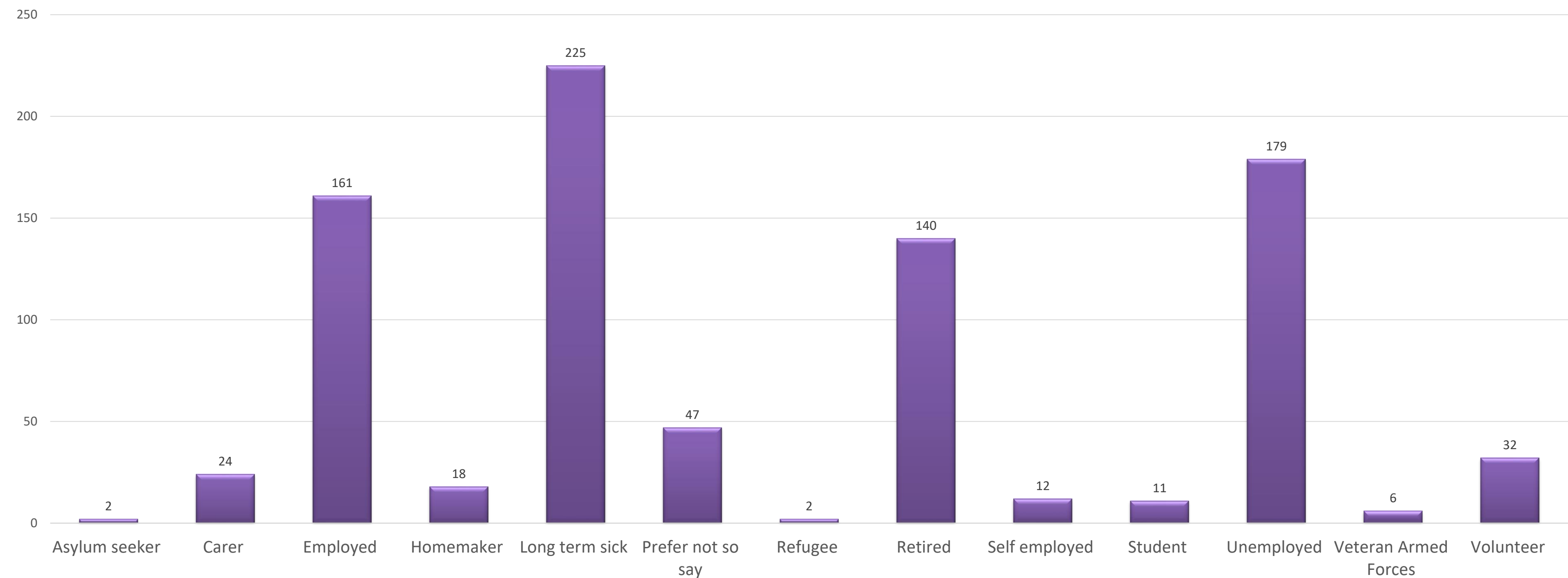
55 individuals - Other

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



Demographics

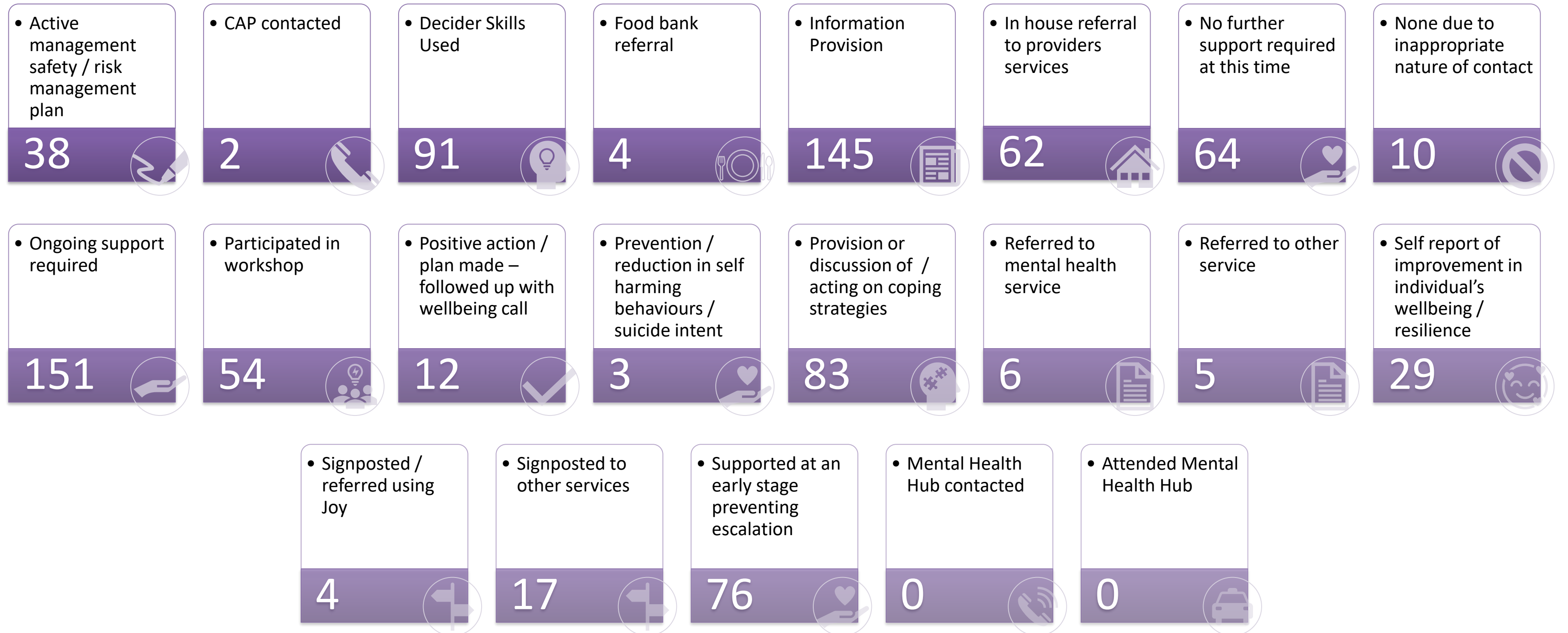
Current Status...



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



Main outcome for individuals attending

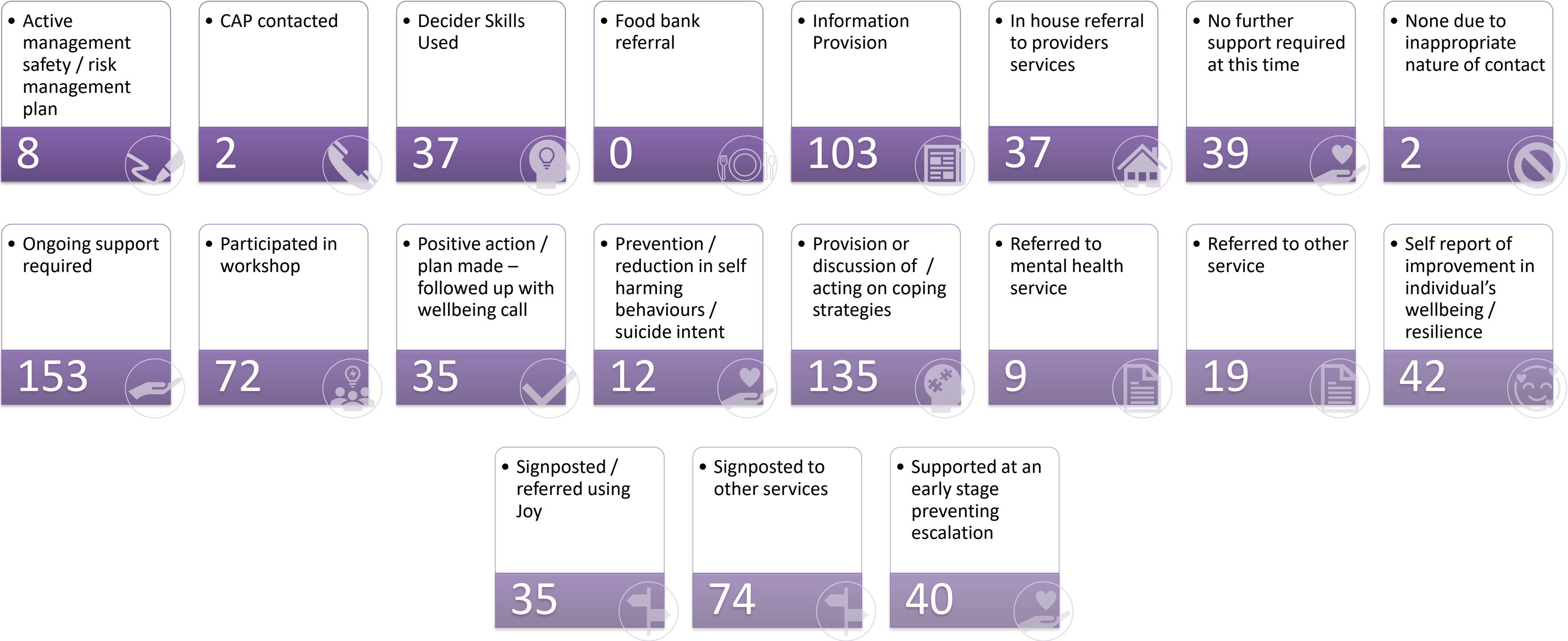


Data for all Neighbourhood Mental Health Cafes May 2025 (excluding universities)

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



Additional outcomes for individuals attending



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

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



Outputs for individuals attending

347 people
received 1:1 support

300 people accessed
group/social support

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



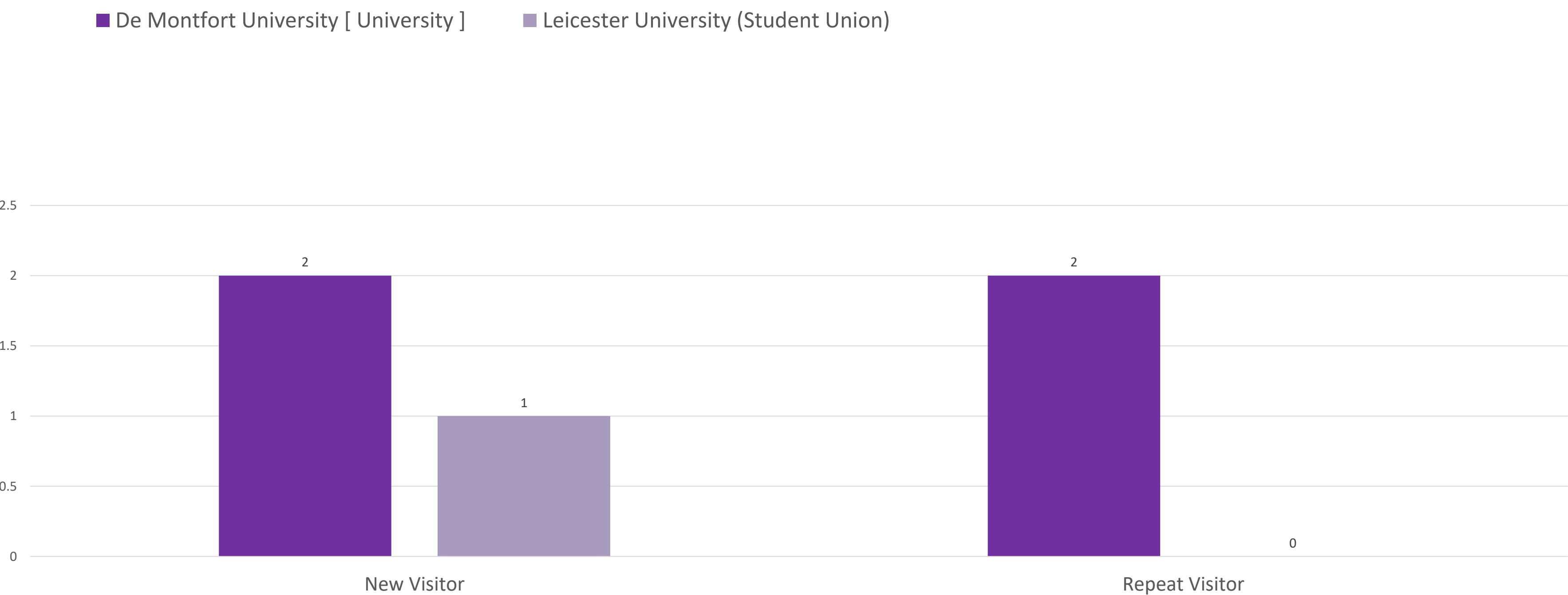
University Mental Health Café Data



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

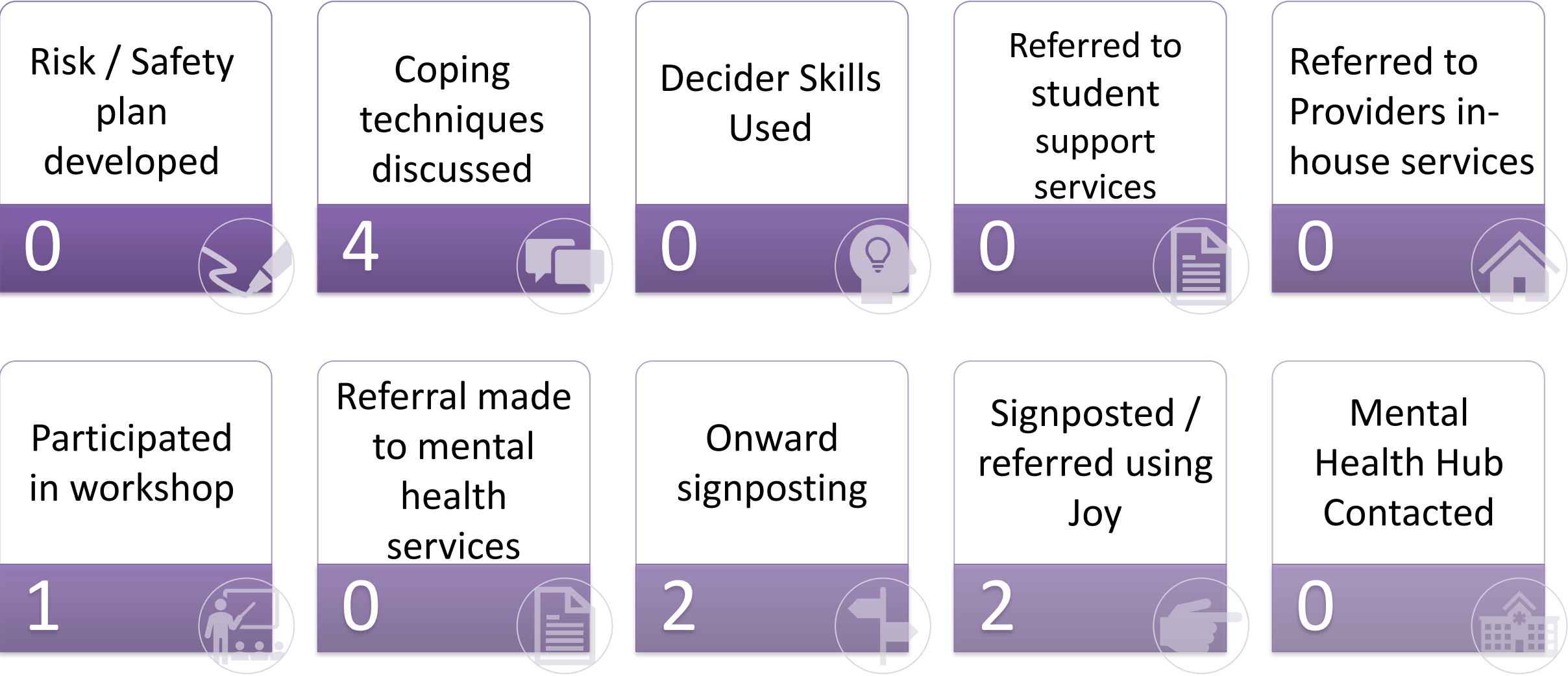
University Café Contacts Breakdown



Data for May 2025 – University Mental Health Cafes Only
Data only received for DMU



Outcomes for individuals attending



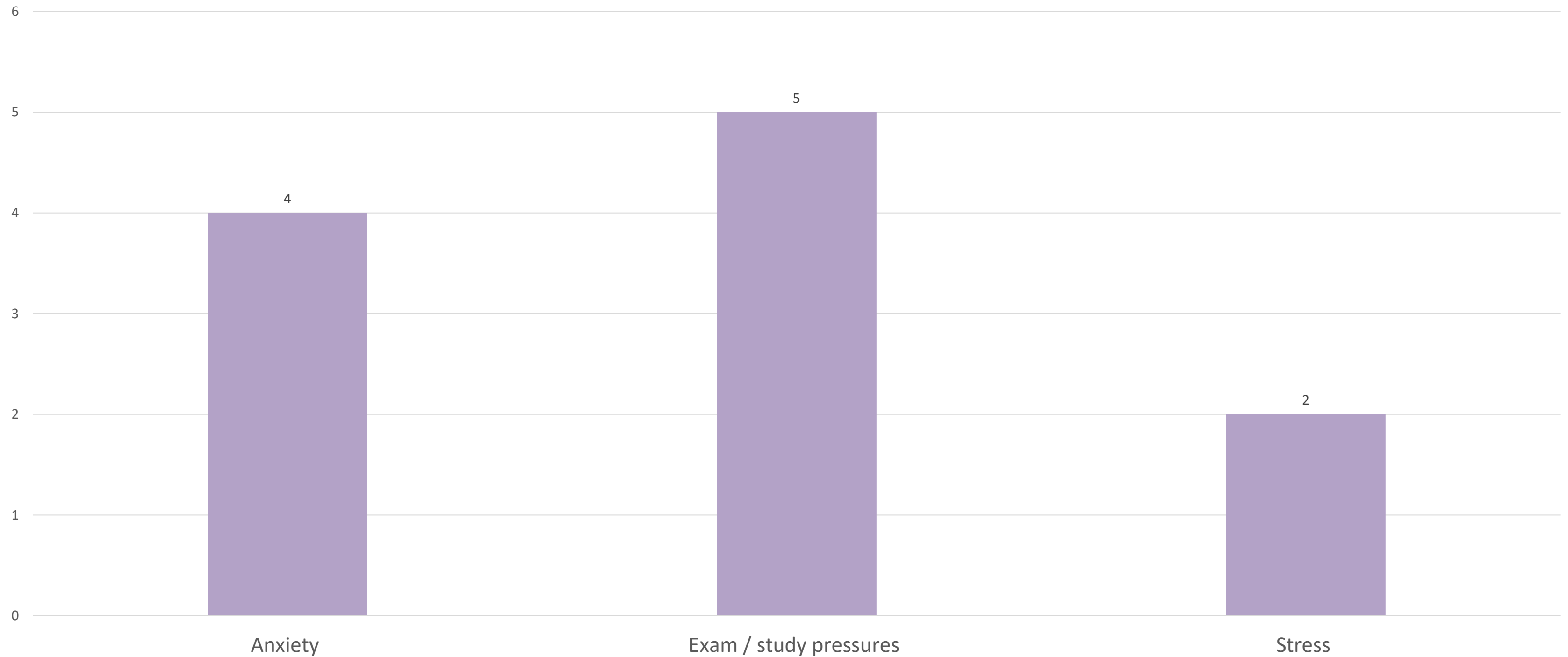
1 people received 1:1 support session only

0 people accessed for group/social support only

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



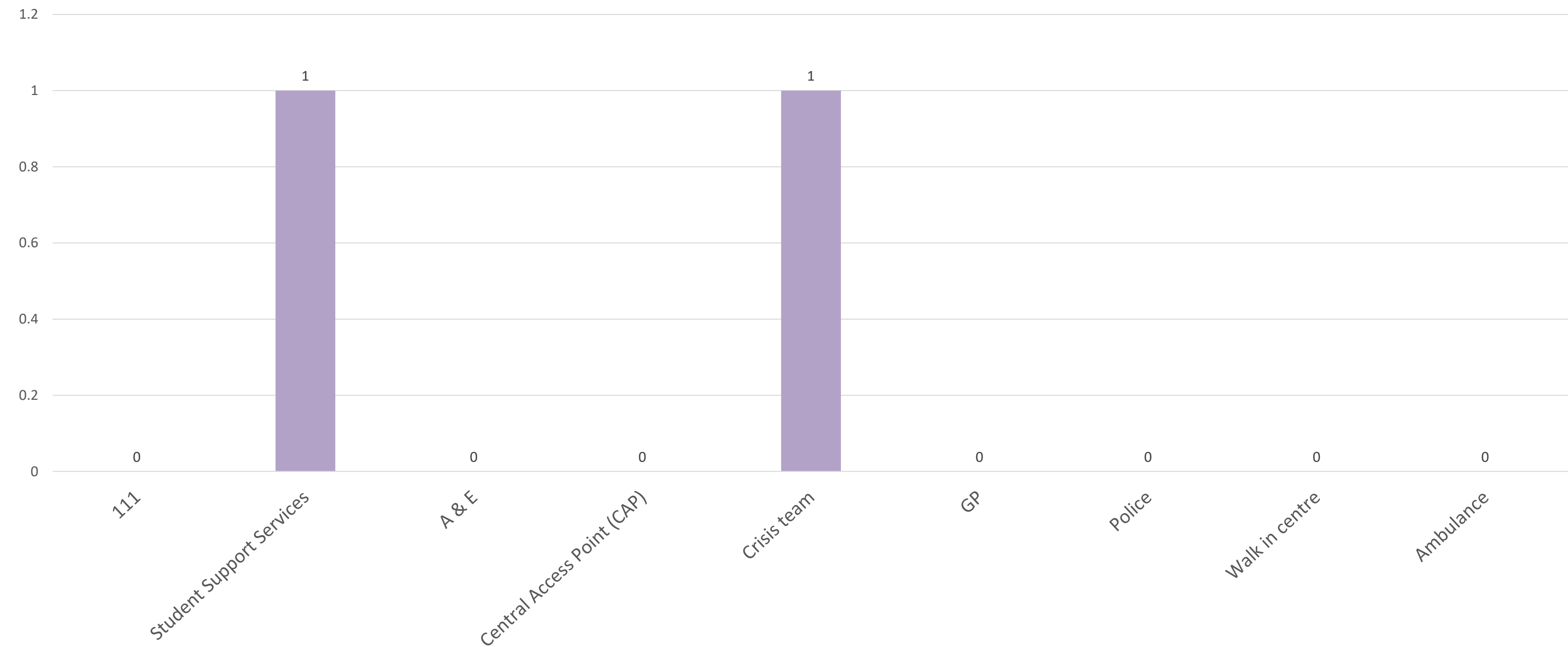
Presenting Issues



Data for May 2025 – University Mental Health Cafes Only
Data only received for DMU



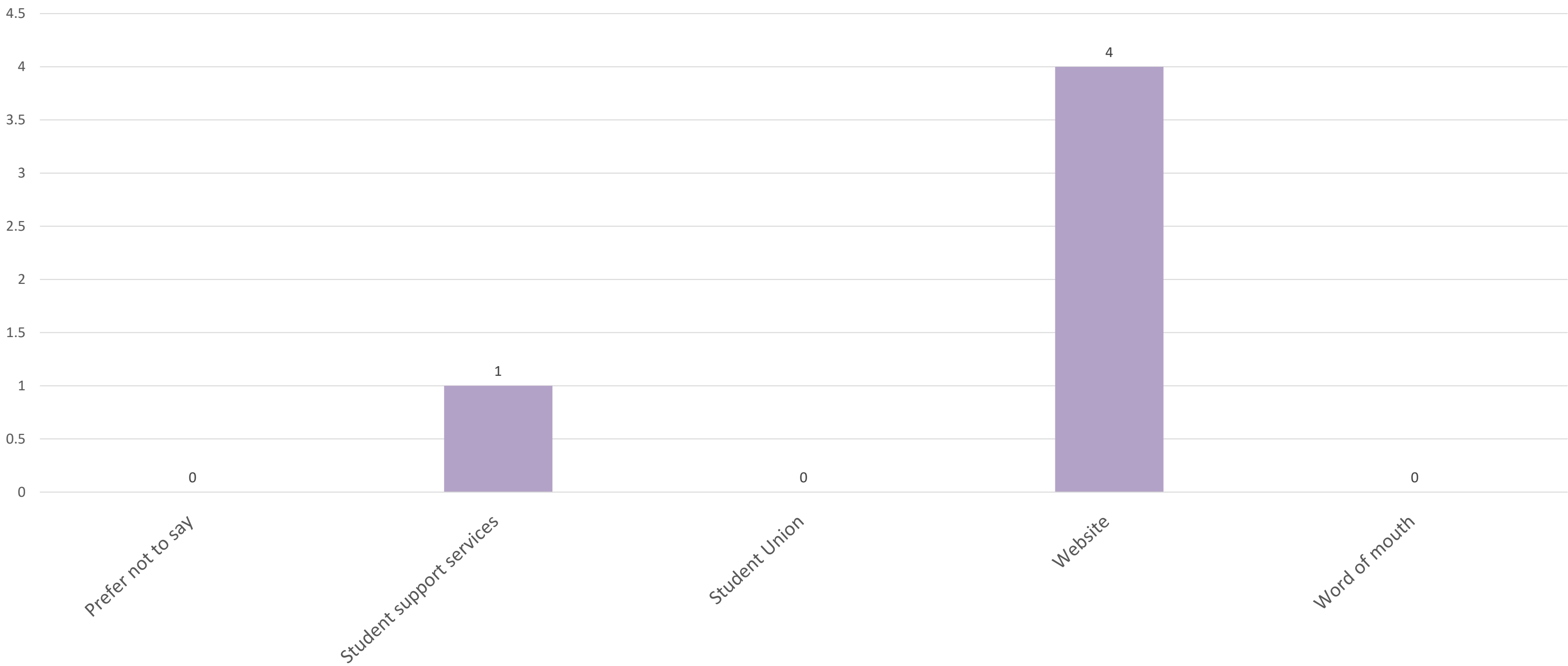
Attended Café instead of accessing following services...



Data for May 2025 – University Mental Health Cafes Only
Data only received for DMU



How individual heard about the cafe...

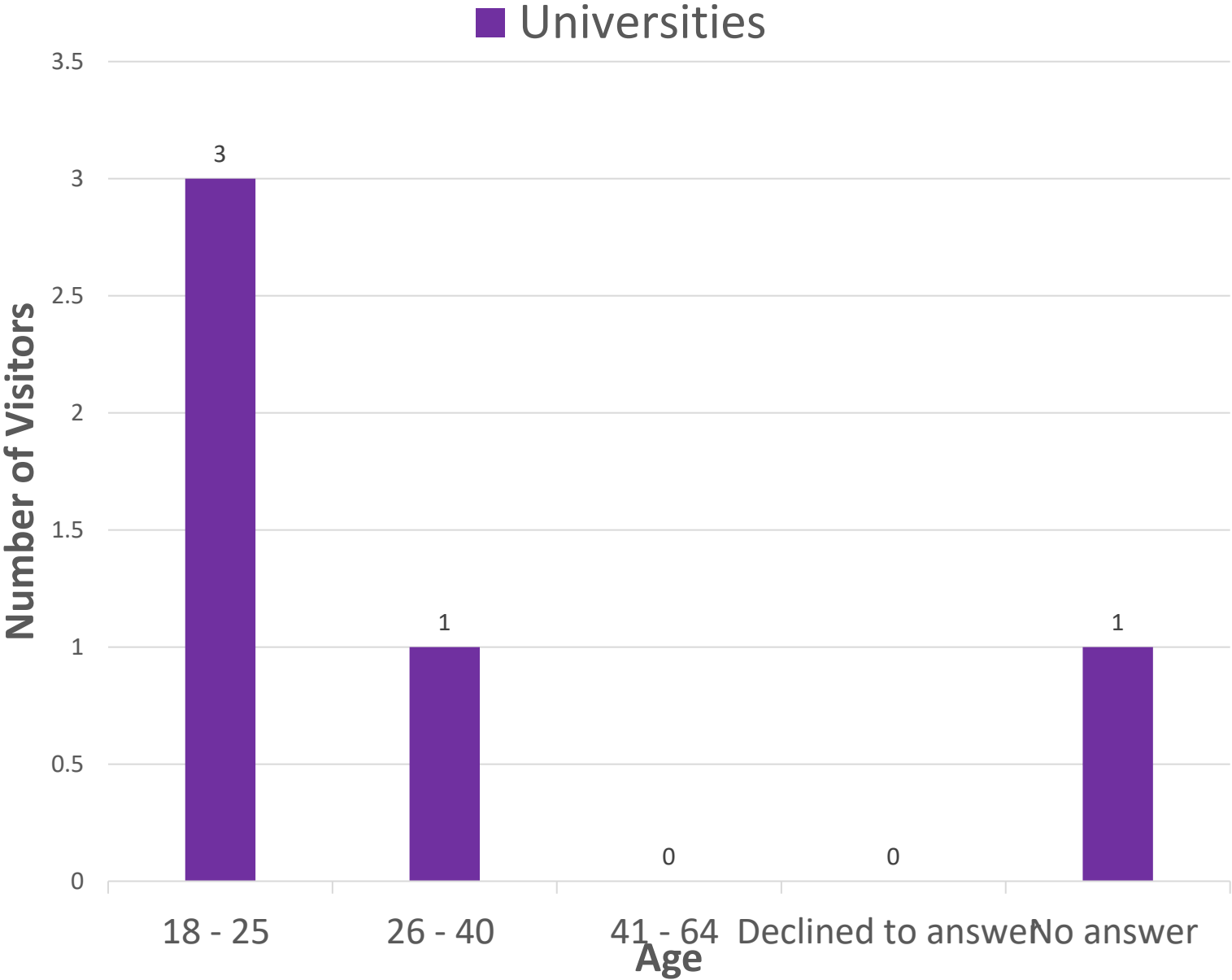


Data for April 2025 – University Mental Health Cafes Only
Data only received for DMU

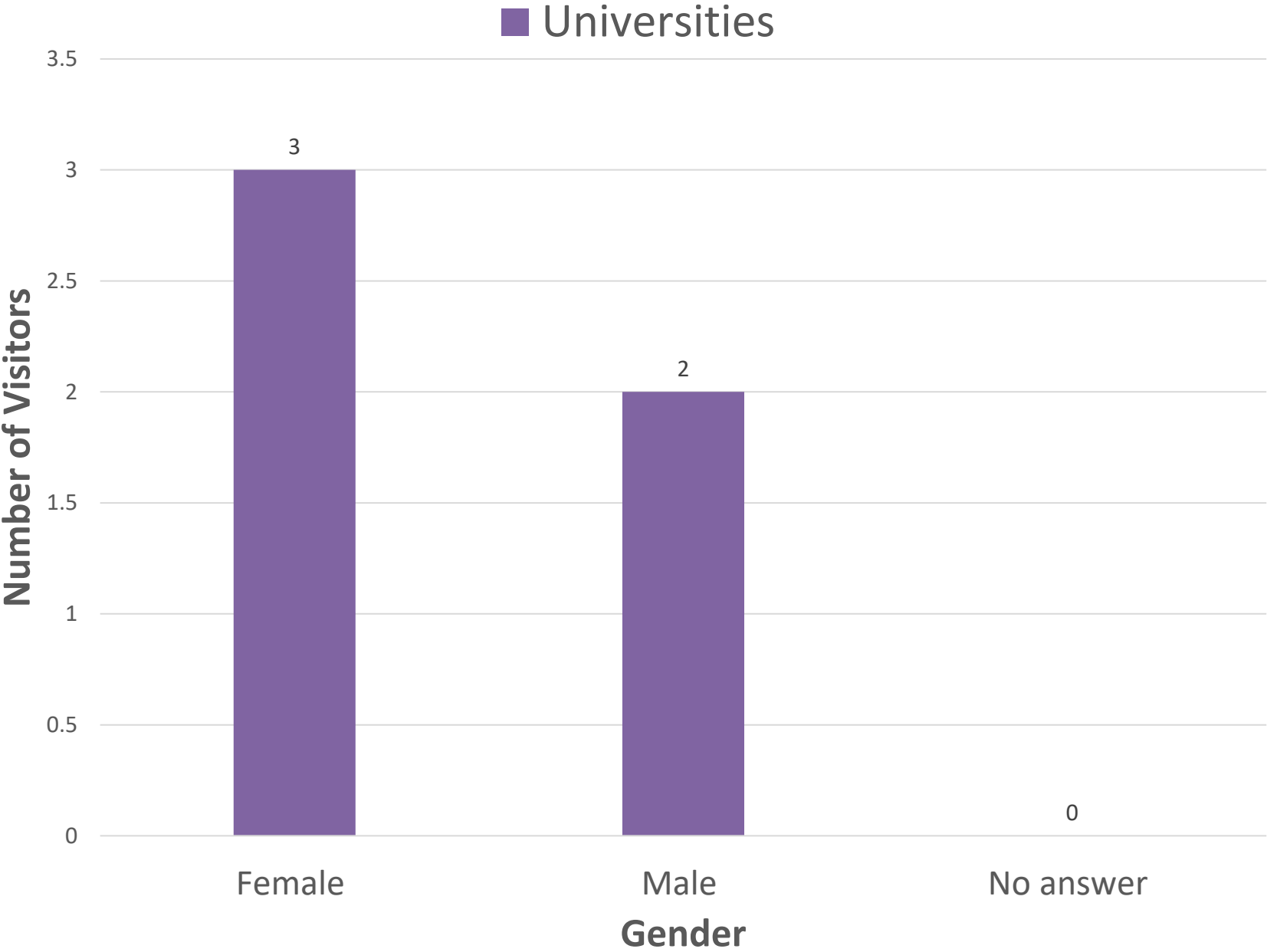


Demographics

Age

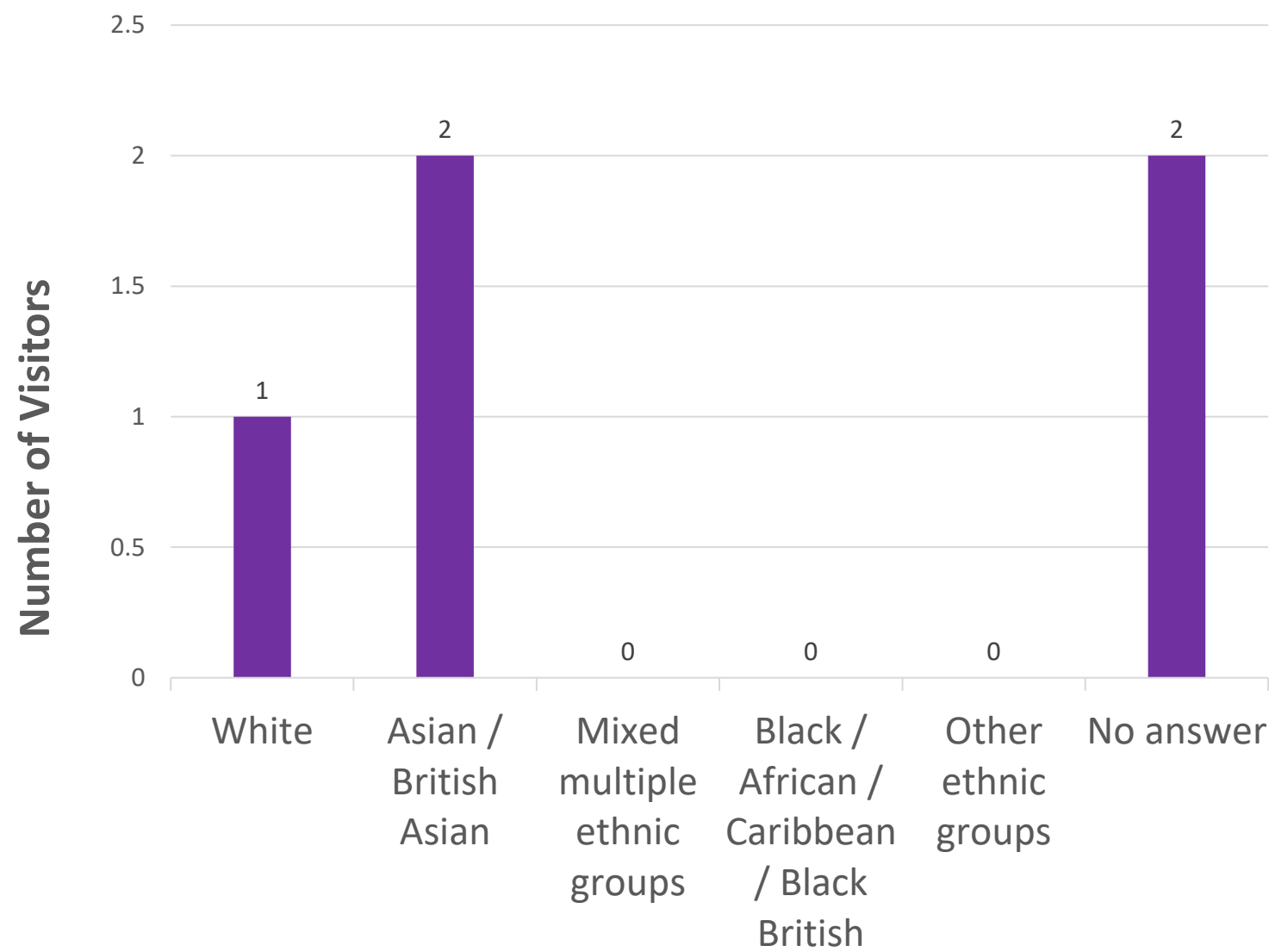


Gender

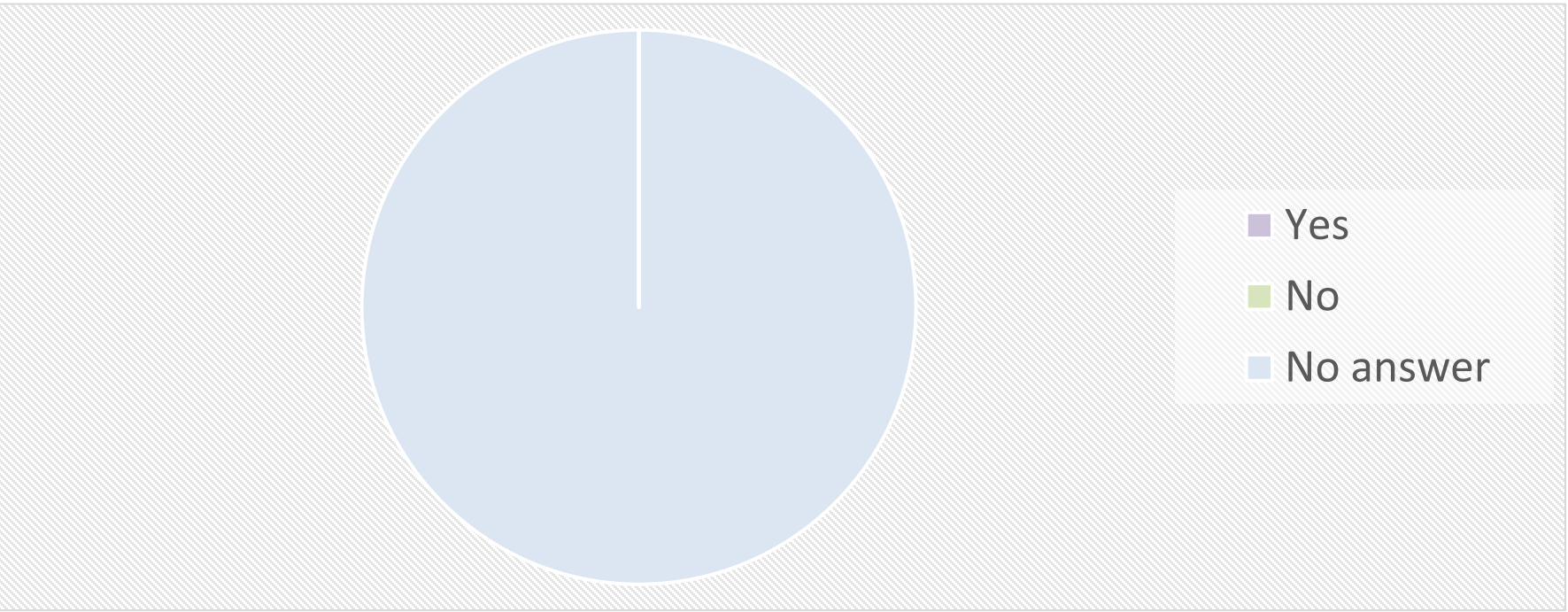


Demographics

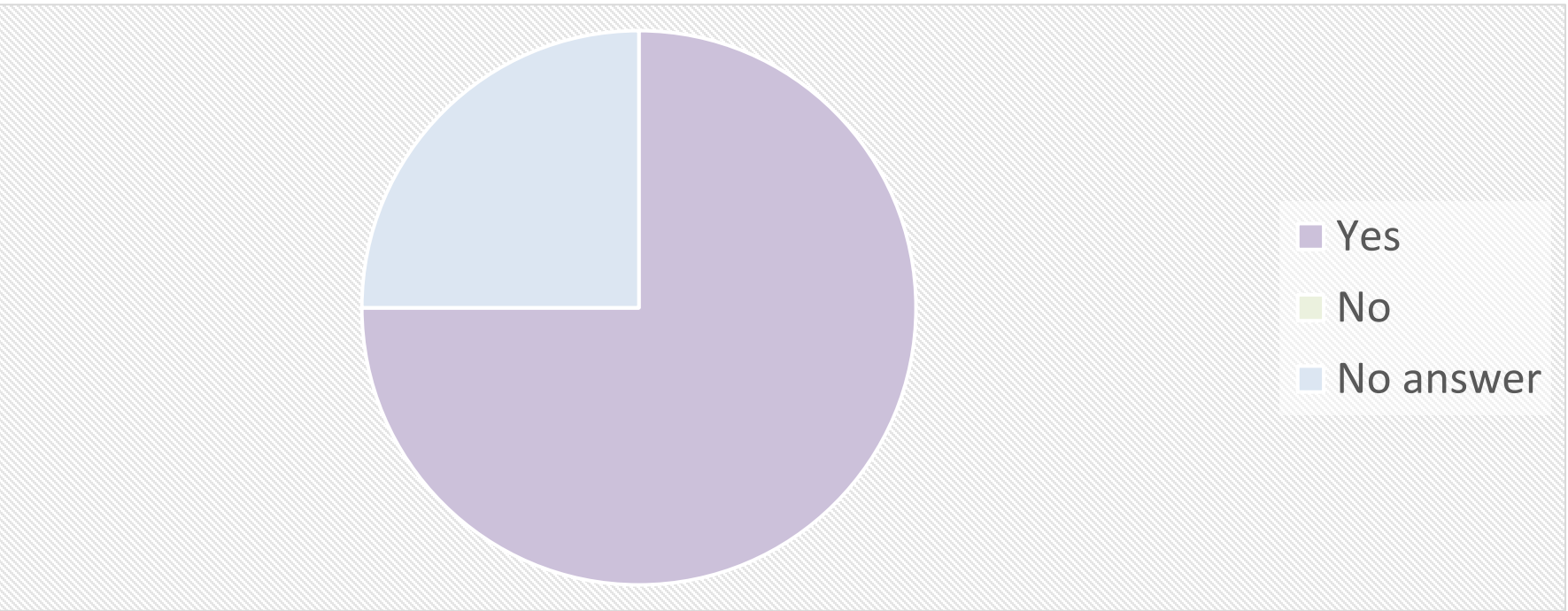
Ethnicity



Do you consider yourself to have a disability?

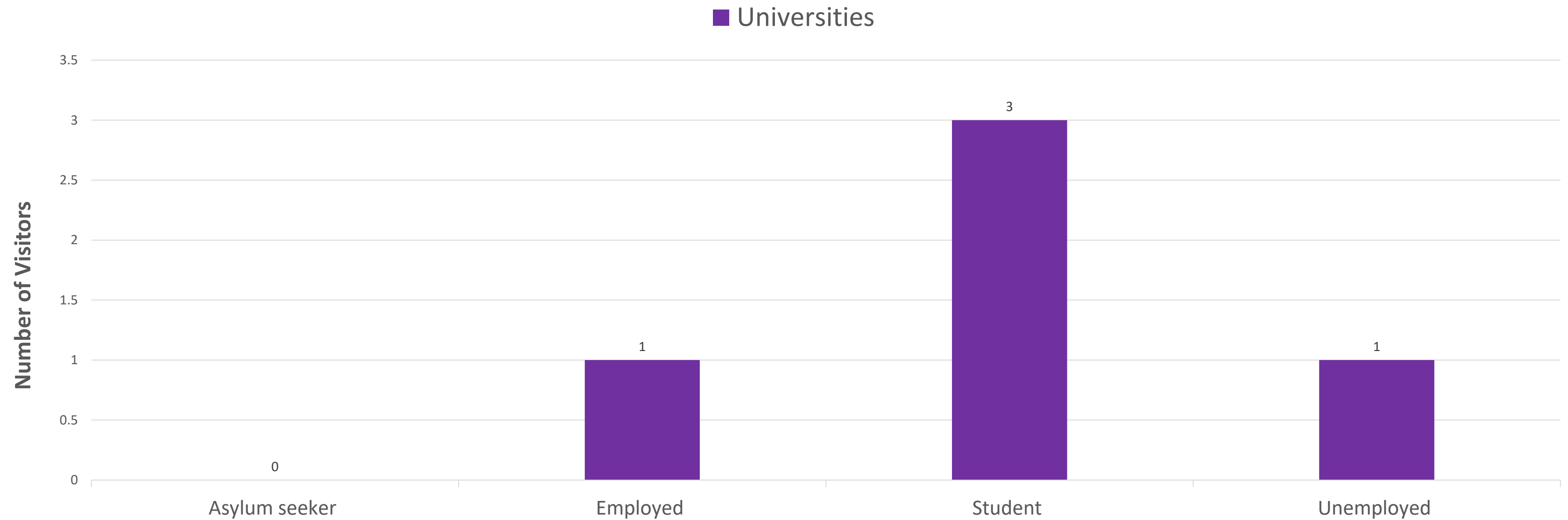


Do you consider yourself to be neurodiverse?



Demographics

Employment



Data for May 2025 – University Mental Health Cafes Only
Data only received for DMU



Case Studies



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Cafe Impact...

An individual previously accessed a crisis café service for mental health support, particularly in relation to domestic abuse and restrictions on family contact. Following a significant rent increase by their landlord, the individual—unable to meet the new financial demands on a fixed benefit income—fell into debt and was subsequently evicted. Without alternative housing options, they began sleeping in their car. A referral to the local council’s housing services resulted in a decision that no statutory housing duty applied.

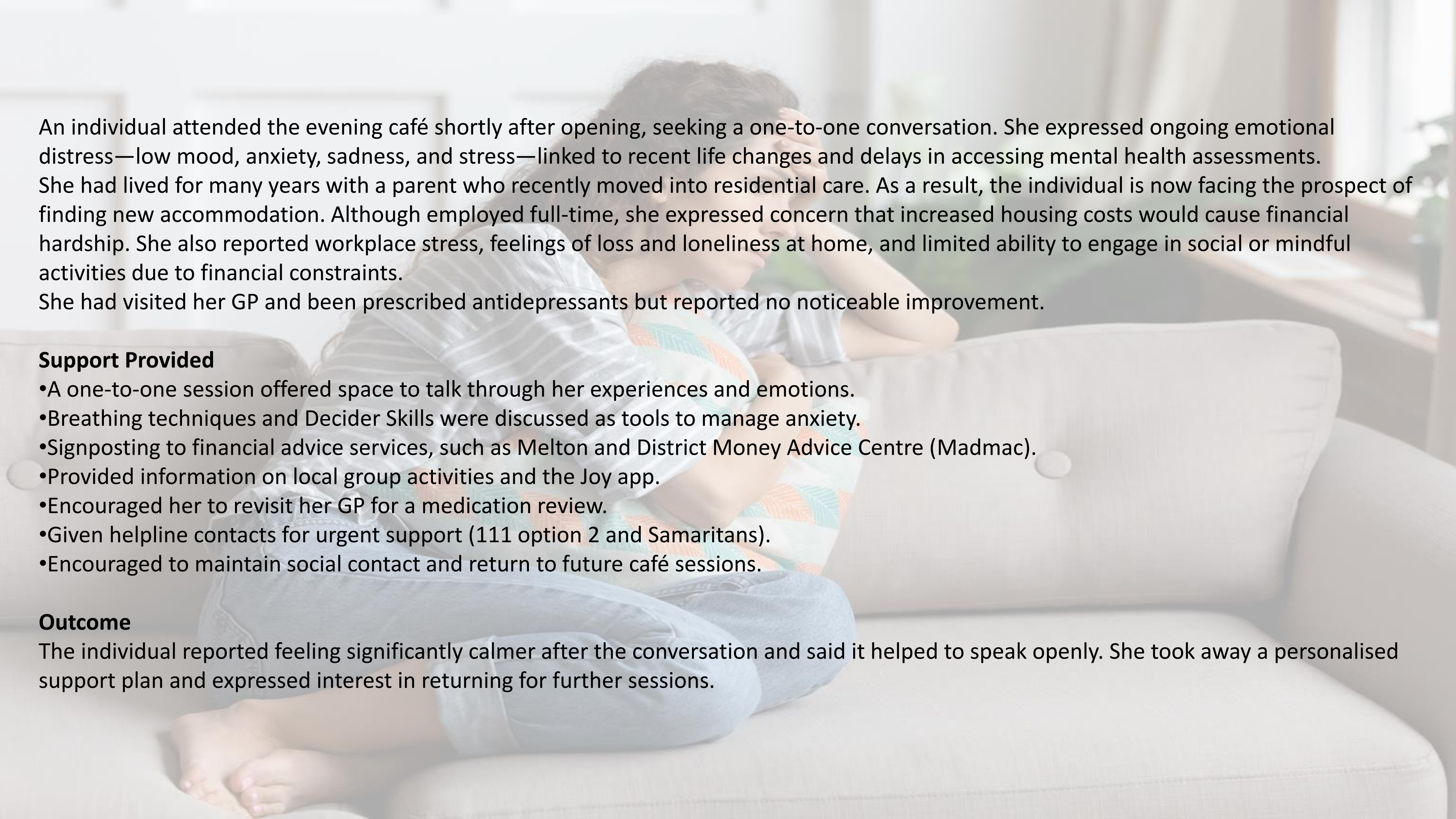
As a result of this situation, the individual's mental health declined, with increasing symptoms of depression and anxiety. They presented as withdrawn, dishevelled, and not eating.

Support Provided

- Multiple calls were made to the local authority's housing and homelessness departments on the individual's behalf.
- Advocacy was provided to ensure that their situation was clearly communicated to council staff.
- Due to limited English proficiency, all verbal and written communications were translated and explained in the individual's first language.
- The individual was supported in navigating the Open Rent website to search for shared accommodation, with a focus on properties accepting housing benefits.
- A referral was made to a local homelessness service (the Dawn Centre), which offered an emergency 24-hour stay.
- Upon returning to the café for further support, the individual was advised to request an extension directly with Dawn Centre staff. An additional 48-hour stay was granted but contingent on a formal council referral—which was ultimately not provided.
- The café team provided immediate food support and referred the individual to a local food bank for ongoing access to meals.
- Further signposting was made to local housing and support services, including Shelter, The Bridge, and One Roof Leicester.

Outcome

The individual later informed staff that One Roof Leicester had offered a place in supported accommodation. This marked a significant step toward stabilisation and recovery.

A young woman with dark hair is sitting on a light-colored sofa. She is wearing a grey and white striped long-sleeved shirt and blue jeans. She is looking down with her right hand resting on her forehead, appearing distressed or thoughtful. The background is a bright, out-of-focus indoor space.

An individual attended the evening café shortly after opening, seeking a one-to-one conversation. She expressed ongoing emotional distress—low mood, anxiety, sadness, and stress—linked to recent life changes and delays in accessing mental health assessments. She had lived for many years with a parent who recently moved into residential care. As a result, the individual is now facing the prospect of finding new accommodation. Although employed full-time, she expressed concern that increased housing costs would cause financial hardship. She also reported workplace stress, feelings of loss and loneliness at home, and limited ability to engage in social or mindful activities due to financial constraints. She had visited her GP and been prescribed antidepressants but reported no noticeable improvement.

Support Provided

- A one-to-one session offered space to talk through her experiences and emotions.
- Breathing techniques and Decider Skills were discussed as tools to manage anxiety.
- Signposting to financial advice services, such as Melton and District Money Advice Centre (Madmac).
- Provided information on local group activities and the Joy app.
- Encouraged her to revisit her GP for a medication review.
- Given helpline contacts for urgent support (111 option 2 and Samaritans).
- Encouraged to maintain social contact and return to future café sessions.

Outcome

The individual reported feeling significantly calmer after the conversation and said it helped to speak openly. She took away a personalised support plan and expressed interest in returning for further sessions.