Neighbourhood Mental Health Café Data November 2025
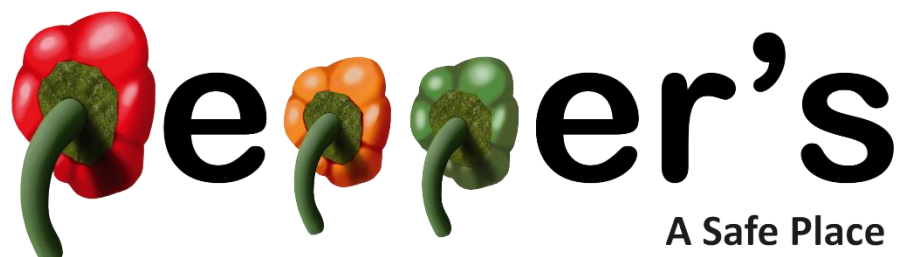
Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Neighbourhood Mental Health Cafés

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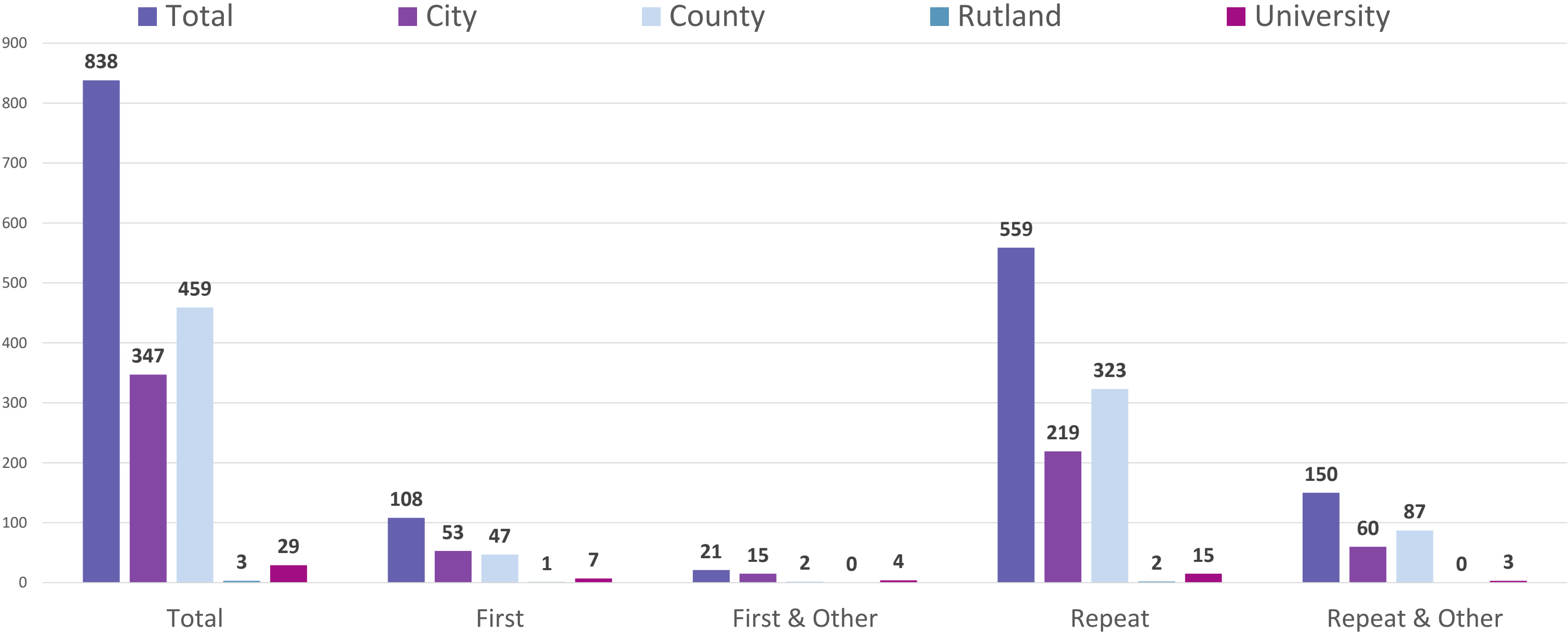
across Leicester, Leicestershire & Rutland

In Association With Saff Caff Saffron Acres

ZAMZAM Unlimited possibilities CIC

AMITAI Counselling

rcc

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

Peepul HEALTH

TURNING POINT inspired by possibility

Eyres Monsell Club For Young People
EMCYP
•Building A Brighter Future•

THE MARLENE REID CENTRE

TEAMHUB

Leicester Shire & Rutland ageUK

mind Leicester, Leicestershire and Rutland

Pepper's A Safe Place

Beacon

Falcon Homeless & Community Support

LEICESTER CITY IN THE COMMUNITY

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** 9.30am - 12.30pm	**New Parks** 11.30am – 4.30pm	**Braunstone** 4 – 7pm
Wigston 9.30am - 12.30pm	**Saffron** 10am – 4pm	**Hinckley** 1pm – 7pm	**University of Leicester** Students' only 11am - 2pm	**De Montfort University** 11am - 2pm		
Melton 10am – 1pm	**De Montfort University** 11am - 2pm	**Belgrave** 2pm – 7pm	**Syston** 12noon – 3pm 3.30pm - 6.30pm	**Measham** 1pm – 4pm		
University of Leicester Students' only 11am - 2pm	**Coalville** 10am – 1pm	**Lutterworth** 4.30pm – 7.30pm	**Eyres Monsell** 12noon - 3pm	**Uppingham** 1pm – 4pm		
Earl Shilton 10am – 1pm 1.30pm – 4.30pm	**Leicester City** 12noon – 6pm	**Eyres Monsell** 5.45pm – 8.45pm	**New Parks** 12.30 – 5.30pm	**Thurnby Lodge** 3pm – 6pm		
Lutterworth 1.30pm – 4.30pm	**Braunstone** 1 – 4pm		**Blaby** 1pm – 4pm	**Loughborough** 4.30pm – 10.30pm		
Loughborough University 6pm – 9pm	**Measham** 4pm – 7pm		**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			

Contacts

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

How people accessed café?

Legend: Total | City | County | Rutland | University

	Total	City	County	Rutland	University
Total	838	347	459	3	29
First	108	53	47	1	7
First & Other	21	15	2	0	4
Repeat	559	219	323	2	15
Repeat & Other	150	60	87	0	3

In person - 779

Phone - 48

Text - 8

Email – 2

Online - 2

Neighbourhood Mental Health Café Data

(excluding University Cafes)

Neighbourhood
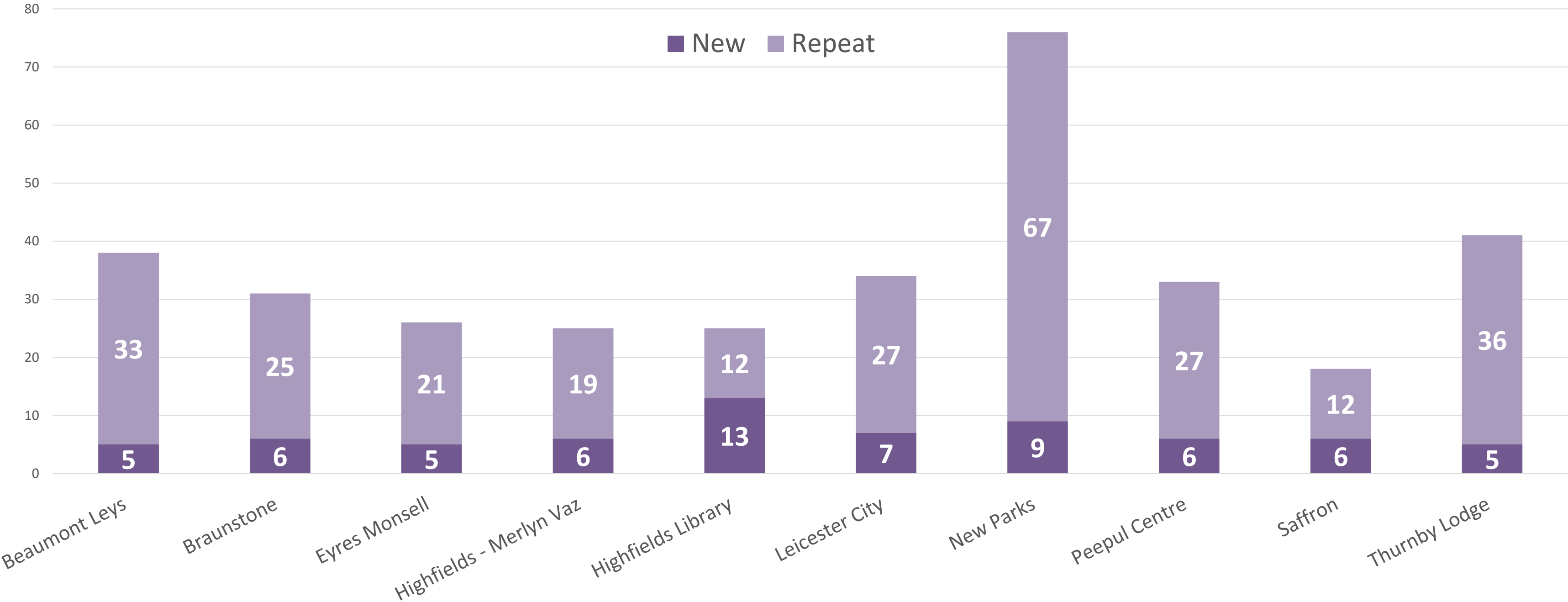Mental Health
Cafés

For times when you're struggling to cope

Demographics - City

Gender

	Value
Male	132
Female	207
Prefer not to say	6
Non-binary	1
Transgender	1
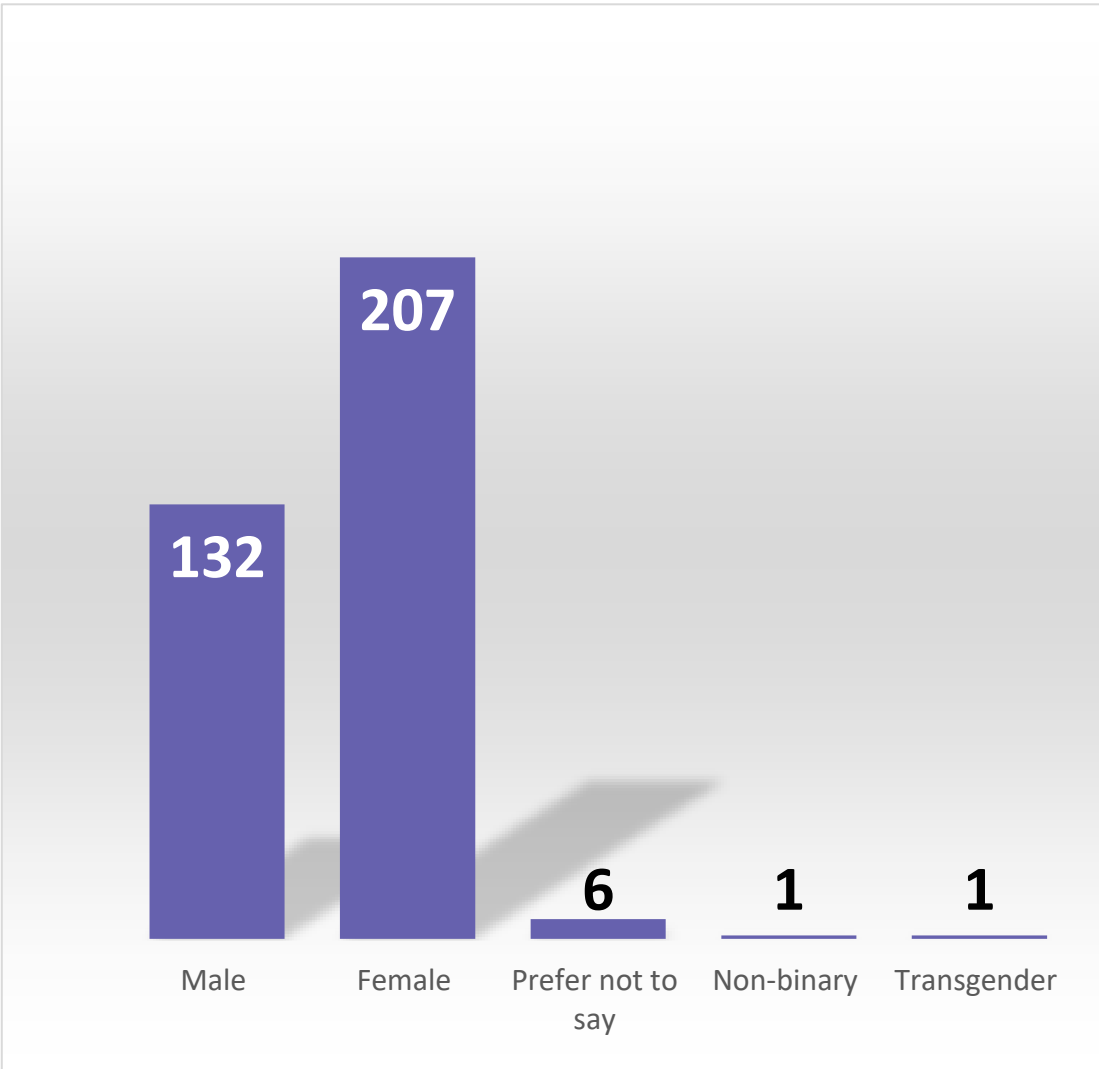
Leicester City sex comparison:
Female – **Census 2021: 50.3% (Café: 59.65%)**
Male– **Census 2021: 49.7% (Café: 38.04%)**

Ethnicity

	Value
White	192
Asian	124
Mixed	3
Black	20
Other	1
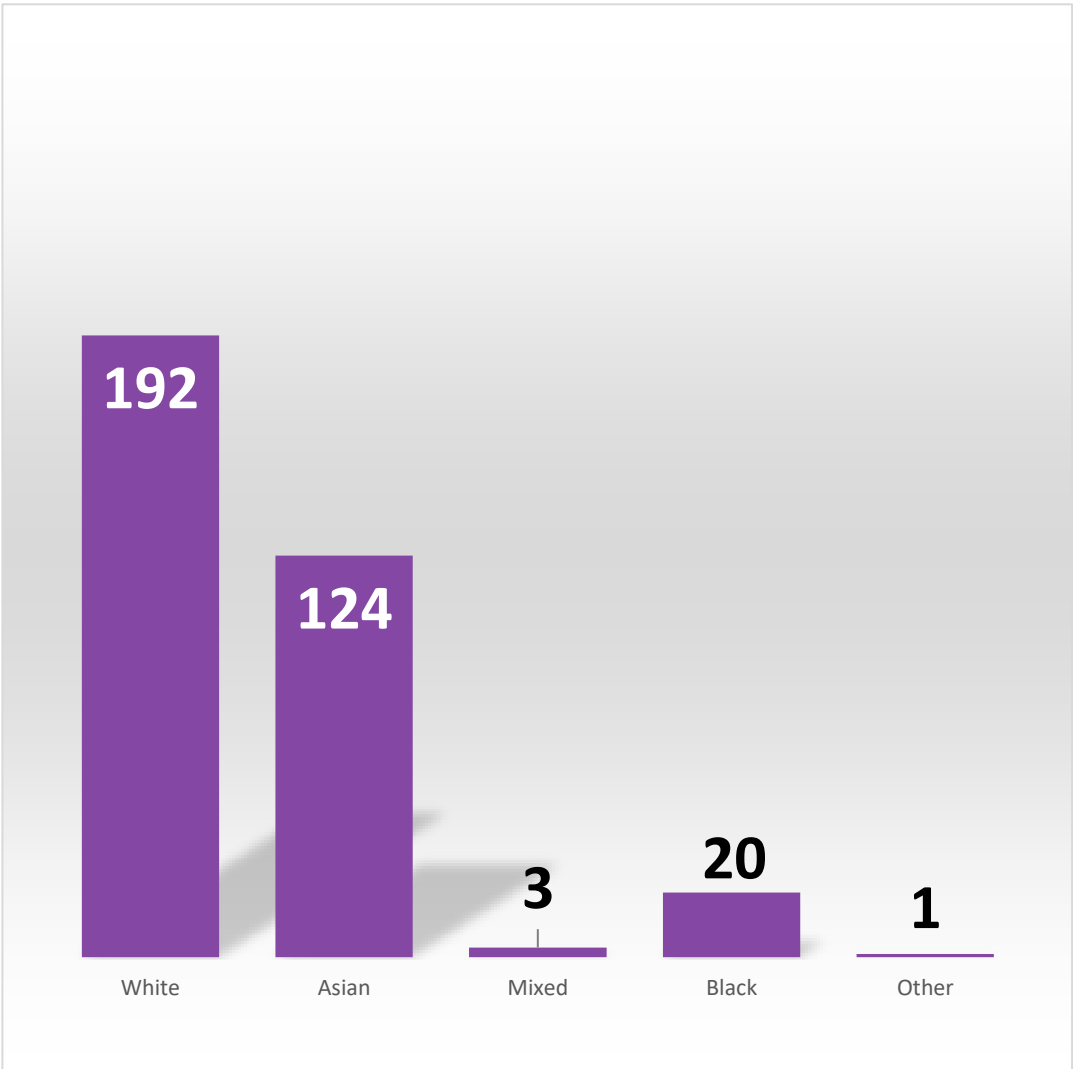
Leicester City ethnicity comparison:
Asian, Asian British or Asian Welsh– **Census 2021: 43.4% (Café: 35.73%)**
Black, Black British, Black Welsh, Caribbean or African – **Census 2021: 7.8% (Café: 5.76%)**
Mixed or Multiple ethnic groups– **Census 2021 3.8% (Café: 0.86%)**
White – **Census 2021: 40.9% (Café: 55.33%)**
Other ethnic group – **Census 2021: 4.1% (Café: 0.28%)**

Age

	Value
18 - 25	33
26 - 40	102
41 - 64	161
65+	48
Prefer not to say	3
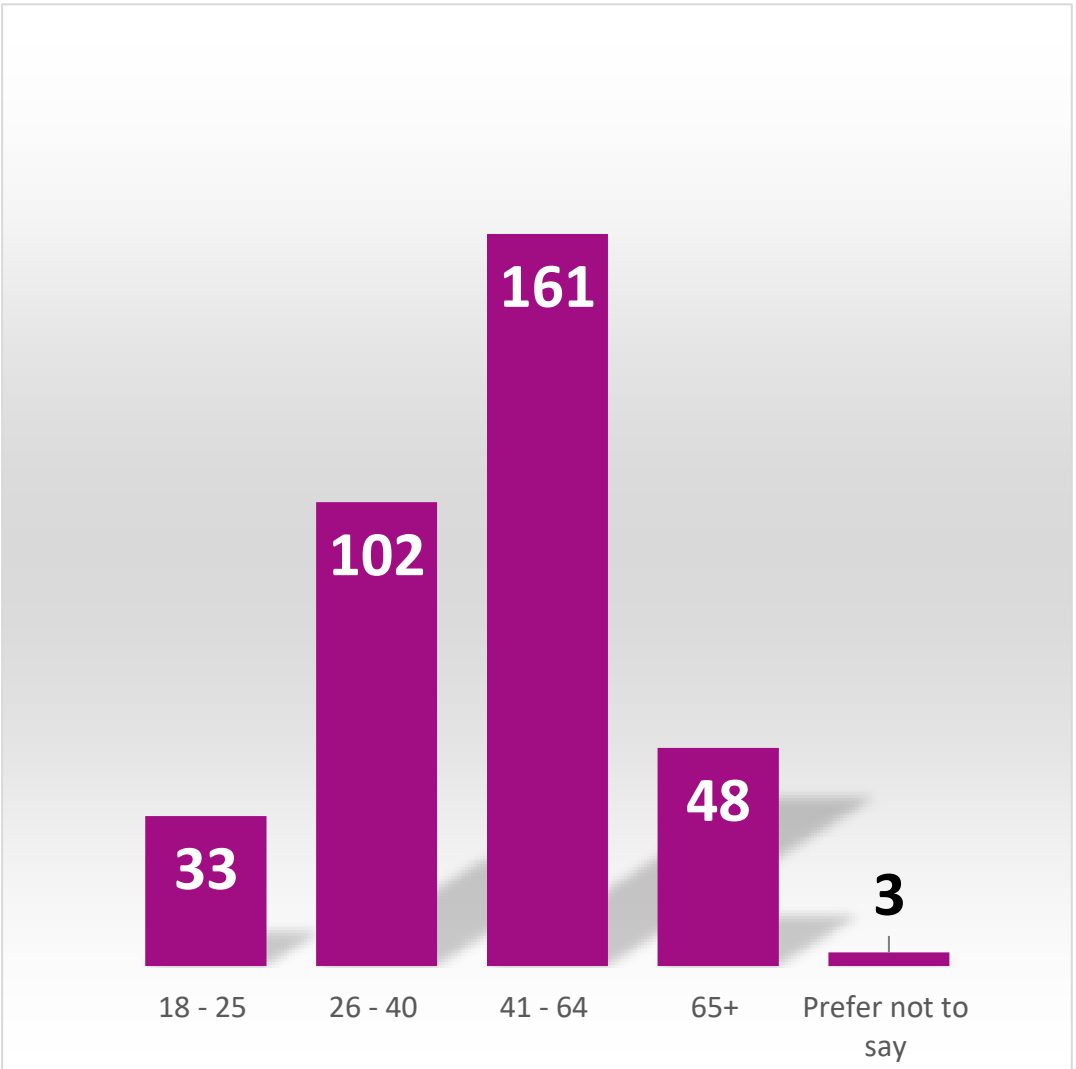
Leicester City age comparison:
5–14 year olds – **Census 2021: 27.2%**
20–24 year olds – **Census 2021: 9.7% (Café: 9.51%)**
25–39 year olds – **Census 2021: 22.6% (Café: 29.39%)**
40–64 year olds – **Census 2021: 28.6% (Café: 46.39%)**
65+ year olds – **Census 2021: 11.9% (Café: 13.83%)**

Data for City Neighbourhood Mental Health Cafes, November 2025

Café Contacts Breakdown - County

459 contacts made with County Neighbourhood Mental Health Cafes in **November 2025**

Legend: New Visitor, Repeat Visitor

Location	New Visitor	Repeat Visitor
Blaby	1	36
Coalville	7	43
Earl Shilton	2	25
Enderby	2	15
Hinckley	3	43
Loughborough	7	55
Lutterworth	3	20
Market Harborough	2	16
Measham	2	41
Melton	5	32
Syston	8	74
Wigston	7	10

Demographics - County

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

Gender

| Male	Female	Prefer not to say	Non-binary	Transgender
214	219	9	6	11
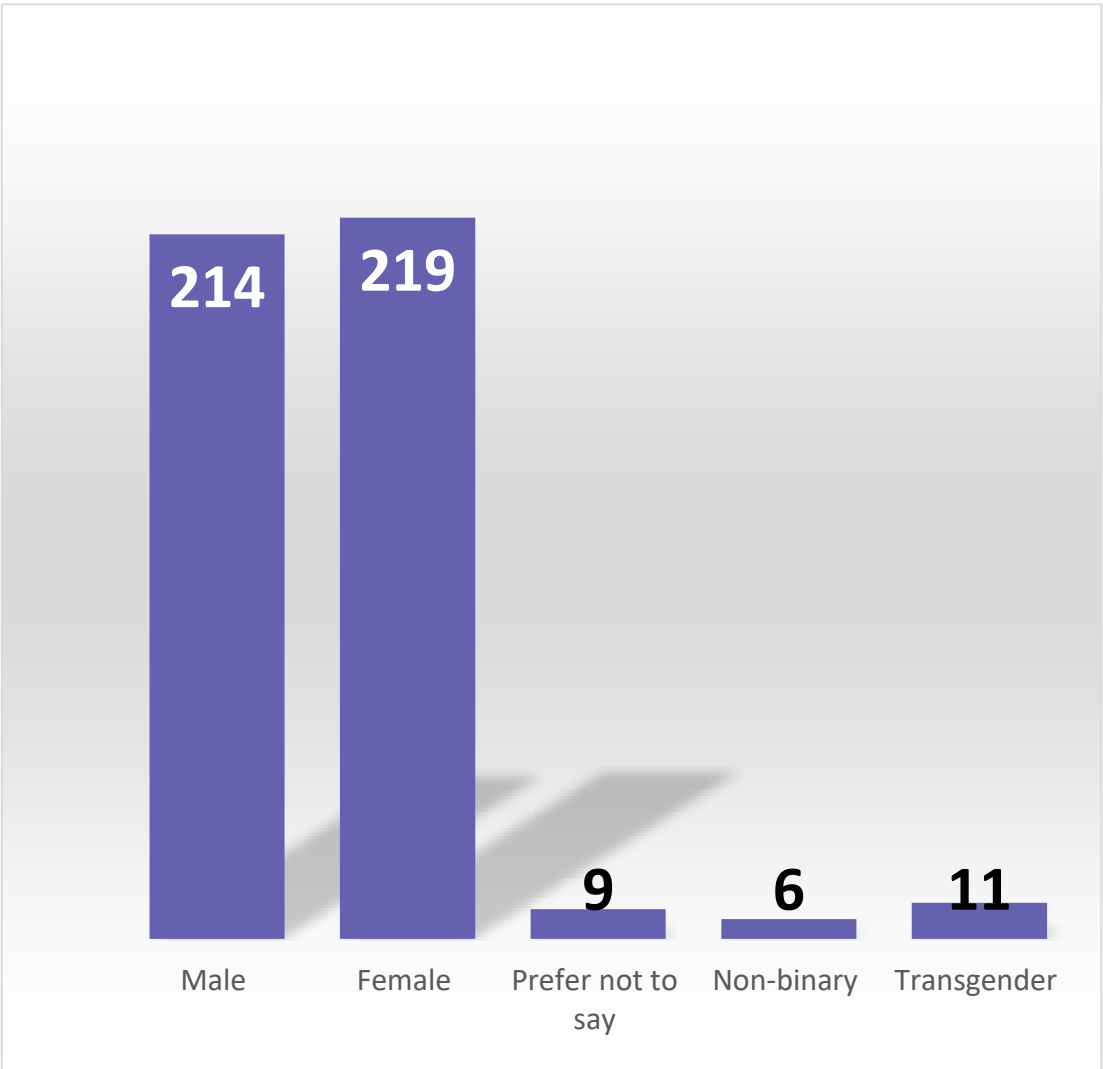
Leicestershire sex comparison:
Female – **Census 2021: 50. 6% (Café: 47.71%)**
Male– **Census 2021: 49. 4% (Café: 46.62%)**

Ethnicity

White	Asian	Mixed	Black	Other
432	16	6	0	0
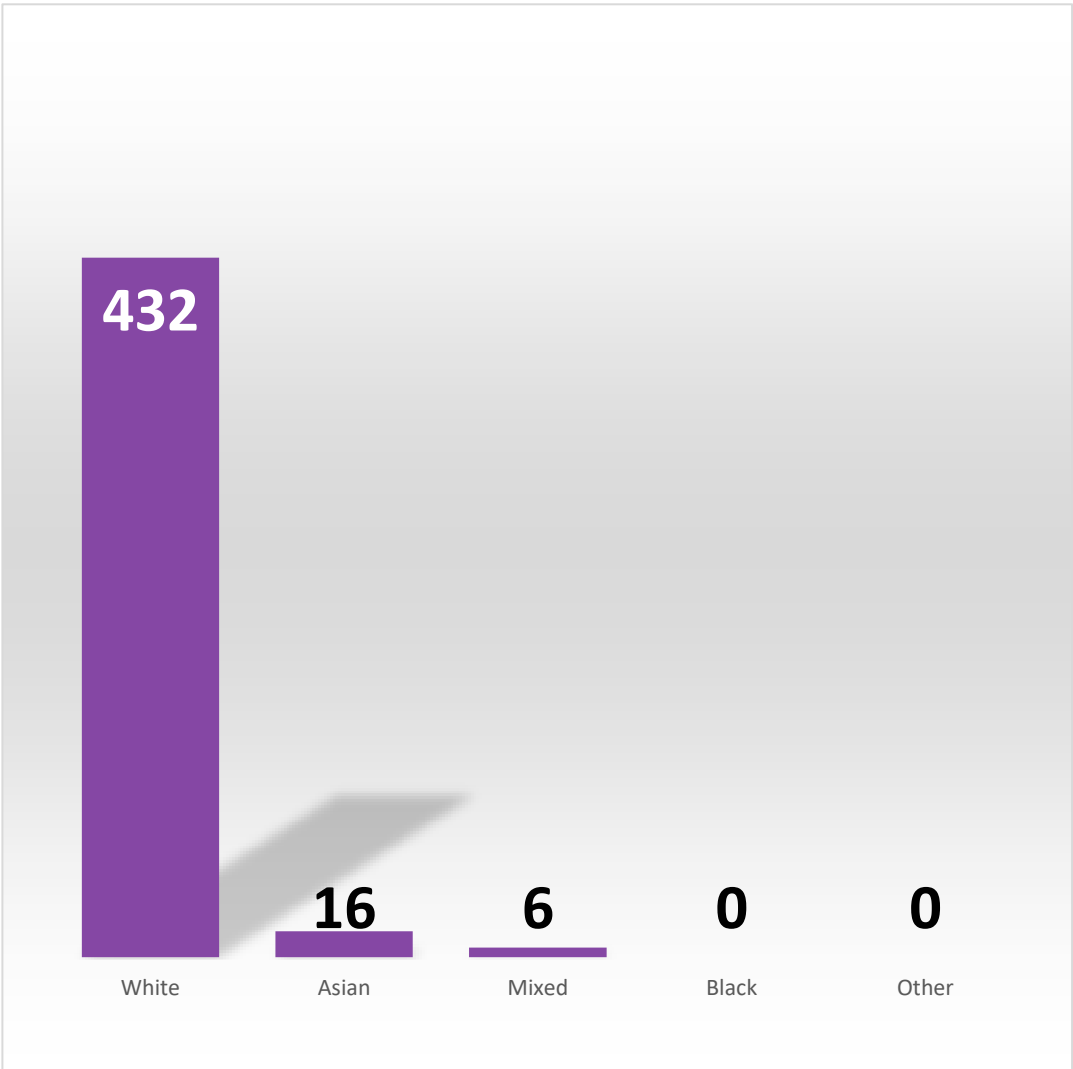
Leicestershire ethnicity comparison:
Asian, Asian British or Asian Welsh– Census 2021: 8% (Café: 3.48%)
Black, Black British, Black Welsh, Caribbean or African – 1% (Café:0%)
Mixed or Multiple ethnic groups– 3.8% (Café: 1.30%)
White – **88% (Café: 94.11%)**
Other ethnic group – 4.1% (Café: 0.00%)

Age

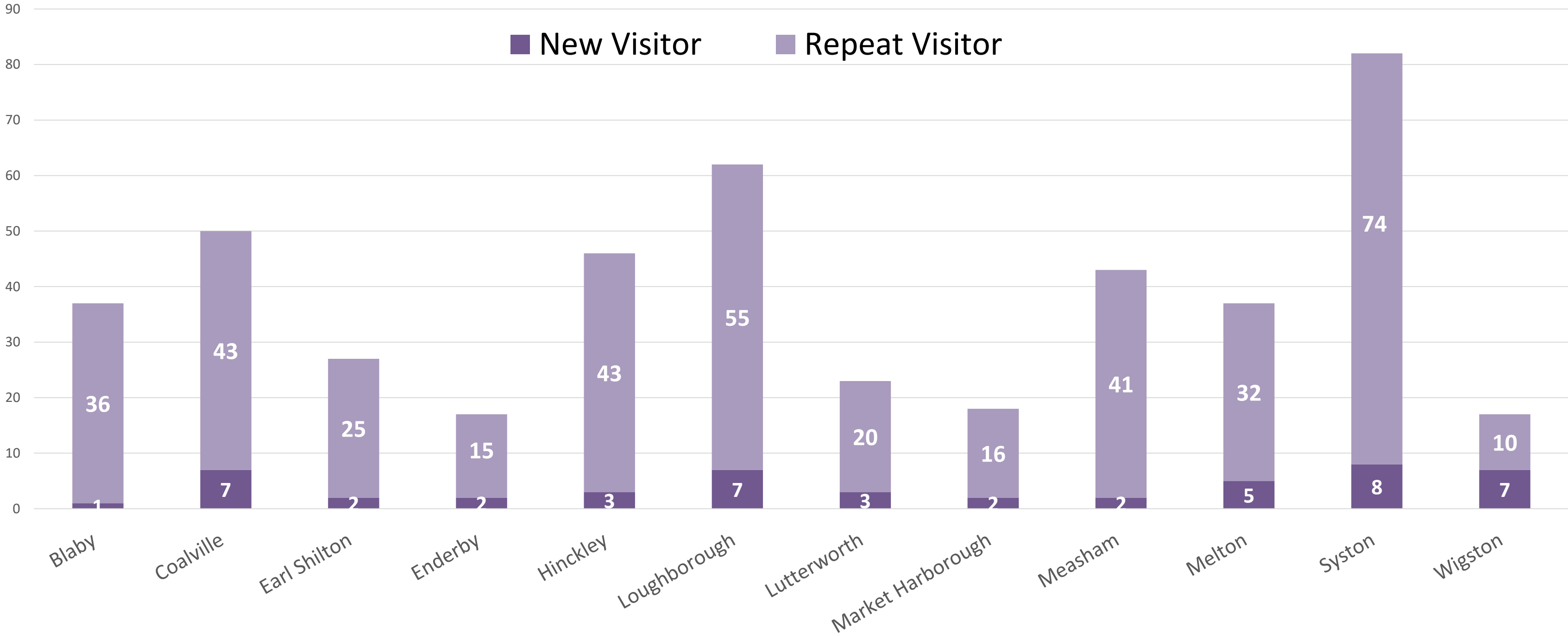| 18 - 25	26 - 40	41 - 64	65+	Prefer not to say
27	105	246	81	0
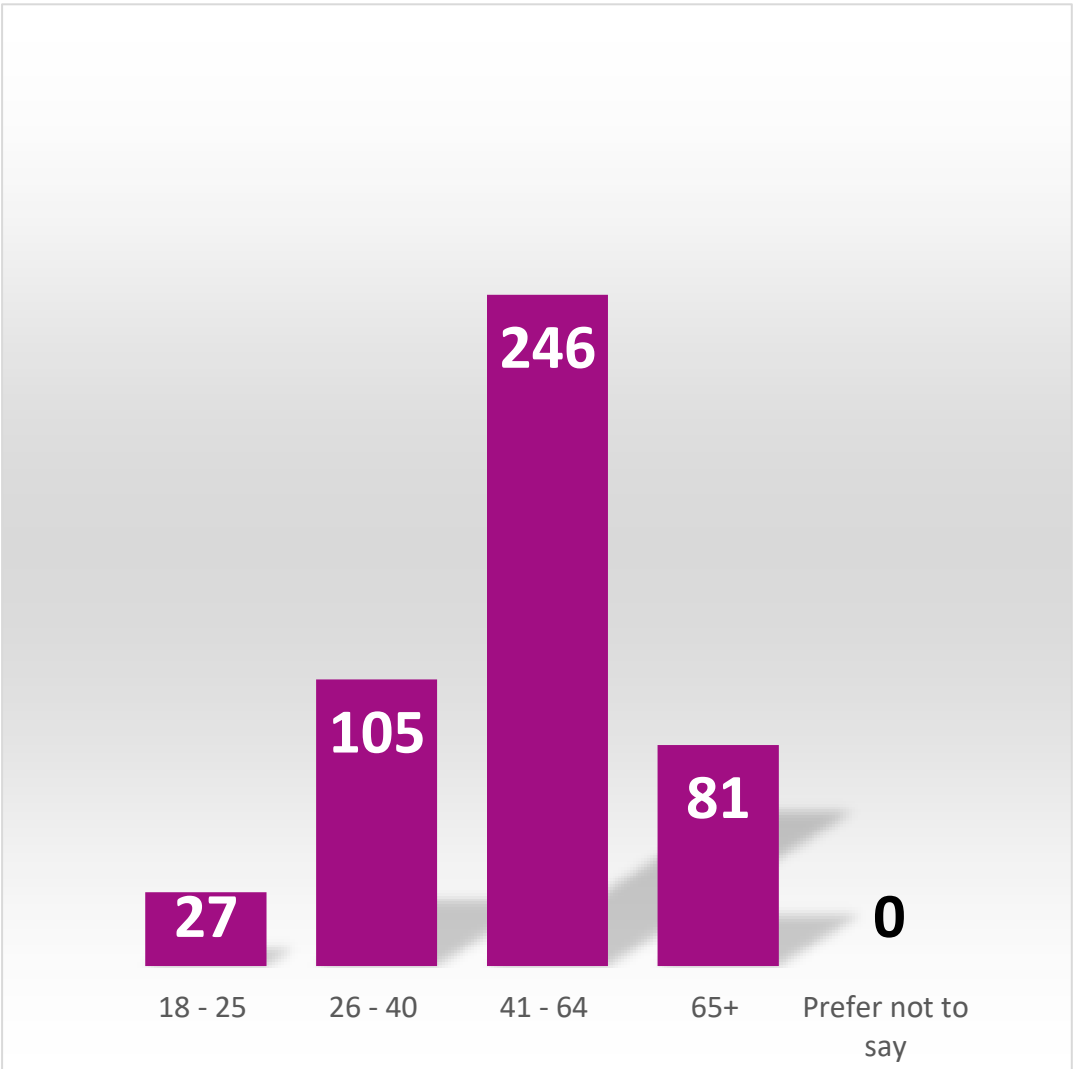
Leicestershire age comparison:
5–14 year olds – **Census 2021: 22.4%**
20–24 year olds – **Census 2021: 5.7% (Café: 5.88%)**
25–39 year olds – **Census 2021: 18.1% (Café: 22.87%)**
40–64 year olds – **Census 2021: 32.7% (Café: 53.59%)**
65+ year olds – **Census 2021: 21.1% (Café: 17.46%)**

Data for County Neighbourhood Mental Health Cafes, November 2025

# Café Contacts Breakdown - Rutland

3 contacts made with County Neighbourhood Mental Health Cafes in **November 2025**

Demographics - Rutland

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

Gender

- Male: 2
- Female: 1
- Prefer not to say: 0
- Non-binary: 0
- Transgender: 0
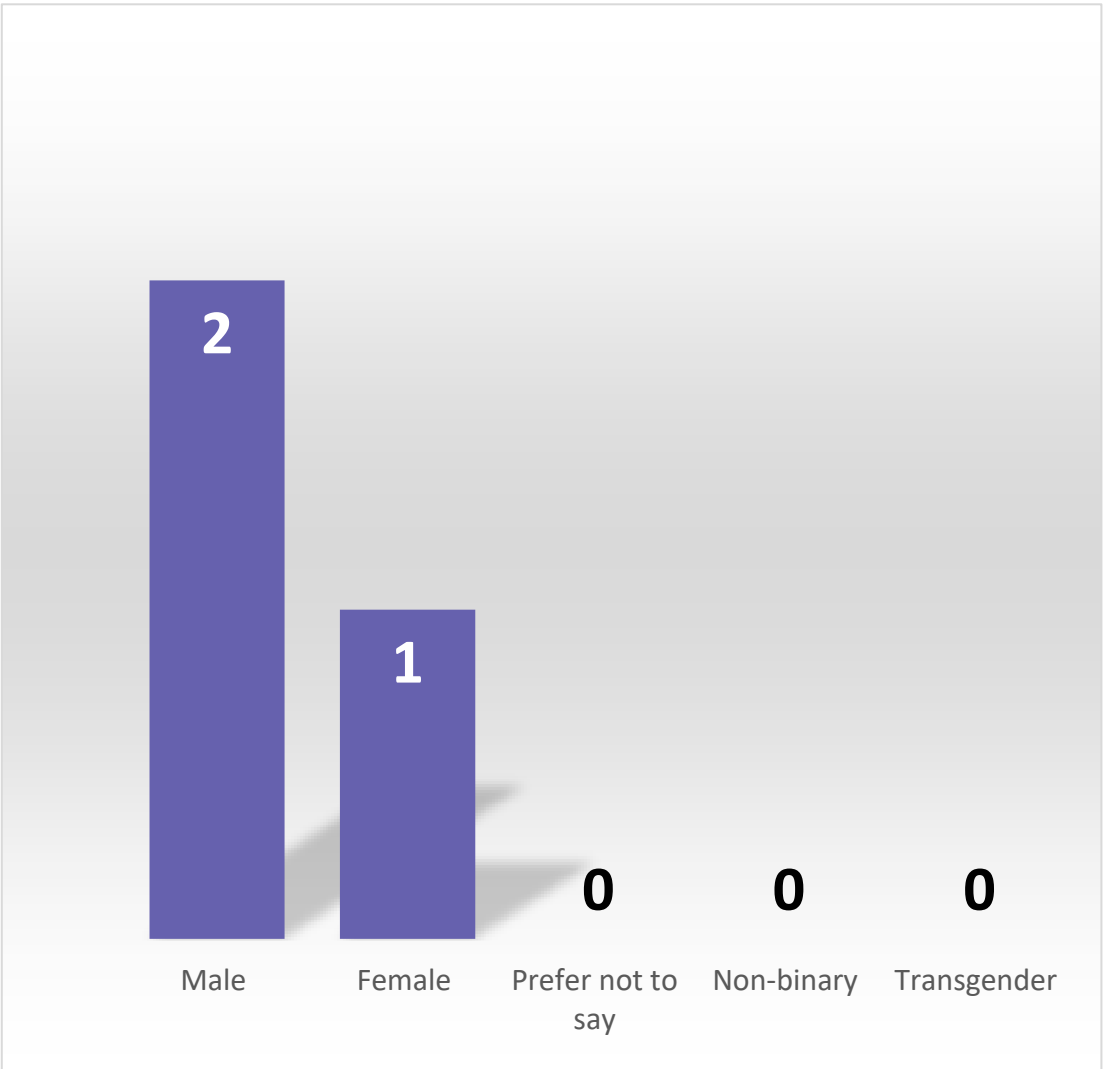
Rutland sex comparison:
Female – **Census 2021: 48.7% (Café: 33.33%)**
Male– **Census 2021: 51.3% (Café: 66.66%)**

Ethnicity

- White: 3
- Asian: 0
- Mixed: 0
- Black: 0
- Other: 0
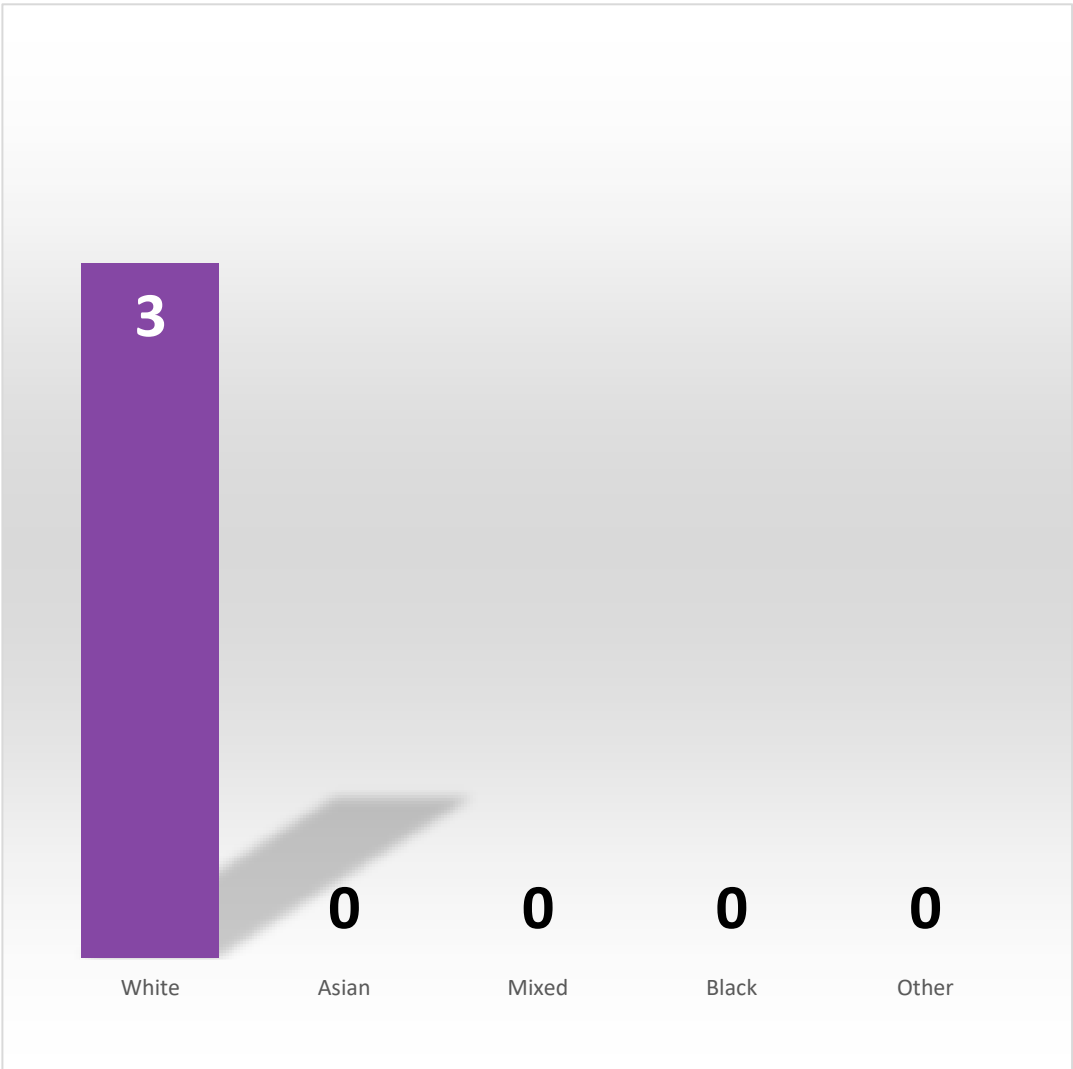
Rutland ethnicity comparison:
Asian, Asian British or Asian Welsh– **Census 2021: 1.5% (Café: 0.00%)**
Black, Black British, Black Welsh, Caribbean or African – **Census 2021: 1.3% (Café: 0%)**
Mixed or Multiple ethnic groups– **Census 2021 1.8% (Café: 0%)**
White – **Census 2021: 94.8% (Café: 100%)**
Other ethnic group – **Census 2021: 0.5% (Café: 0.00%)**

Age

- 18 - 25: 0
- 26 - 40: 1
- 41 - 64: 1
- 65+: 1
- Prefer not to say: 0

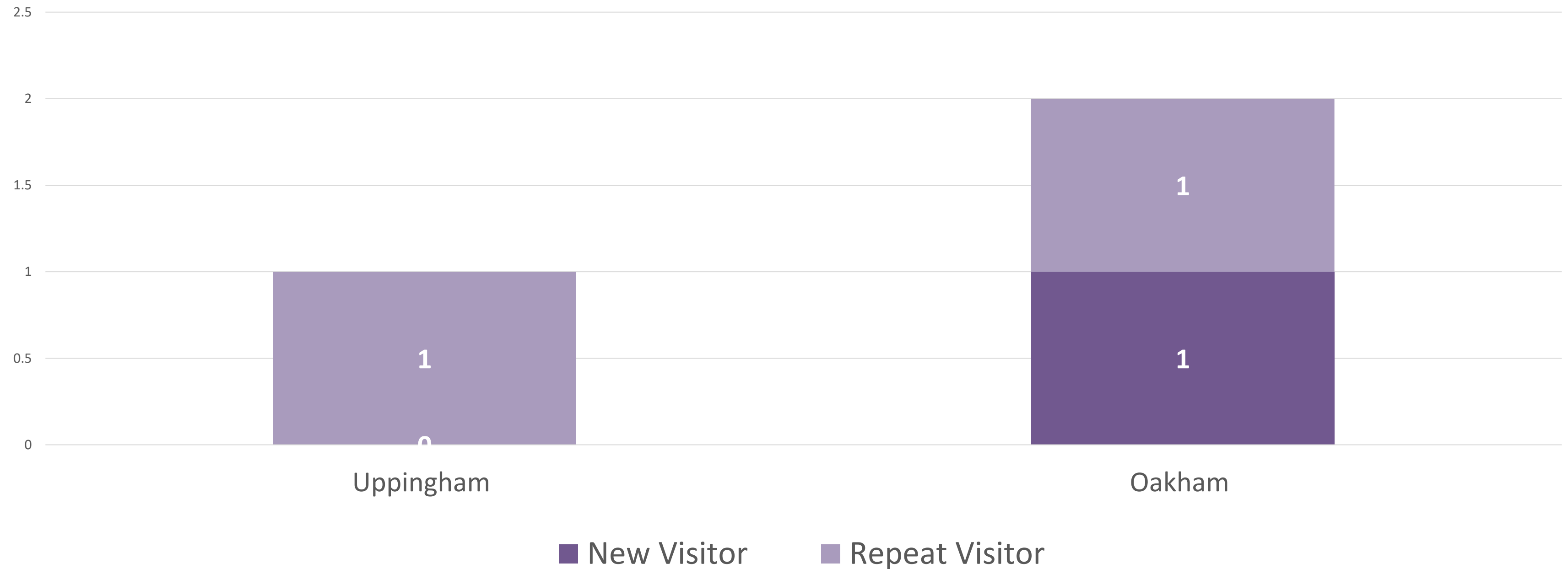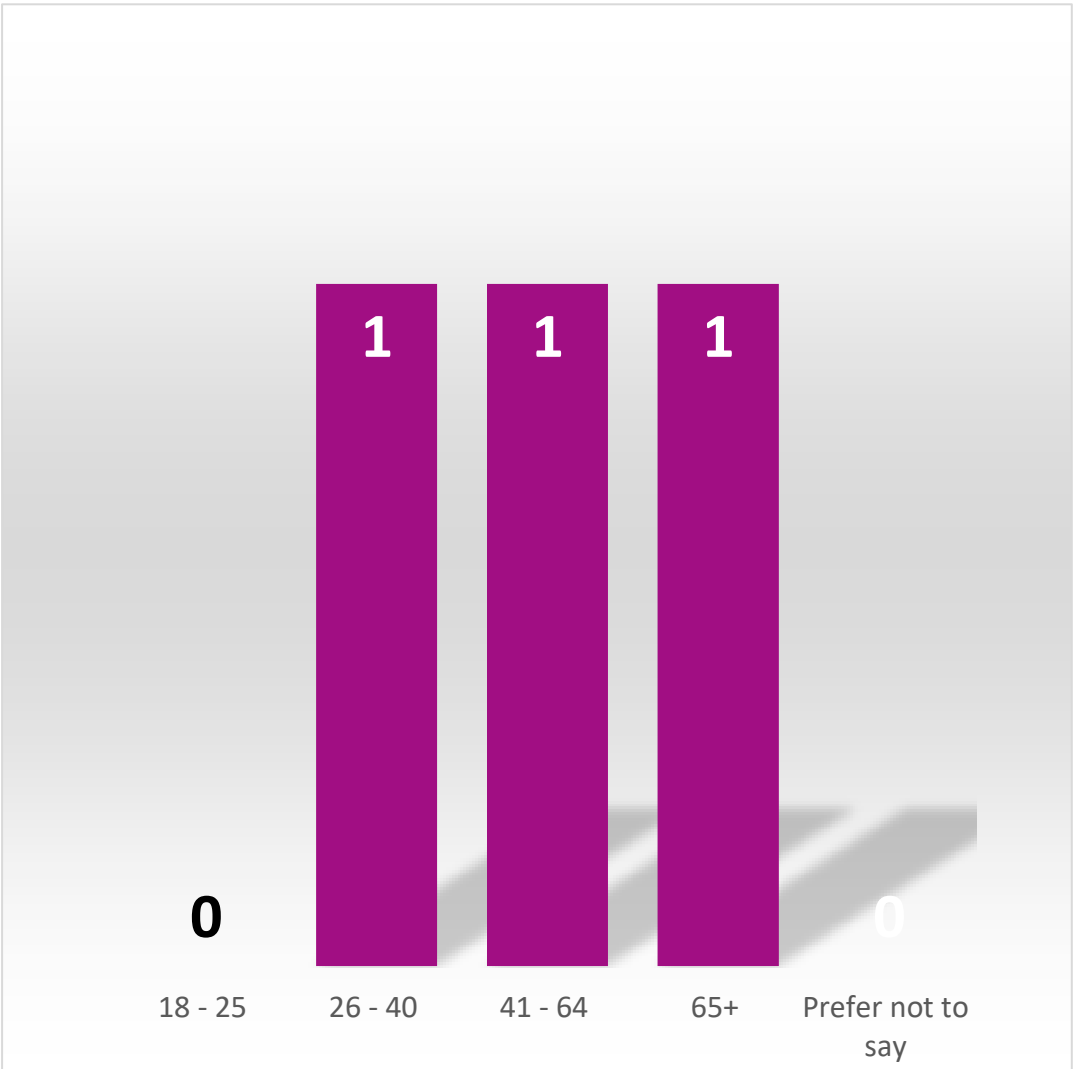Rutland age comparison:
5–14 year olds – **Census 2021: 22%**
20–24 year olds – **Census 2021: 4.2% (Café: 0.00%)**
25–39 year olds – **Census 2021: 15.5% (Café: 33.33%)**
40–64 year olds – **Census 2021: 32.7% (Café: 33.33%)**
65+ year olds – **Census 2021: 25.6% (Café: 33.33%)**

Data for Rutland Neighbourhood Mental Health Cafes, November 2025

Presenting Issues

Main Presenting Issue | Additional Presenting Issues

Issue	Main Presenting Issue	Additional Presenting Issues
Anxiety	339	104
Bereavement	44	26
Carer strain	19	10
Debt / financial issues	14	20
Depression	99	252
Domestic abuse	10	13
Employment issues	7	32
Family issues	30	78
Gambling harms	2	5
Homelessness	2	1
Housing issues	9	32
Isolation / loneliness	73	144
Long term difficulty managing…	16	46
Memory issues	3	15
Mood disturbance	9	36
Needing practical support / advice	16	63
Physical health issues	14	52
Psychosis experiences	3	14
Relationship issues	14	25
Self harming	4	15
Someone to talk to	45	169
Stress	23	124
Substance misuse	2	8
Suicidal ideation	11	30

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

Attended Café instead of…

Chart data (category: value):
- Attempted death by suicide: 14
- Attended A & E: 15
- Attended a Walk-in centre: 13
- Attended the GP surgery: 63
- Called an ambulance: 0
- Called the Police: 2
- Contacted NHS 111 (option 1): 7
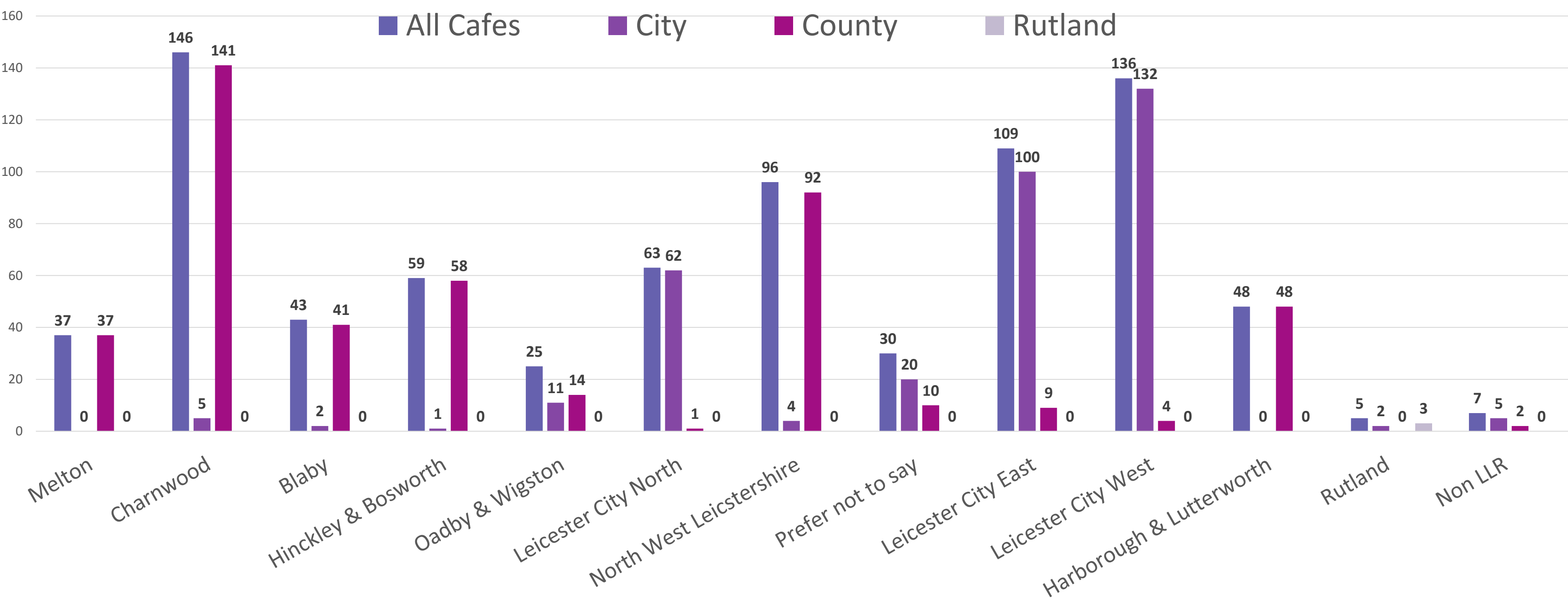- Contacted NHS 111 (option 2, Central Access Point): 26
- Contacted the Crisis team: 33
- None of the above: 219
- Self harmed, resulting in needing medical attention: 13
- Stayed at home, resulting in an increase in distress / despair: 404

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 - £1,183

A&E – £1,365

Ambulance - £0

GP appointment - £3,087

Excluding, Crisis Team, 111 calls)

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

How individual heard about the cafe…

A bar chart showing how individuals heard about the cafe:

Source	Count
A & E	0
CAP	24
Care Co-ordinator	6
Crisis team	97
Friend / family / acquaintance	184
From an external organisation	45
GP	131
JOY	32
Leaflet / poster	92
Local Area Co-ordinator	26
LPT website	9
Mental Health Facilitator (MHF) / Practitioner…	38
Mental Health Inpatient Setting	4
Neighbourhood MH team member (NMHT)	10
Police	5
Prefer not to say	27
Social Care Services	25
Social Media	29
Social Prescriber	25

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

Demographics

Do you consider yourself to have a disability?

- Yes 35%
- No 58%
- Prefer not to say 7%

Legend:
- Yes
- No
- Prefer not to say

Do you consider yourself neurodivergent?

- Yes 25%
- No 67%
- Prefer not to say 8%

Legend:
- Yes
- No
- Prefer not to say
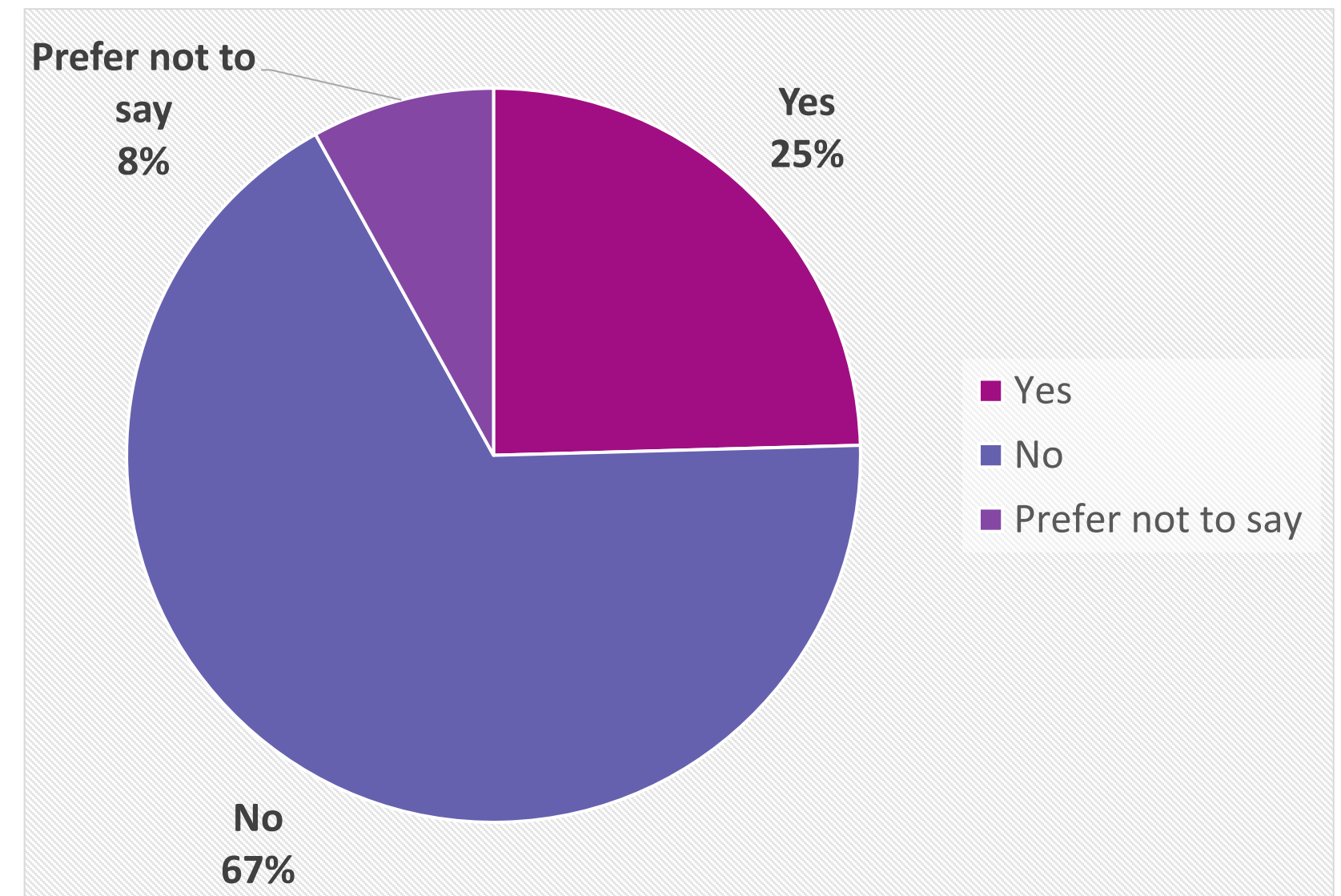
If yes…
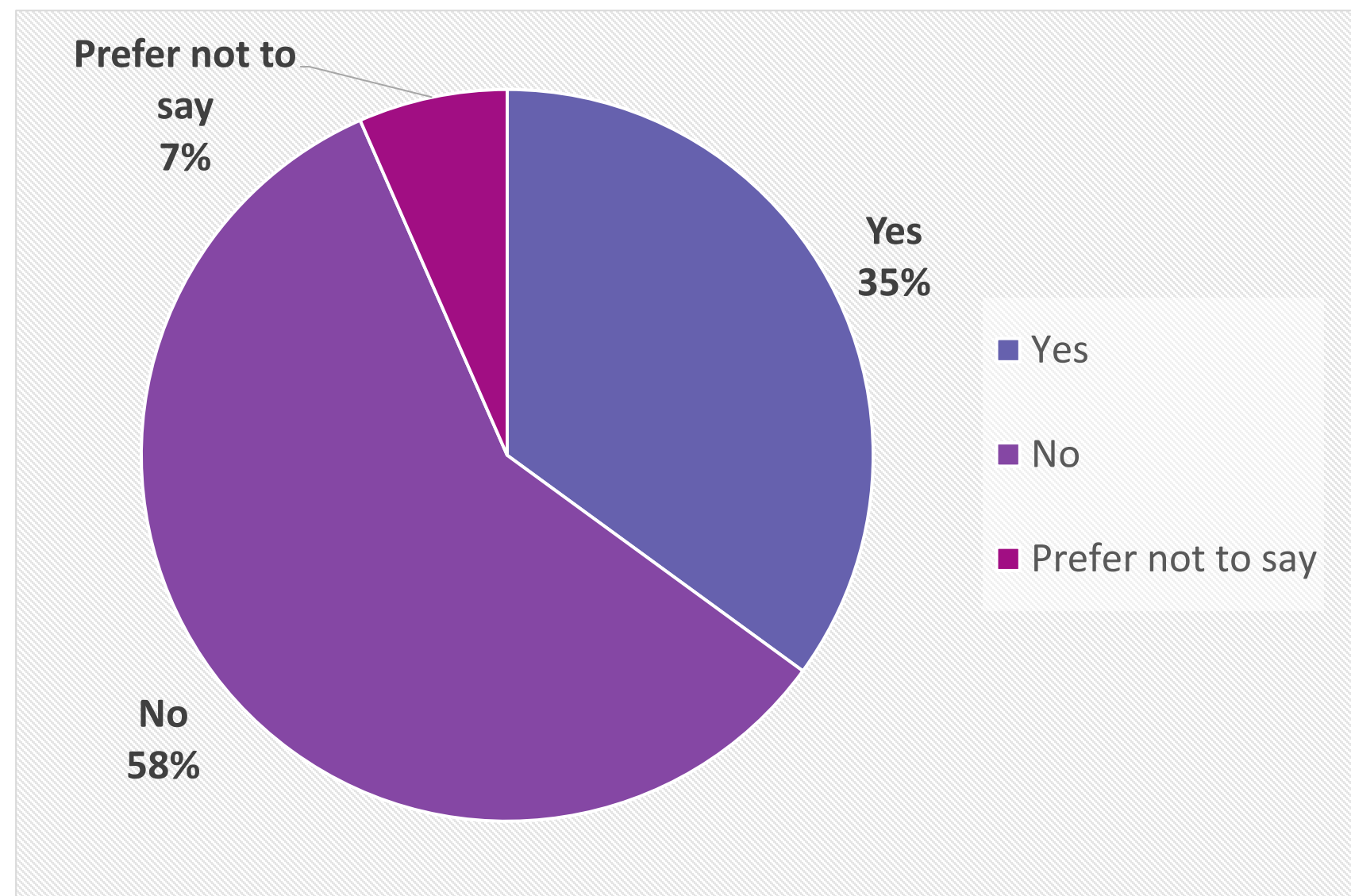61 individuals – ADHD
69 individuals – Autism (including Aspergers Syndrome)
21 individuals – Other

Demographics

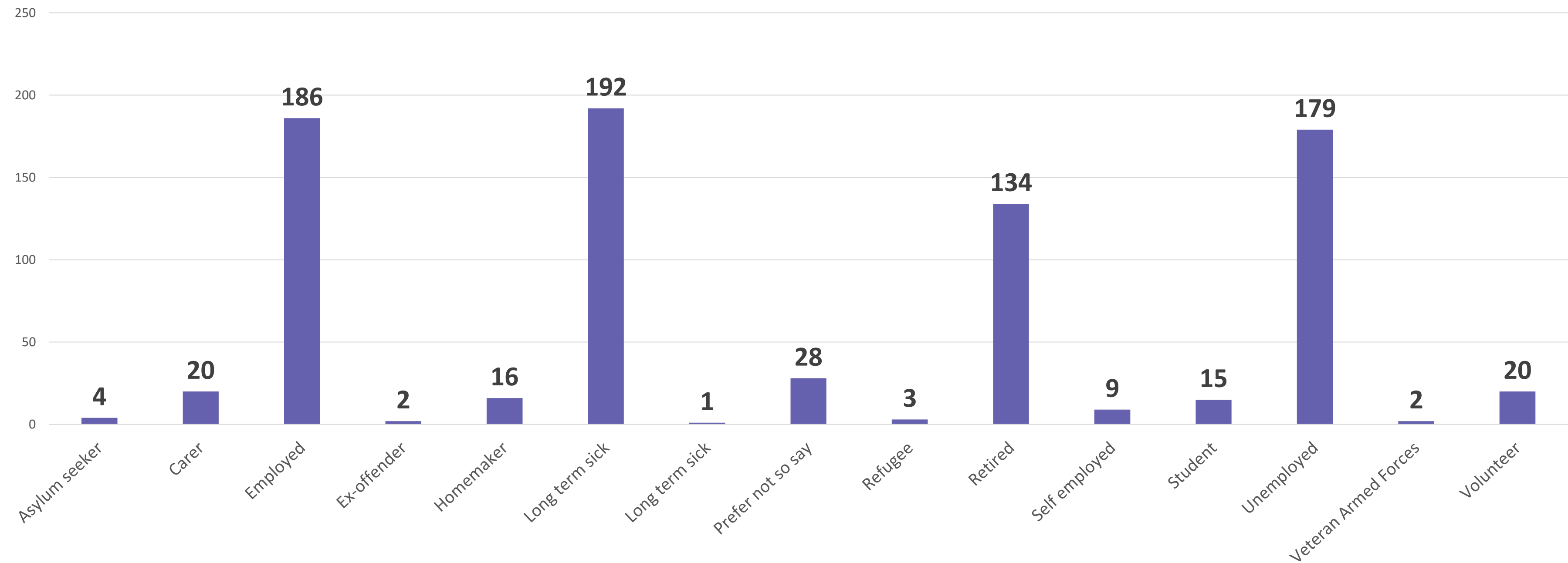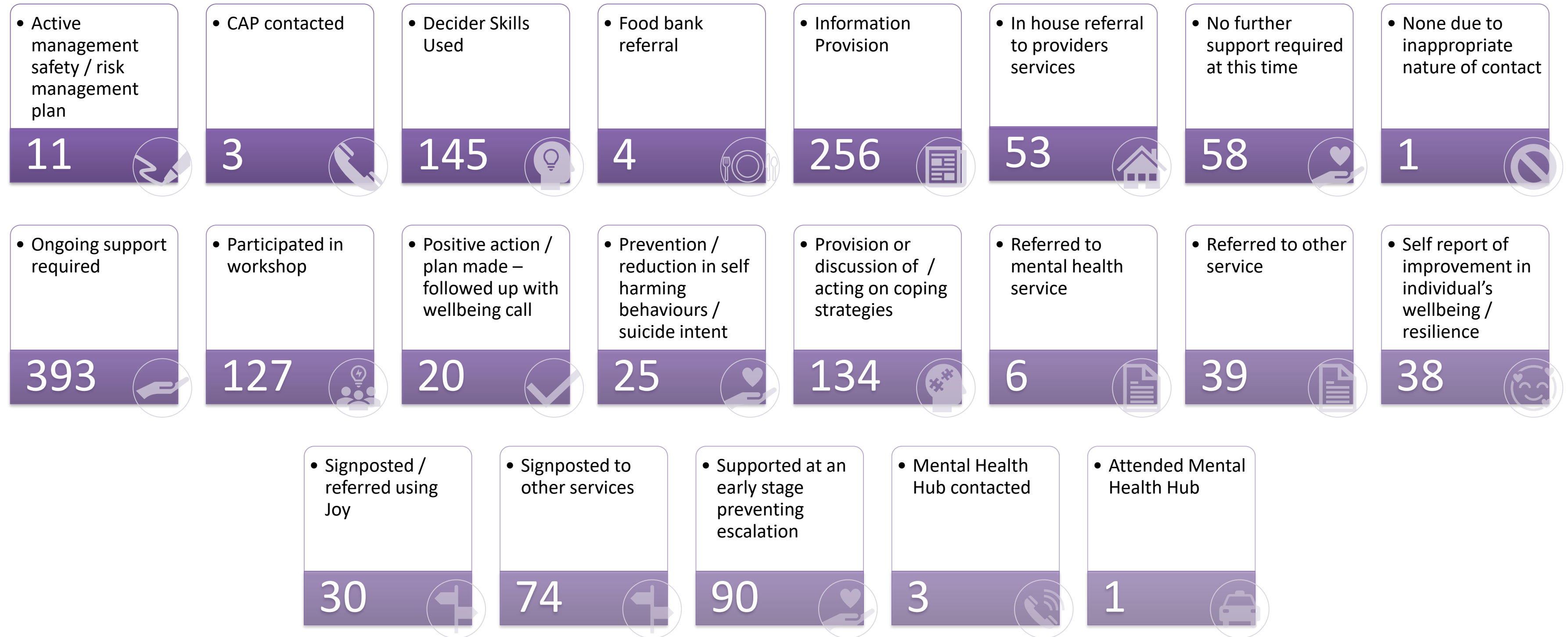Data for all Neighbourhood Mental Health Cafes November 2025 (excluding universities)

Main outcome for individuals attending

- Active management safety / risk management plan

  11

- CAP contacted

  3

- Decider Skills Used

  145

- Food bank referral

  4

- Information Provision

  256

- In house referral to providers services

  53

- No further support required at this time

  58

- None due to inappropriate nature of contact

  1

- Ongoing support required

  393

- Participated in workshop

  127

- Positive action / plan made – followed up with wellbeing call

  20

- Prevention / reduction in self harming behaviours / suicide intent

  25

- Provision or discussion of / acting on coping strategies

  134

- Referred to mental health service

  6

- Referred to other service

  39

- Self report of improvement in individual's wellbeing / resilience

  38

- Signposted / referred using Joy

  30

- Signposted to other services

  74

- Supported at an early stage preventing escalation

  90

- Mental Health Hub contacted

  3

- Attended Mental Health Hub

  1

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

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

Outputs for individuals attending

213 people received 1:1 support

319 people accessed group/social support

277 people received 1:1 support & accessed group/social support
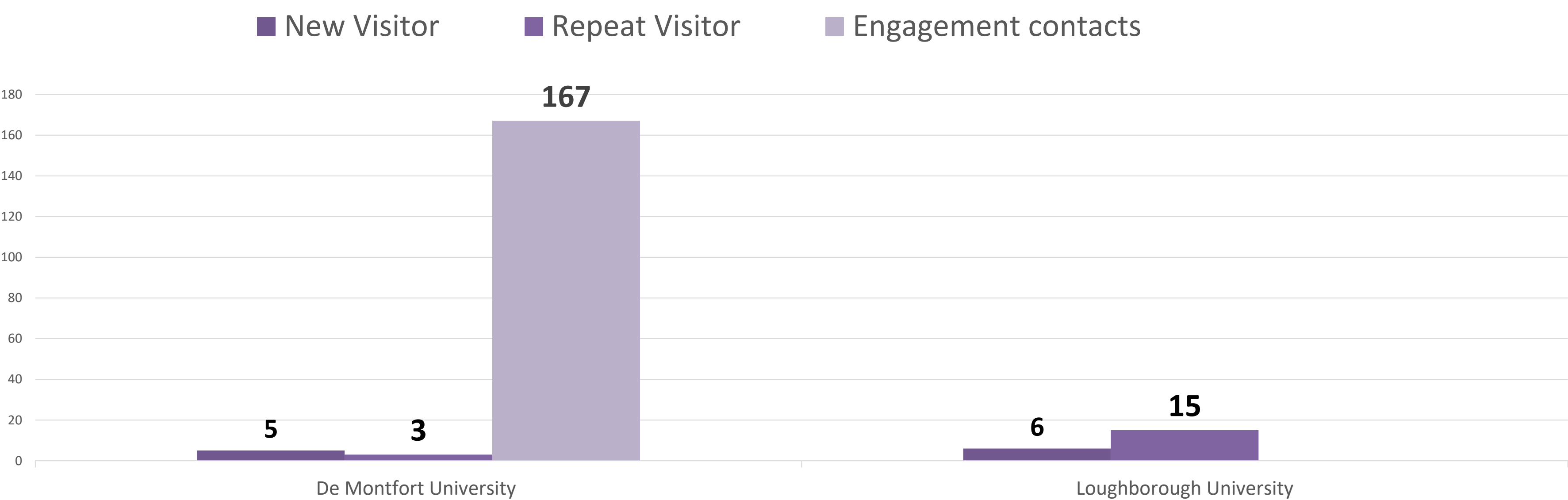
University Mental Health Café Data

Neighbourhood Mental Health Cafés

For times when you're struggling to cope

University Café Contacts Breakdown

29 Café visits and, **167** engagement contacts with University Mental Health Cafes in **November 2025**
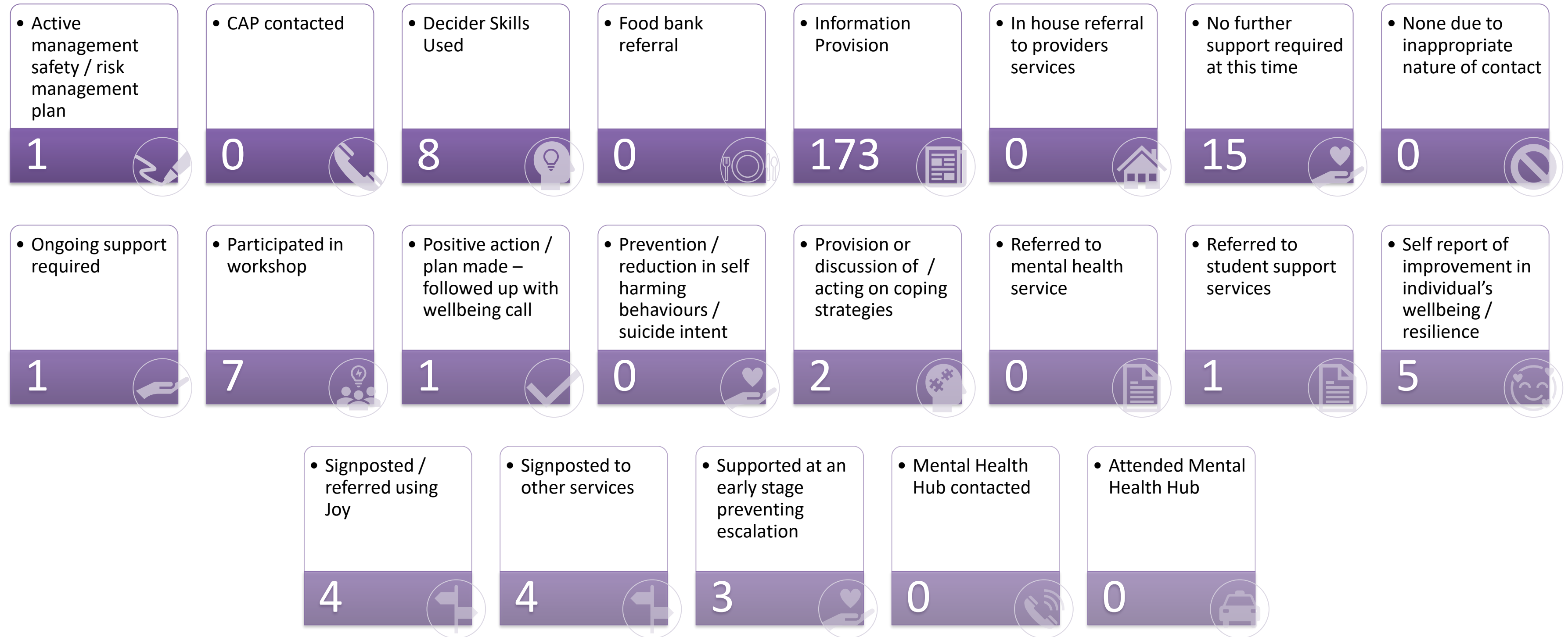

Legend: ■ New Visitor ■ Repeat Visitor ■ Engagement contacts

De Montfort University: New Visitor 5, Repeat Visitor 3, Engagement contacts 167

Loughborough University: New Visitor 6, Repeat Visitor 15

Main outcome for individuals attending

- Active management safety / risk management plan
  1

- CAP contacted
  0

- Decider Skills Used
  8

- Food bank referral
  0

- Information Provision
  173

- In house referral to providers services
  0

- No further support required at this time
  15

- None due to inappropriate nature of contact
  0

- Ongoing support required
  1

- Participated in workshop
  7

- Positive action / plan made – followed up with wellbeing call
  1

- Prevention / reduction in self harming behaviours / suicide intent
  0

- Provision or discussion of / acting on coping strategies
  2

- Referred to mental health service
  0

- Referred to student support services
  1

- Self report of improvement in individual's wellbeing / resilience
  5

- Signposted / referred using Joy
  4

- Signposted to other services
  4

- Supported at an early stage preventing escalation
  3

- Mental Health Hub contacted
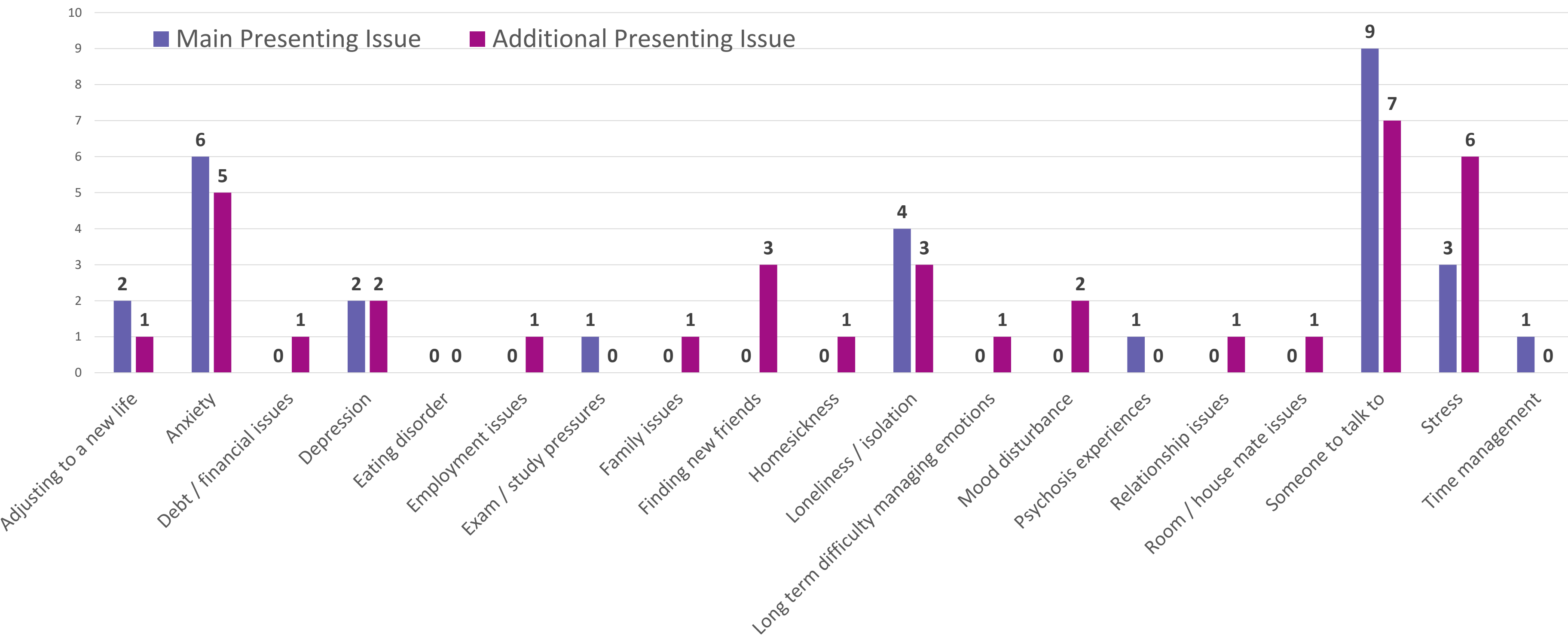 **0**

- Attended Mental Health Hub
  0

Data for University Neighbourhood Mental Health Cafes November 2025

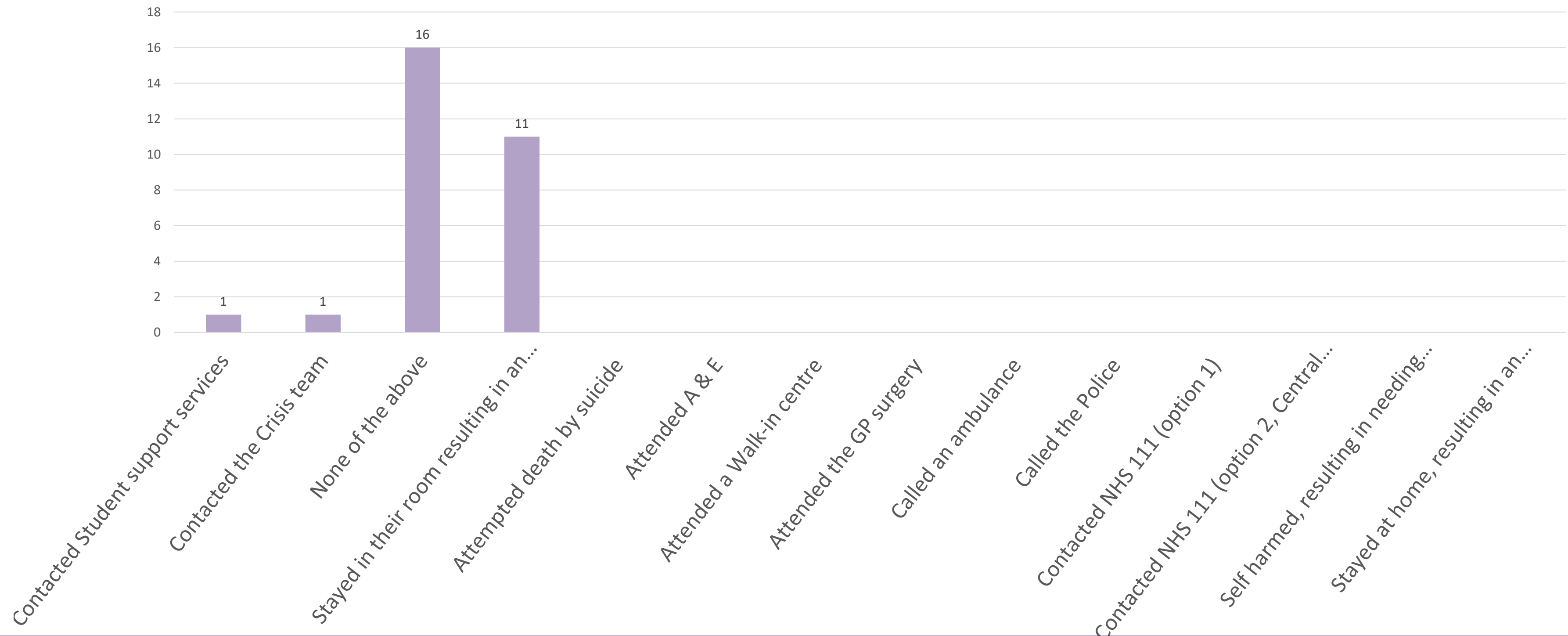*NB: up to 3 outcomes provided for each visitor per visit*

Presenting Issues

Presenting Issues bar chart comparing Main Presenting Issue (blue) and Additional Presenting Issue (magenta) across categories:

Category	Main Presenting Issue	Additional Presenting Issue
Adjusting to a new life	2	1
Anxiety	6	5
Debt / financial issues	0	1
Depression	2	2
Eating disorder	0	0
Employment issues	0	1
Exam / study pressures	1	0
Family issues	0	1
Finding new friends	0	3
Homesickness	0	1
Loneliness / isolation	4	3
Long term difficulty managing emotions	0	1
Mood disturbance	0	2
Psychosis experiences	1	0
Relationship issues	0	1
Room / house mate issues	0	1
Someone to talk to	9	7
Stress	3	6
Time management	1	0

Attended Café instead of…

How individual heard about the cafe...

Chart data:
- Friend / family / acquaintance: 7
- From an external organisation: 4
- Leaflet / poster: 7
- Mental Health Inpatient Setting: 1
- Social Media: 1
- Student support services: 1
- Student Union: 8
- A & E: 0
- CAP: 0
- Care Co-ordinator: 0
- Crisis team: 0
- GP: 0
- JOY: 0
- Local Area Co-ordinator: 0
- LPT website: 0
- Mental Health Facilitator (MHF)...: 0
- Neighbourhood MH team...: 0
- Police: 0
- Prefer not to say: 0
- Social Care Services: 0
- Social Prescriber: 0

Data for November 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts
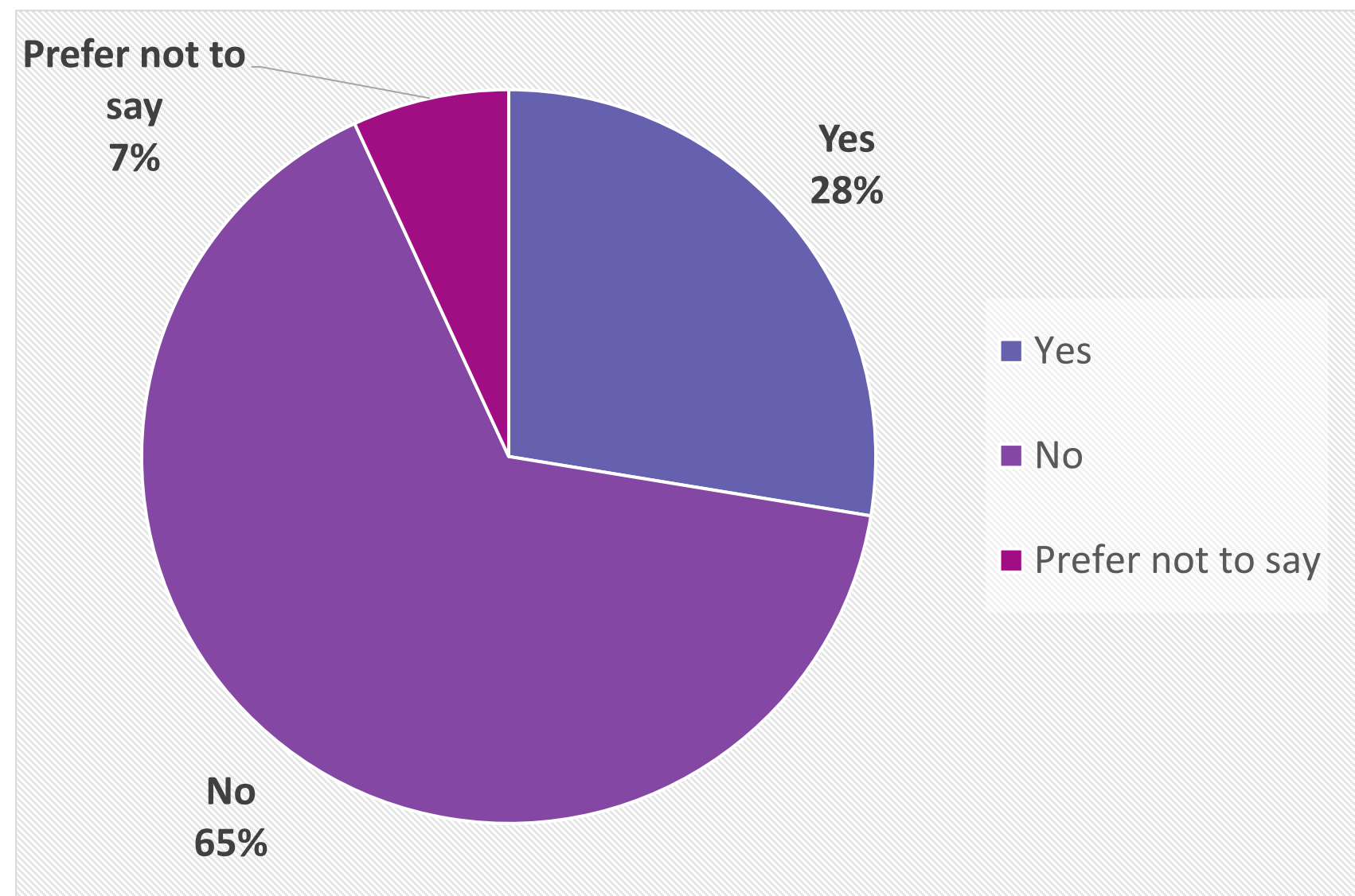
Demographics

Gender
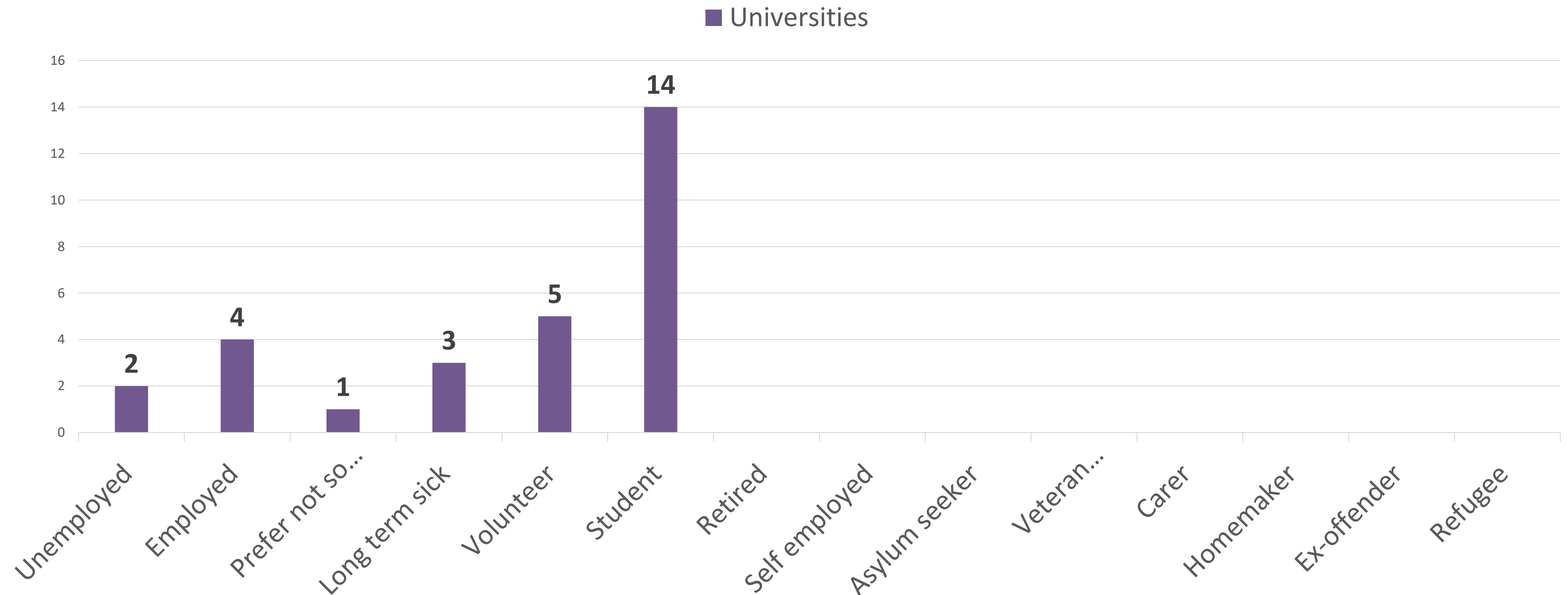

- Male: 13
- Female: 15
- Prefer not to say: 0
- Non-binary: 0
- Transgender: 1

Ethnicity

- White: 18
- Asian: 7
- Mixed: 0
- Black: 0
- Other: 1

Age

- 18 - 25: 10
- 26 - 40: 15
- 41 - 64: 3
- 65+: 0
- Prefer not to say: 1

Demographics

Do you consider yourself to have a disability?

Prefer not to say 7%

Yes 28%

No 65%

- Yes
- No
- Prefer not to say

Do you consider yourself neurodivergent?

Prefer not to say 7%

Yes 47%

No 46%

- Yes
- No
- Prefer not to say
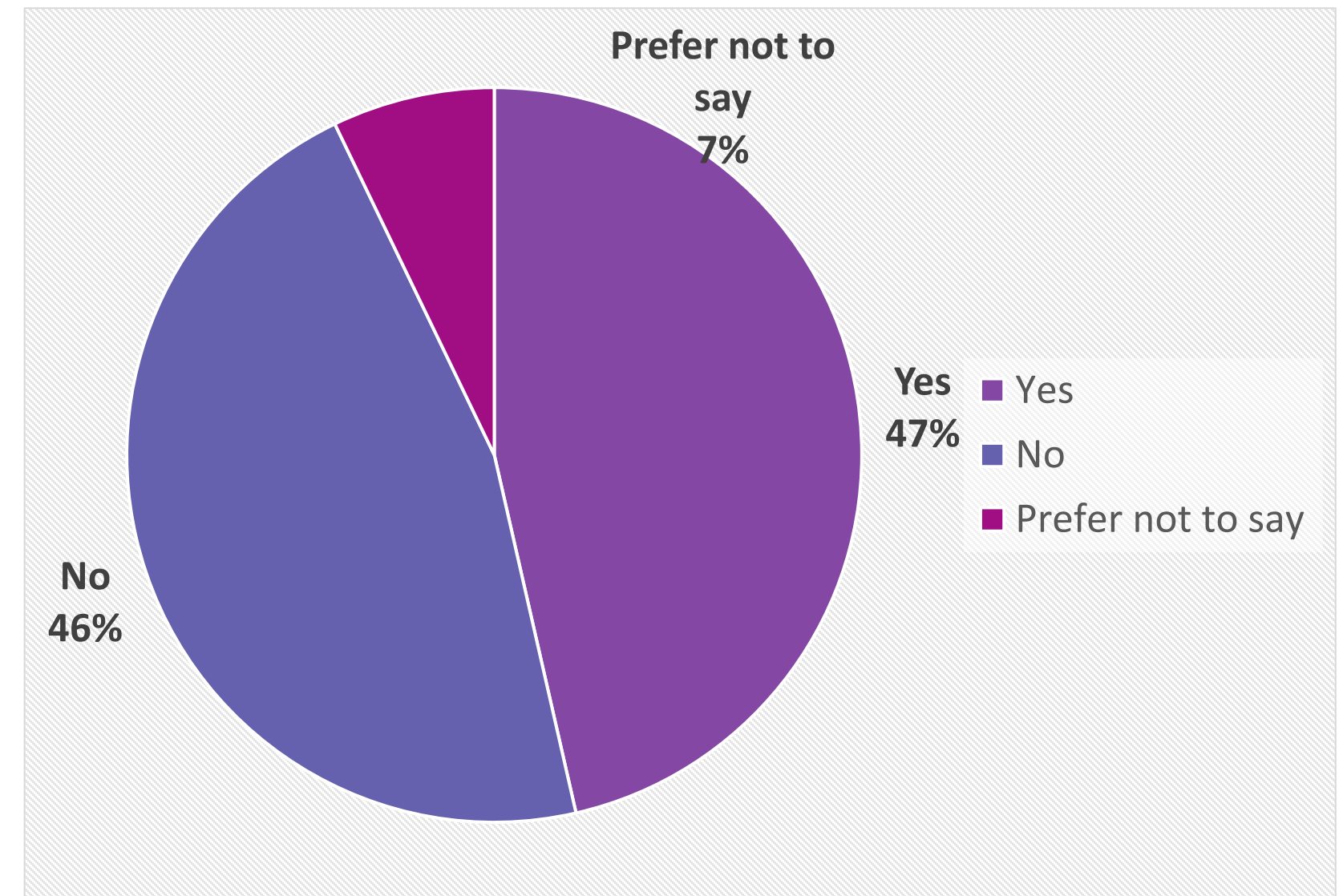
If yes…
6 individuals – ADHD
4 individuals – Autism (including Aspergers Syndrome)
0 individuals – Other

Case Studies

Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Cafe Impact ...

"When I met you at the World Mental Health Day event, I knew you would understand"

Individual attended and initially came in saying they are 'bored'. Within 15 minutes of them being there and sharing general life stories, they requested a 121.

In the 121 the presenting issues shared were stress, worry and family relationship challenges. They had a situation going on for a few months now and hadn't shared it with anyone due to feeling **'no one would understand'.** After sharing it with us they thanked us, said they felt **'loads better'** and felt they were **'not alone'**. They had been dealing with this with their partner for many months – where recently the stress had felt too much that it was impacting their job.

They shared that they expected, having a space to talk would help them reduce their stress levels and help them work to their full potential at work and not be distracted or even absent from work !

They actually felt it not only reduced their stress levels; they were sleeping better and they also felt they could think clearly about the next steps. They were willing to learn Decider skills and said they hadn't thought of using the skills in this way and that **'sometimes the stress got in the way of making decisions, even small things, day to day stuff'.**

The skills introduced were **respect, crystal clear and it will pass.**

The attendee returned one more time after the initial session and they shared that the skills had helped then see things from other perspectives and helped them navigate how to share their own thoughts without letting emotions get in their way.

We talked about **naming the emotion** and **reflecting**. They shared this helped them accept their true emotions but not use the emotion, when deciding what to do. They felt calmer and shared they have been sleeping better. We also provided them information about **Tellmi** and **Counselling services** locally as well as the JOY app.

We have since seen the attendee on campus and they again were thankful for the MHC being accessible to them.

'You guys are amazing, thank you so much'

Cafe Impact ...

A woman began attending the café soon after opening, encouraged by a friend who'd had a positive experience. She lives with long-term depression, has struggled to connect with her psychiatrist, and felt her medication wasn't helping. Past thyroid medication also worsened her mental and physical wellbeing, leaving her agitated and exhausted.

She once loved crafting—knitting, sewing, dressmaking—but had lost all motivation, especially after the tragic loss of her son. At the café, she found a gentle space to talk, share tea with her friend, and explore ways to bring creativity back into her days.

Together, we tried small steps: simple knitting projects, talking through empathy and coping, group meditation, tai chi, and links to local support groups. These activities helped her reconnect socially and rediscover routines that felt meaningful.

Over recent weeks, she's reported her mood lifting for the first time in years. She's rearranging her home, knitting colourful hats, preparing items for craft fairs, and even starting a new dress. She's requested a referral to a new psychiatrist and feels the café has played a major role in her renewed sense of enjoyment and purpose.