

# Neighbourhood Mental Health Café Data December 2025

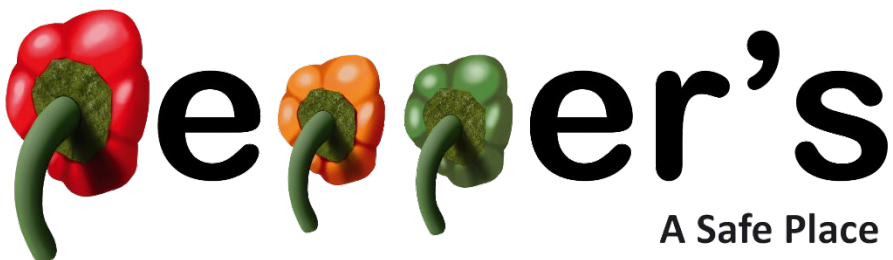


Neighbourhood  
Mental Health  
Cafés

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

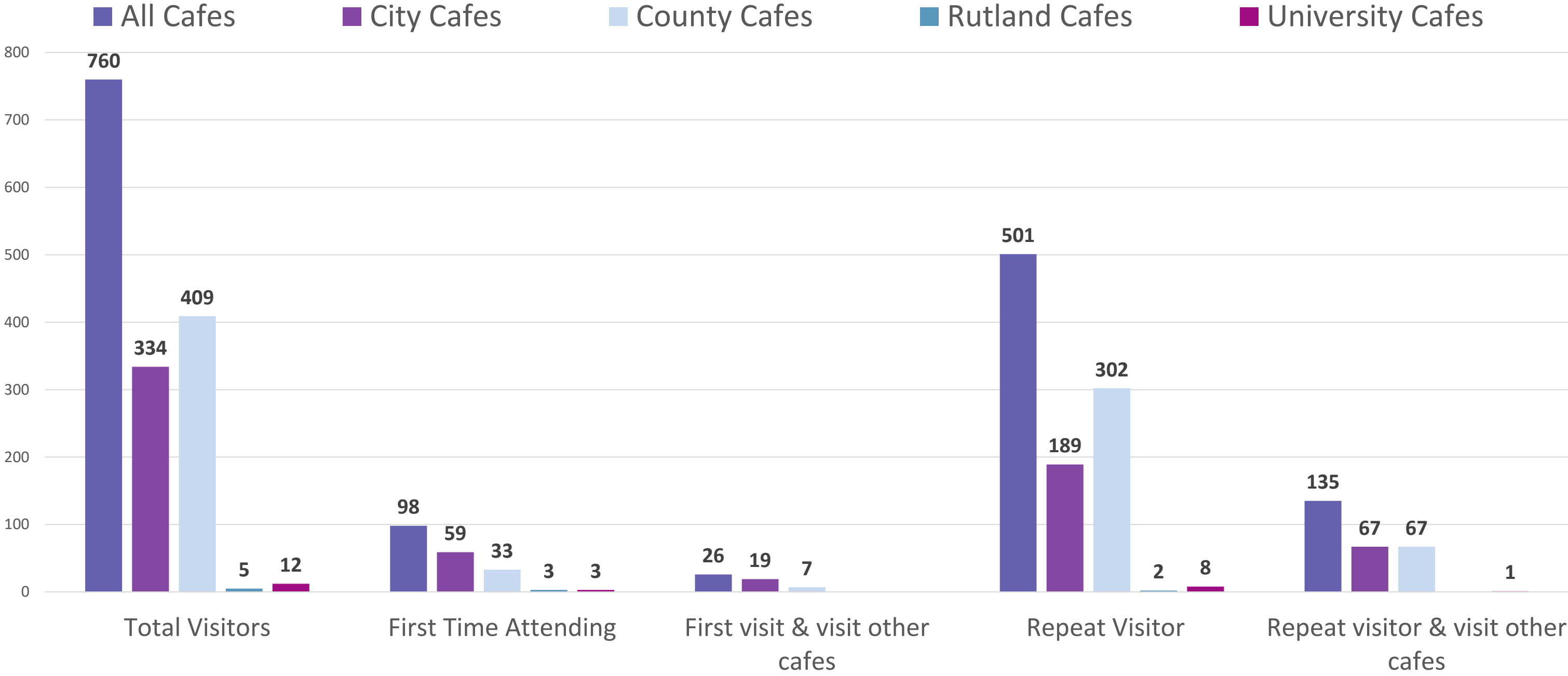


Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<div>Beaumont Leys</div> <div>9am – 12 noon</div>	<div>Highfields</div> <div>9.30am – 12.30pm</div>	<div>Thurnby Lodge</div> <div>10.30am – 1.30pm</div>	<div>Market Harborough</div> <div>10.30am – 4.30pm</div>	<div>Wigston</div> <div>9.30am - 12.30pm</div>		
<div>Wigston</div> <div>9.30am - 12.30pm</div>	<div>Saffron</div> <div>10am – 4pm</div>	<div>Hinckley</div> <div>1pm – 7pm</div>	<div>University of Leicester</div> <div>Students' only</div> <div>11am - 2pm</div>	<div>De Montfort University</div> <div>11am - 2pm</div>	<div>New Parks</div> <div>11.30am – 4.30pm</div>	<div>Braunstone</div> <div>4 – 7pm</div>
<div>Melton</div> <div>10am – 1pm</div>	<div>De Montfort University</div> <div>11am - 2pm</div>	<div>Belgrave</div> <div>2pm – 7pm</div>	<div>Syston</div> <div>12noon – 3pm</div> <div>3.30pm - 6.30pm</div>	<div>Measham</div> <div>1pm – 4pm</div>		
<div>University of Leicester</div> <div>Students' only</div> <div>11am - 2pm</div>	<div>Coalville</div> <div>10am – 1pm</div>	<div>Lutterworth</div> <div>4.30pm – 7.30pm</div>	<div>Eyres Monsell</div> <div>12noon - 3pm</div>	<div>Uppingham</div> <div>1pm – 4pm</div>		
<div>Earl Shilton</div> <div>10am – 1pm</div> <div>1.30pm – 4.30pm</div>	<div>Leicester City</div> <div>12noon – 6pm</div>		<div>New Parks</div> <div>12.30 – 5.30pm</div>	<div>Thurnby Lodge</div> <div>3pm – 6pm</div>		
<div>Lutterworth</div> <div>1.30pm – 4.30pm</div>	<div>Braunstone</div> <div>1 – 4pm</div>	<div>Eyres Monsell</div> <div>5.45pm – 8.45pm</div>	<div>Blaby</div> <div>1pm – 4pm</div>	<div>Loughborough</div> <div>4.30pm – 10.30pm</div>		
<div>Loughborough University</div> <div>6pm – 9pm</div>	<div>Measham</div> <div>4pm – 7pm</div>		<div>Coalville</div> <div>3pm – 6pm</div>	<div>Beaumont Leys</div> <div>6pm - 9pm</div>		
			<div>Highfields</div> <div>2pm – 5pm</div>			
			<div>Enderby</div> <div>4.30pm – 7.30pm</div>			
			<div>Melton</div> <div>5pm – 8pm</div>			
			<div>Oakham</div> <div>5.30pm – 8.30pm</div>			
			<div>Loughborough University</div> <div>6pm – 9pm</div>			

# Contacts

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

How people  
accessed café?



In person - 690



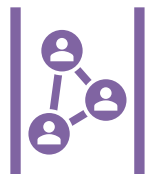
Phone - 53



Text - 12



Email – 1



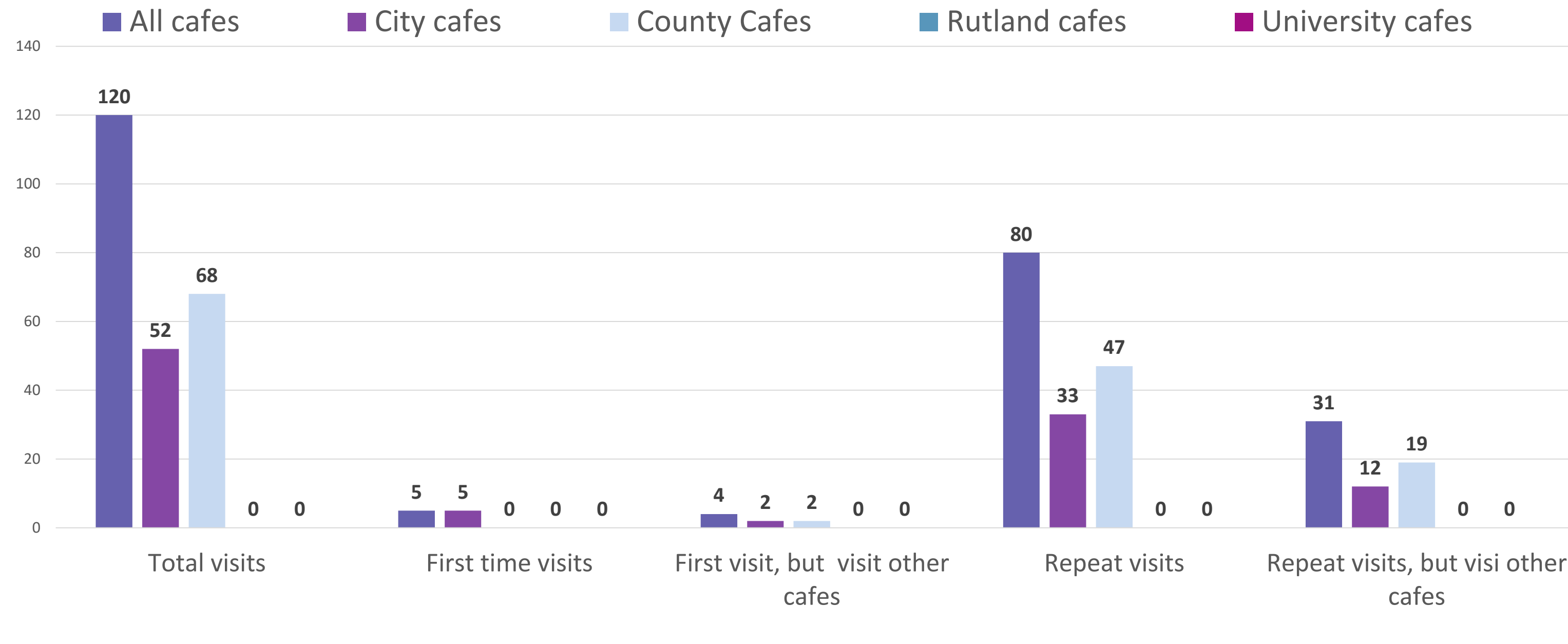
Online - 4



# Contacts (Festive Period)

**120** contacts made with Neighbourhood Mental Health Cafes across Leicester, Leicestershire & Rutland **22<sup>nd</sup> December to 31<sup>st</sup> December 2025**

How people accessed café?



Data all Neighbourhood Mental Health Cafes 22<sup>nd</sup> – 31<sup>st</sup> December 2025

\* During the Christmas period (22–31 December), all cafés were closed on Christmas Day, Boxing Day, and New Year’s Day. Across this period, 21 café sessions offered phone or online support only due to venue closures, while 28 sessions continued to run as normal.





# Neighbourhood Mental Health Café Data

(excluding University Cafes)

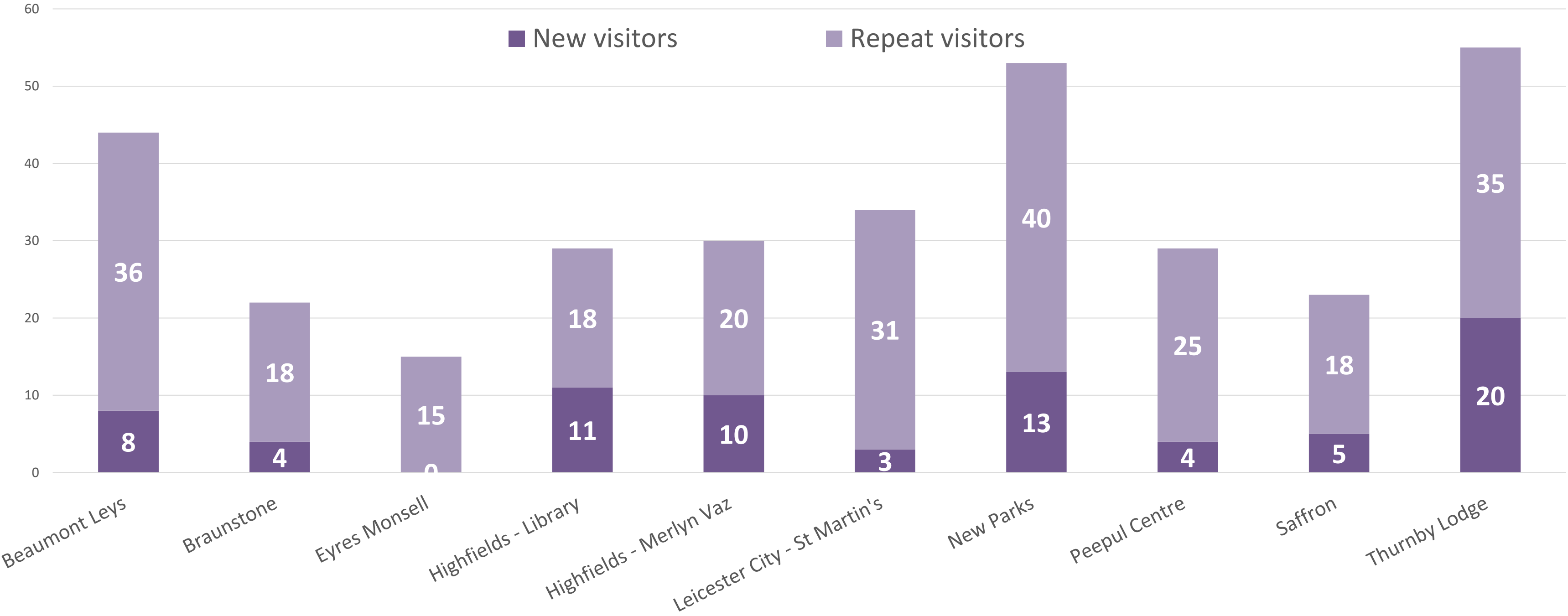


Neighbourhood  
Mental Health  
Cafés

For times when you're struggling to cope

# Café Contacts Breakdown City

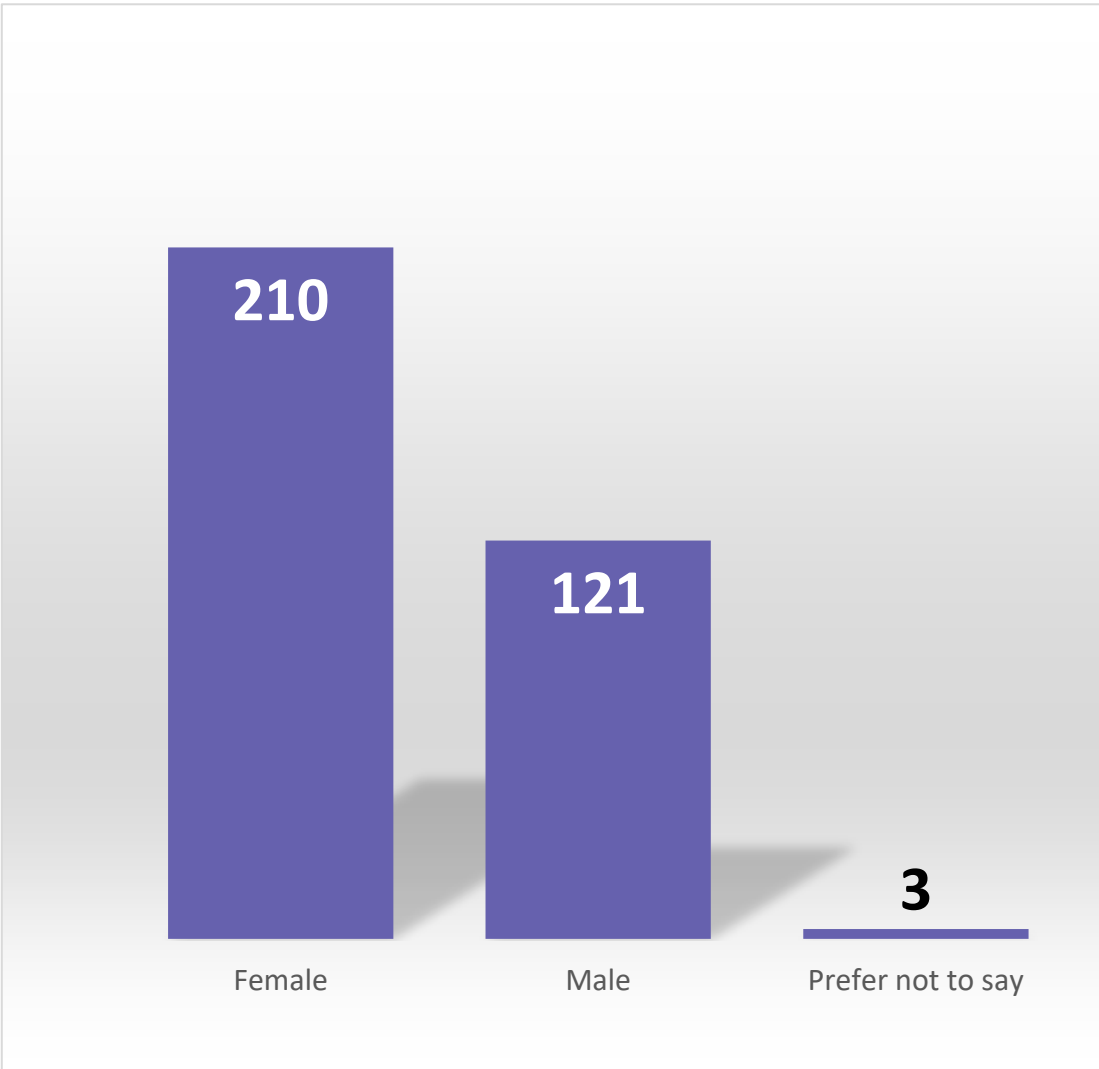
334 contacts made with City Neighbourhood Mental Health Cafes in December 2025



# Demographics- City

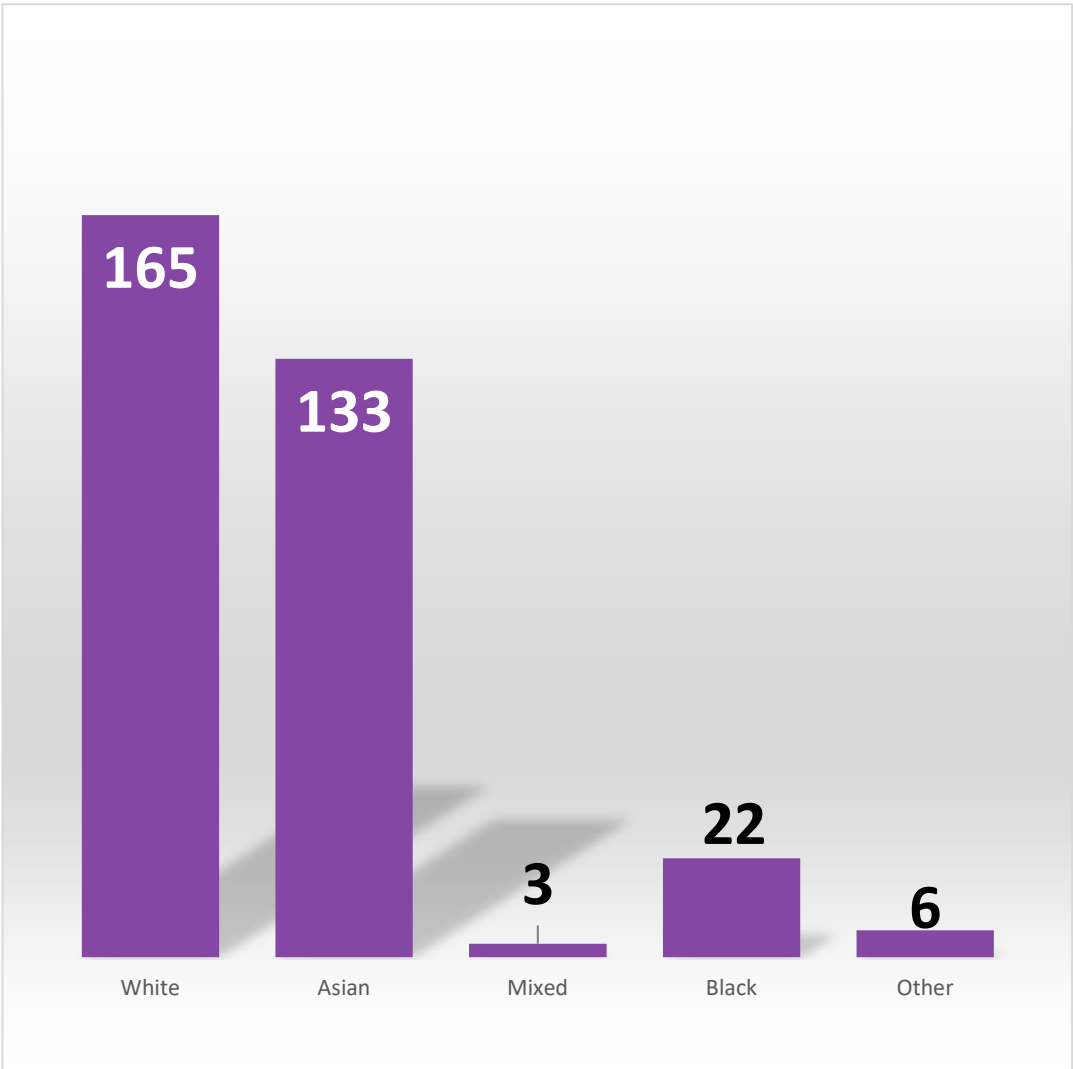
Percentage in ( ) is café prevalence so it can be compared against census demographic information.

## Gender



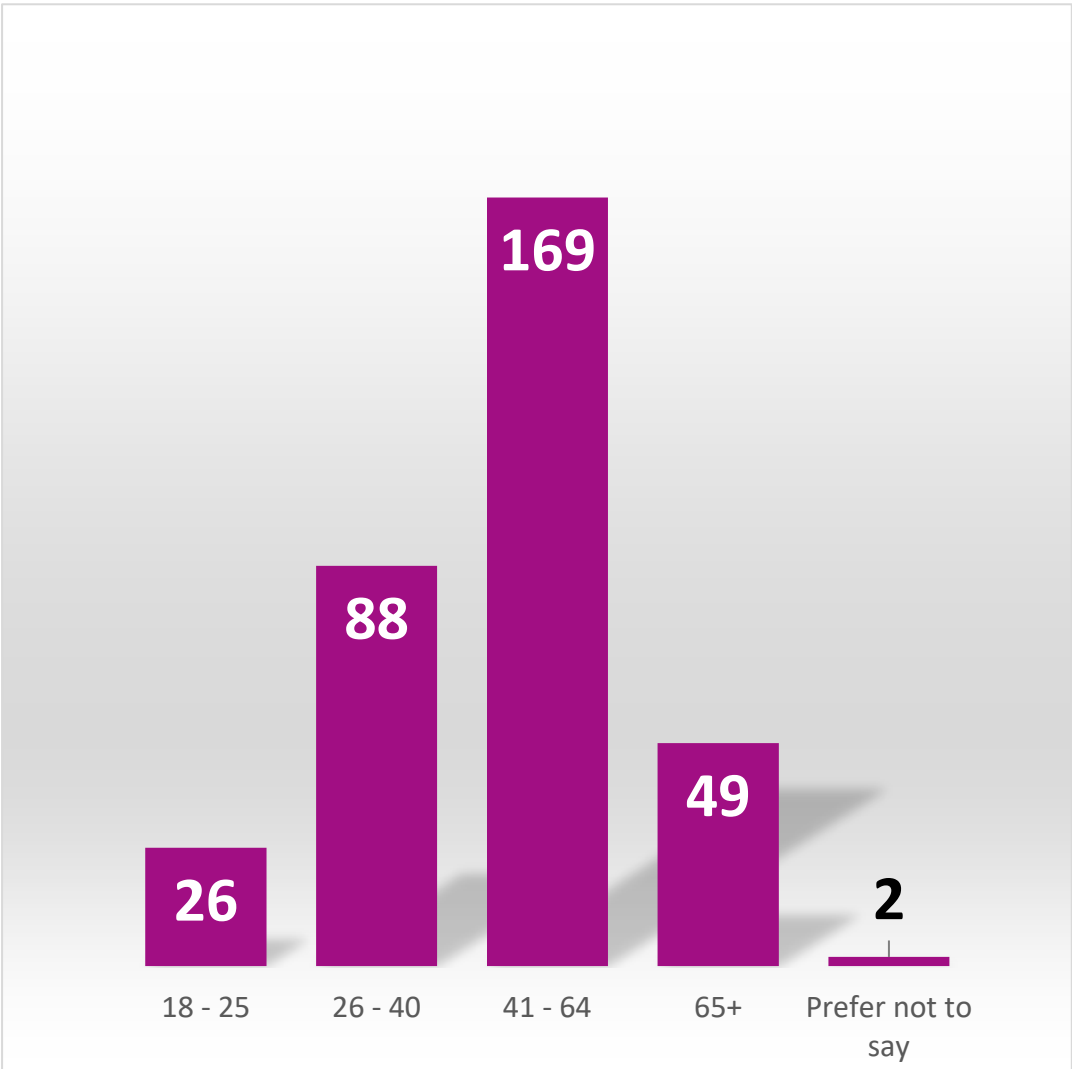
Leicester City sex comparison:  
Female – **Census 2021: 50.3% (Café: 62.87%)**  
Male– **Census 2021: 49.7% (Café: 36.22%)**

## Ethnicity



Leicester City ethnicity comparison:  
Asian, Asian British or Asian Welsh– **Census 2021: 43.4% (Café: 39.82%)**  
Black, Black British, Black Welsh, Caribbean or African – **Census 2021: 7.8% (Café: 6.58%)**  
Mixed or Multiple ethnic groups– **Census 2021 3.8% (Café: 0.89%)**  
White – **Census 2021: 40.9% (Café: 49.40%)**  
Other ethnic group – **Census 2021: 4.1% (Café: 1.79%)**

## Age



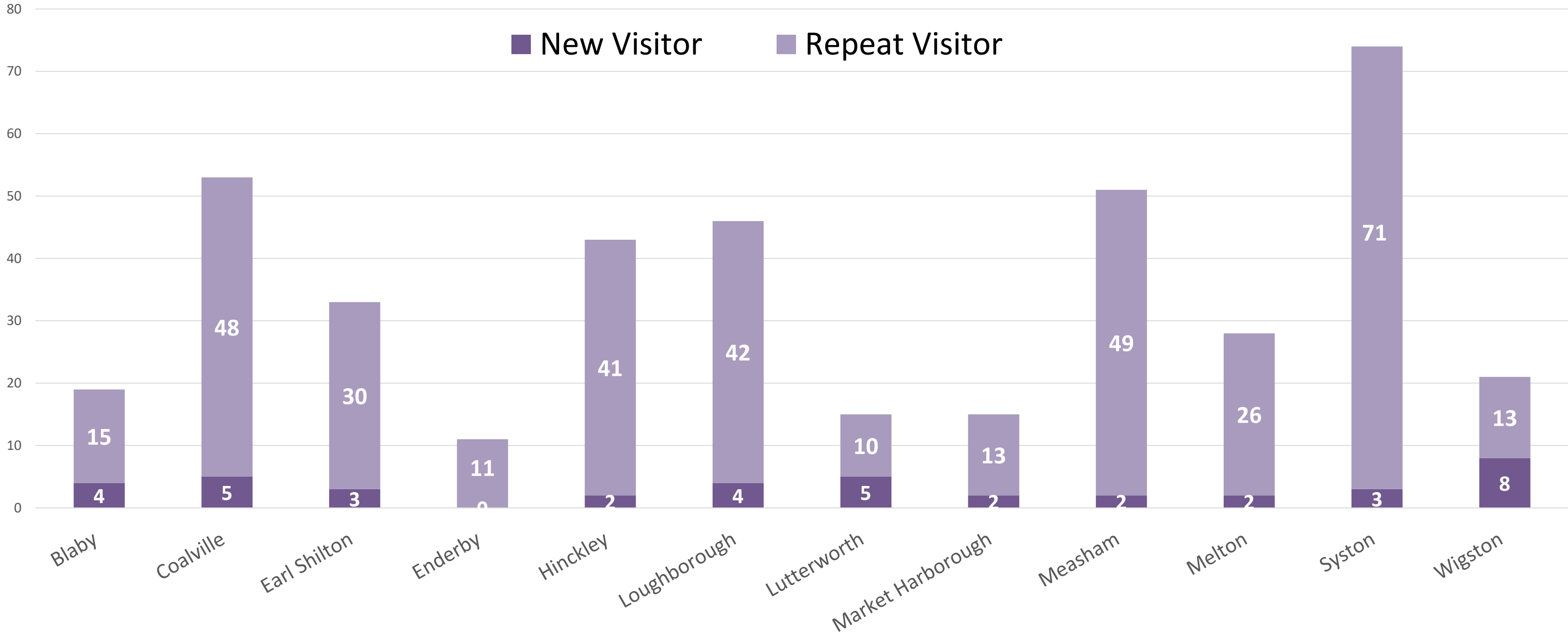
Leicester City age comparison :  
5–14 year olds – **Census 2021: 27.2%**  
20–24 year olds – **Census 2021: 9.7% (Café: 7.78%)**  
25–39 year olds – **Census 2021: 22.6% (Café: 26.34%)**  
40–64 year olds – **Census 2021: 28.6% (Café: 50.59%)**  
65+ year olds – **Census 2021: 11.9% (Café: 14.67%)**





# Café Contacts Breakdown County

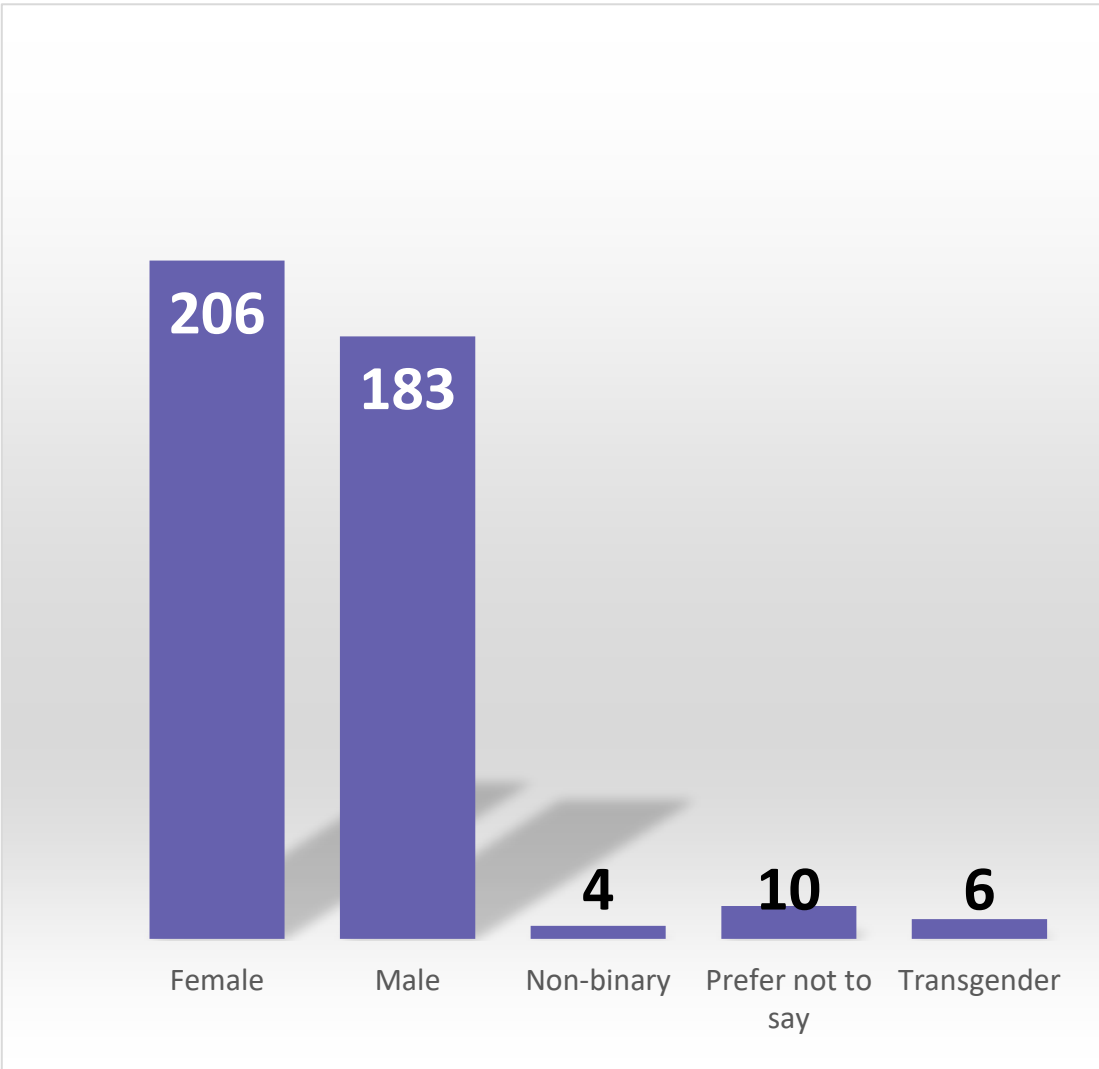
409 contacts made with County Neighbourhood Mental Health Cafes in December 2025



# Demographics- County

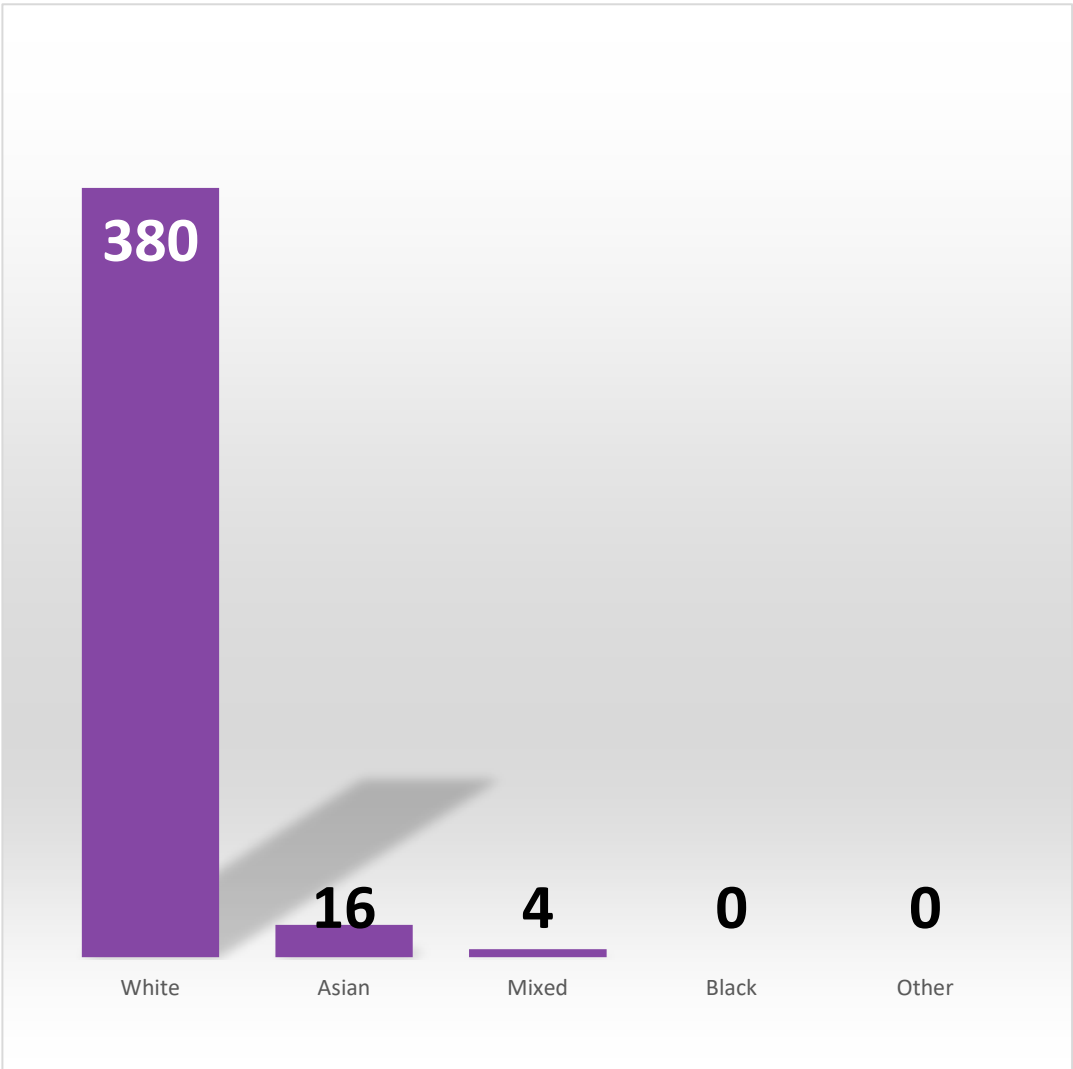
Percentage in ( ) is café prevalence so it can be compared against census demographic information.

## Gender



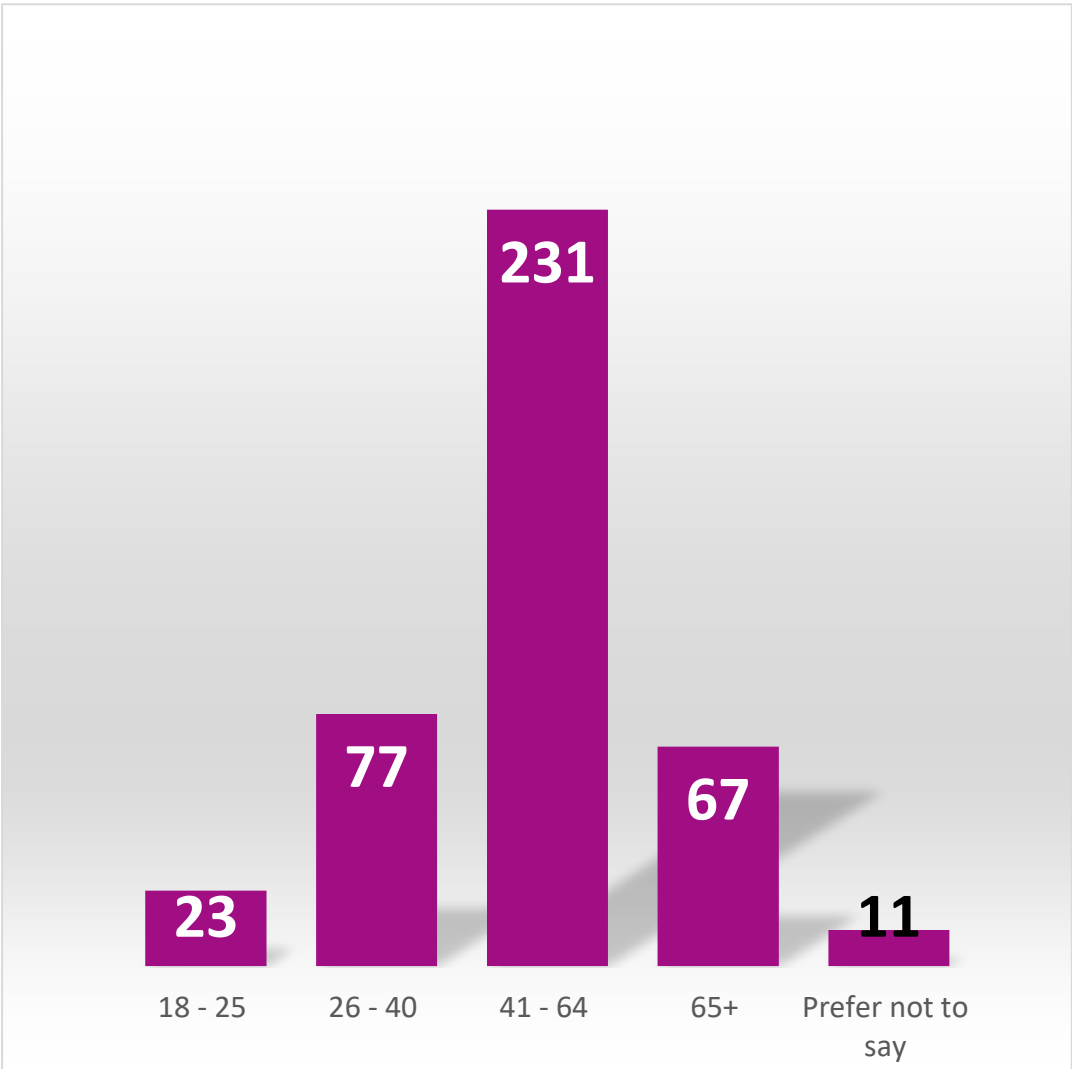
Leicestershire sex comparison:  
Female – **Census 2021: 50. 6% (Café: 50.36%)**  
Male– **Census 2021: 49. 4% (Café: 44.74%)**

## Ethnicity



Leicestershire ethnicity comparison:  
Asian, Asian British or Asian Welsh– **Census 2021: 8% (Café: 3.91%)**  
Black, Black British, Black Welsh, Caribbean or African – **1% (Café:0%)**  
Mixed or Multiple ethnic groups– **3.8% (Café: 0.97%)**  
White – **88% (Café: 92.90%)**  
Other ethnic group – **4.1% (Café: 0%)**

## Age

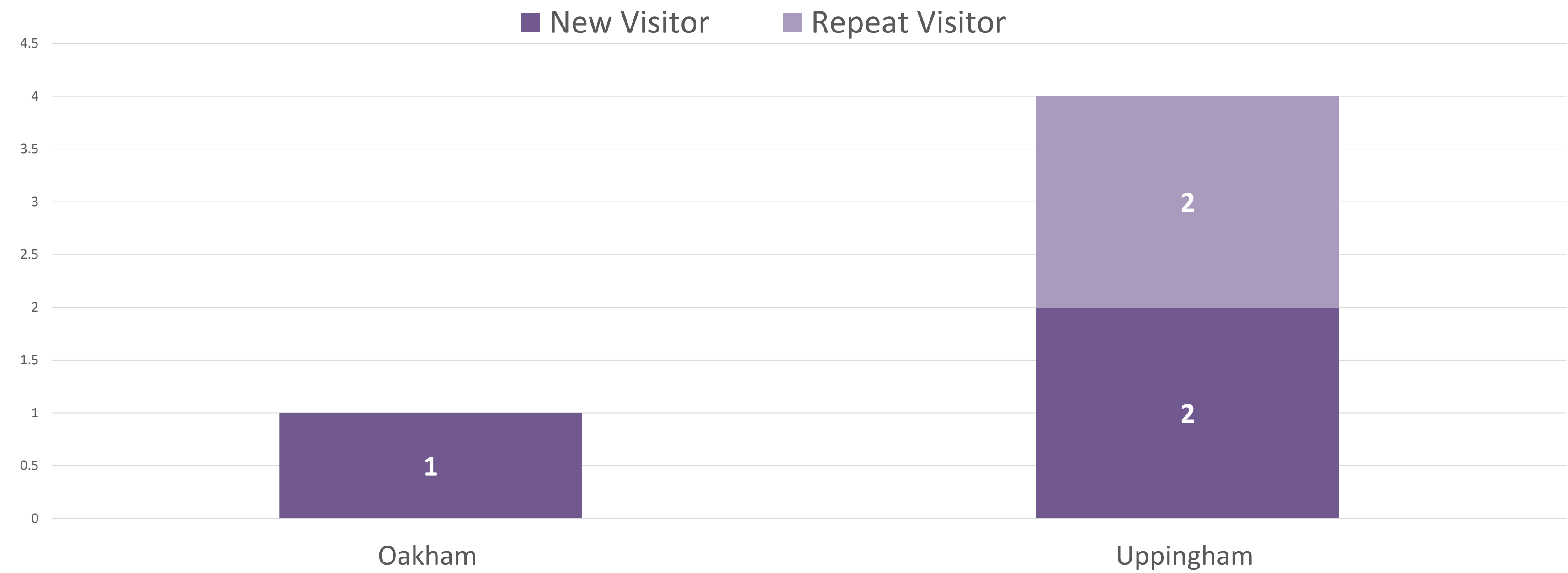


Leicestershire age comparison :  
5–14 year olds – **Census 2021: 22.4%**  
20–24 year olds – **Census 2021: 5.7% (Café: 5.62%)**  
25–39 year olds – **Census 2021: 18.1% (Café: 18.82%)**  
40–64 year olds – **Census 2021: 32.7% (Café: 56.47%)**  
65+ year olds – **Census 2021: 21.1% (Café: 16.38%)**



# Café Contacts Breakdown Rutland

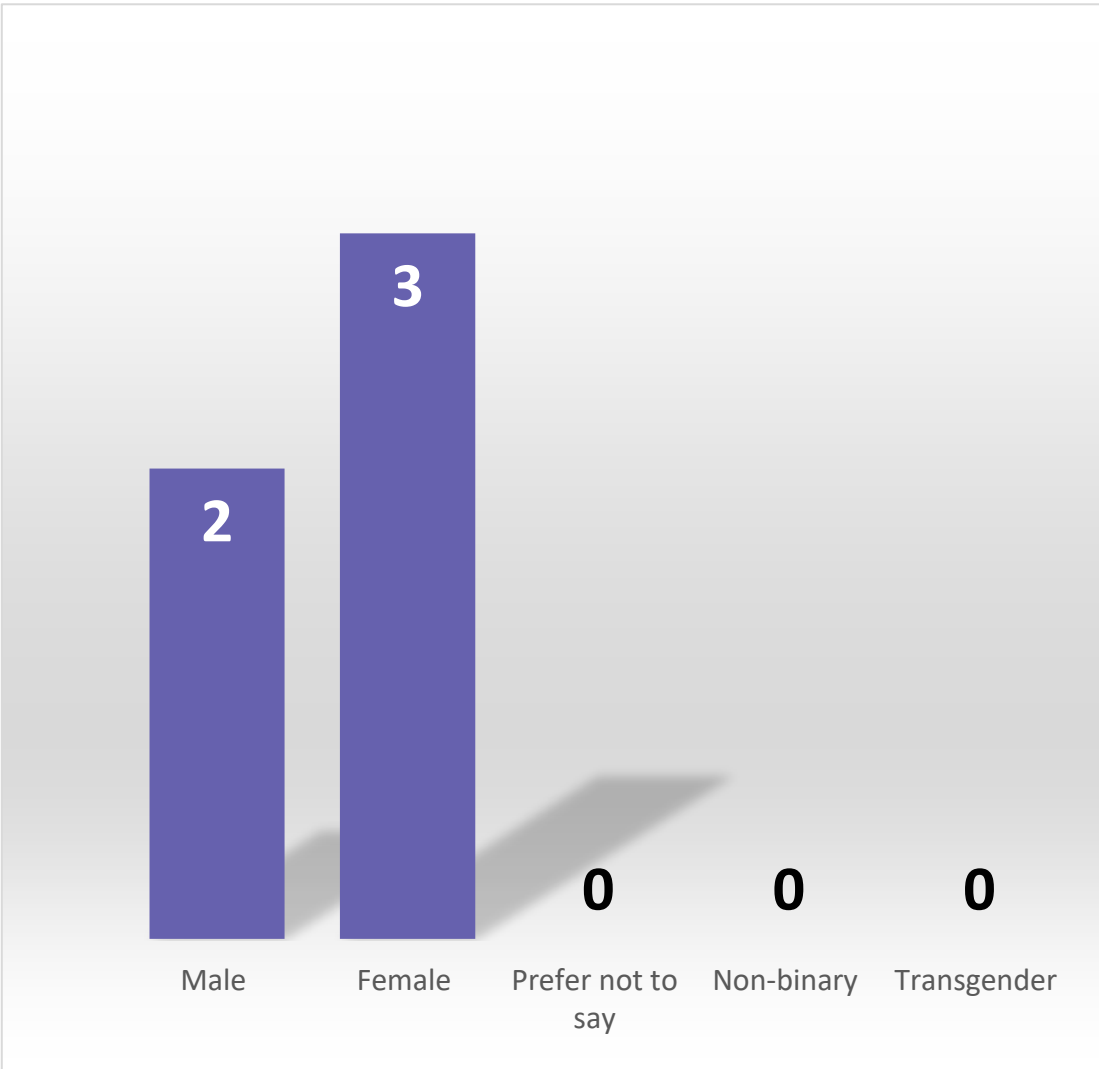
5 contacts made with County Neighbourhood Mental Health Cafes in December 2025



# Demographics- Rutland

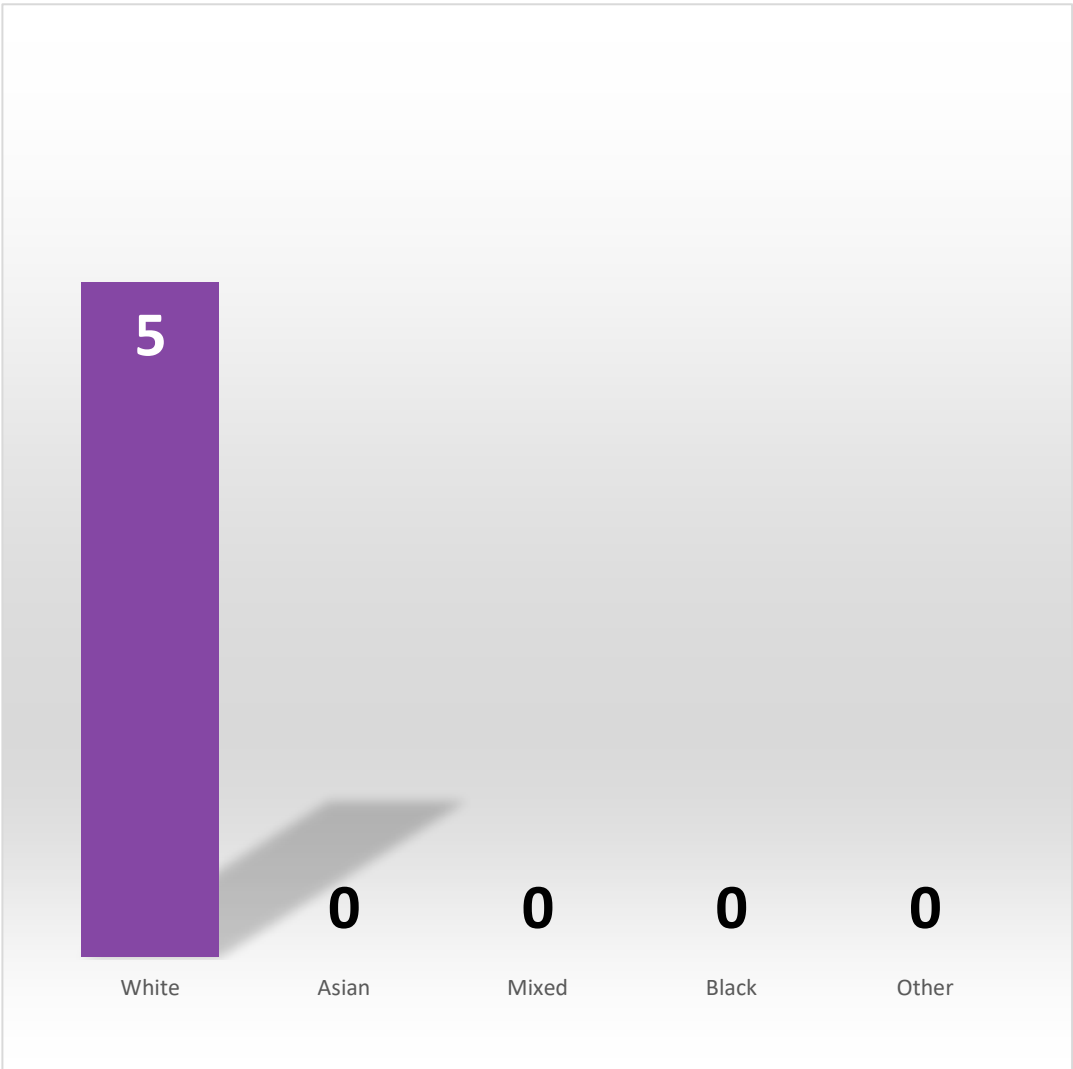
Percentage in ( ) is café prevalence so it can be compared against census demographic information.

## Gender



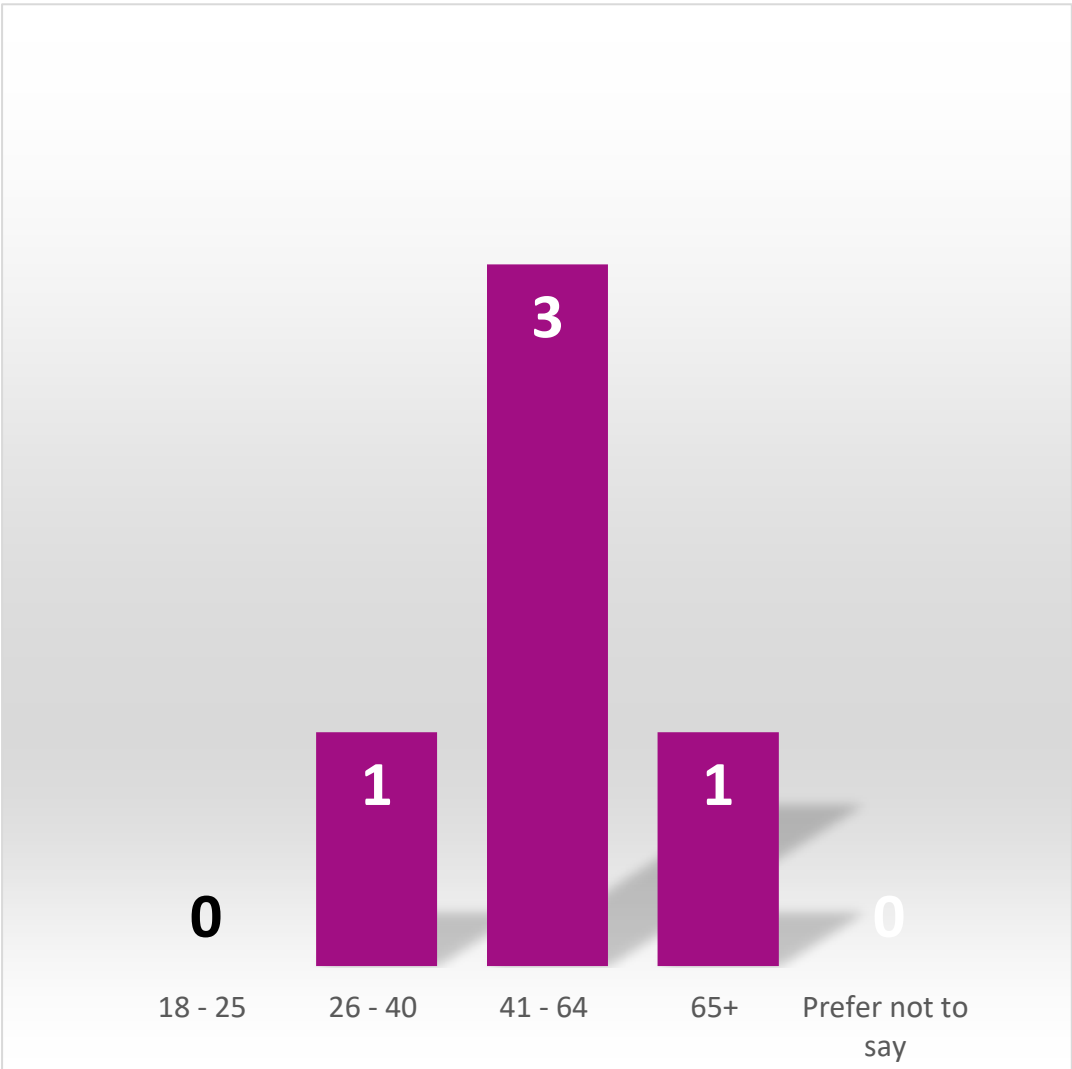
Rutland sex comparison:  
Female – **Census 2021: 48.7% (Café: 60%)**  
Male– **Census 2021: 51.3% (Café: 40%)**

## Ethnicity



Rutland ethnicity comparison:  
Asian, Asian British or Asian Welsh– **Census 2021: 1.5% (Café: 0%)**  
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%)**

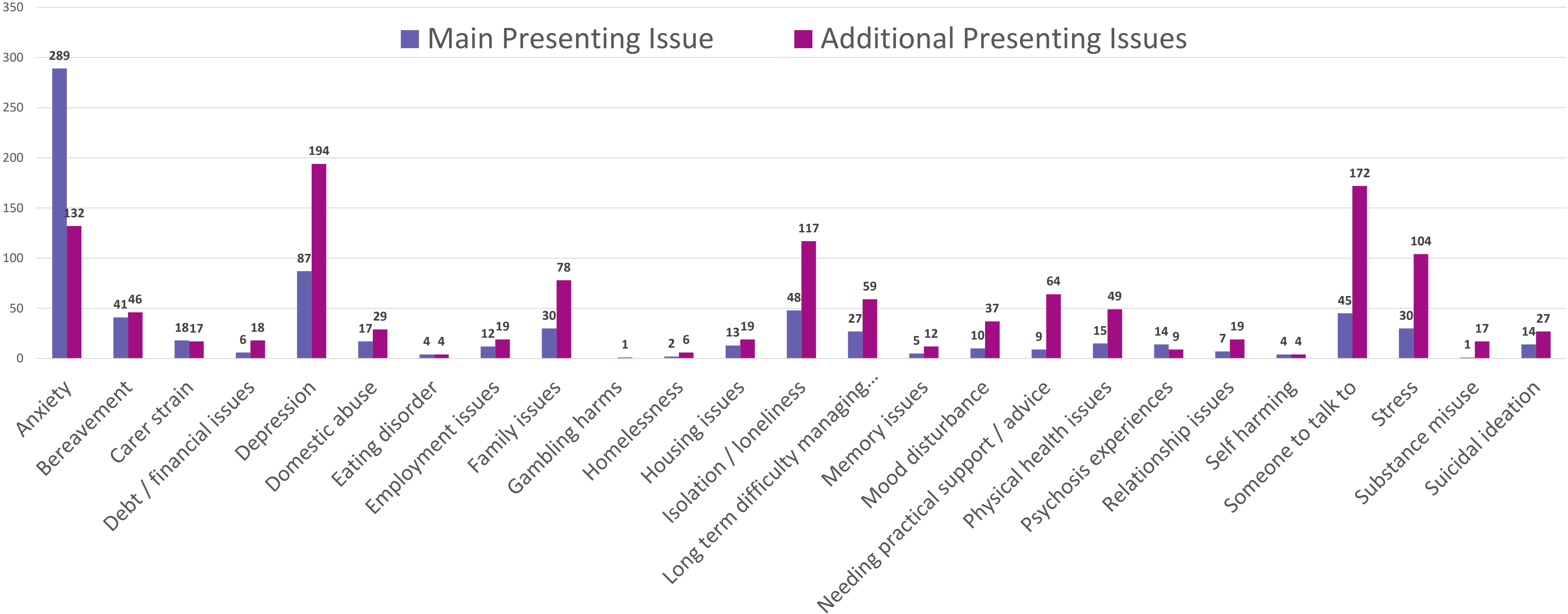
## Age



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: 20%)**  
40–64 year olds – **Census 2021: 32.7% (Café: 60%)**  
65+ year olds – **Census 2021: 25.6% (Café: 20%)**



# Presenting Issues



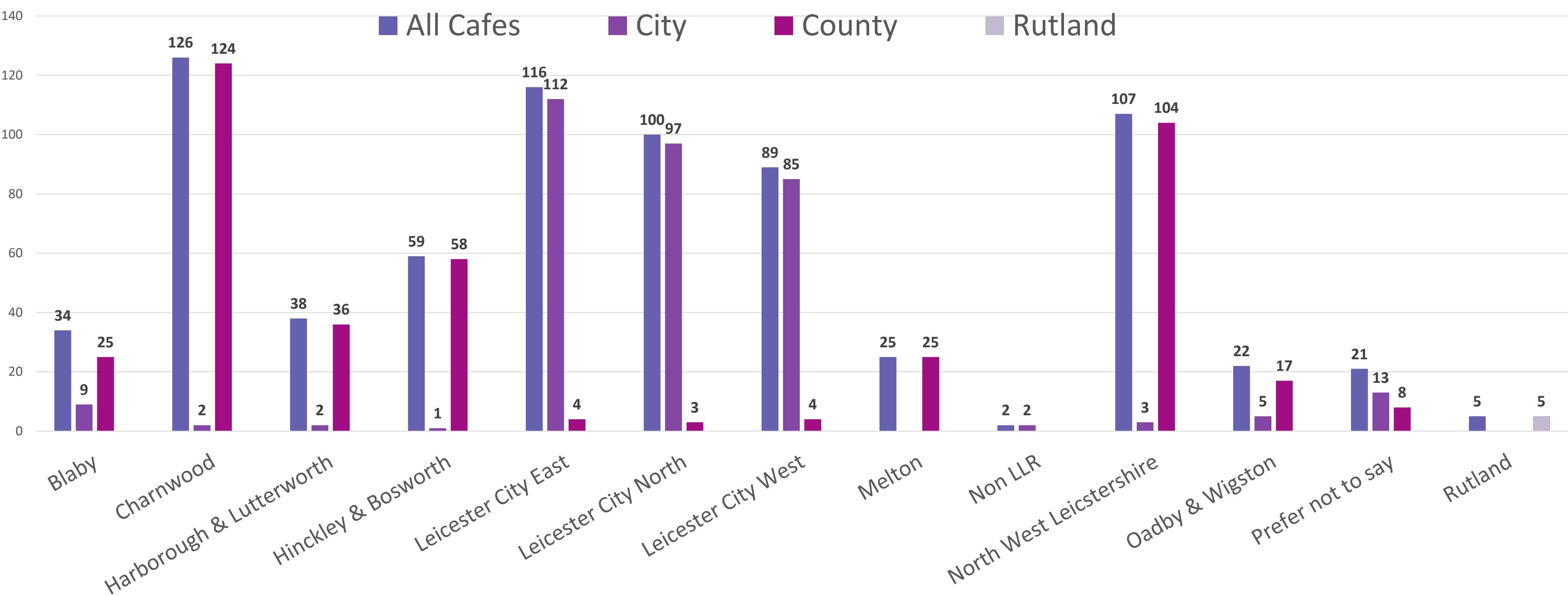
Data for all Neighbourhood Mental Health Cafes December 2025 (excluding universities)

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





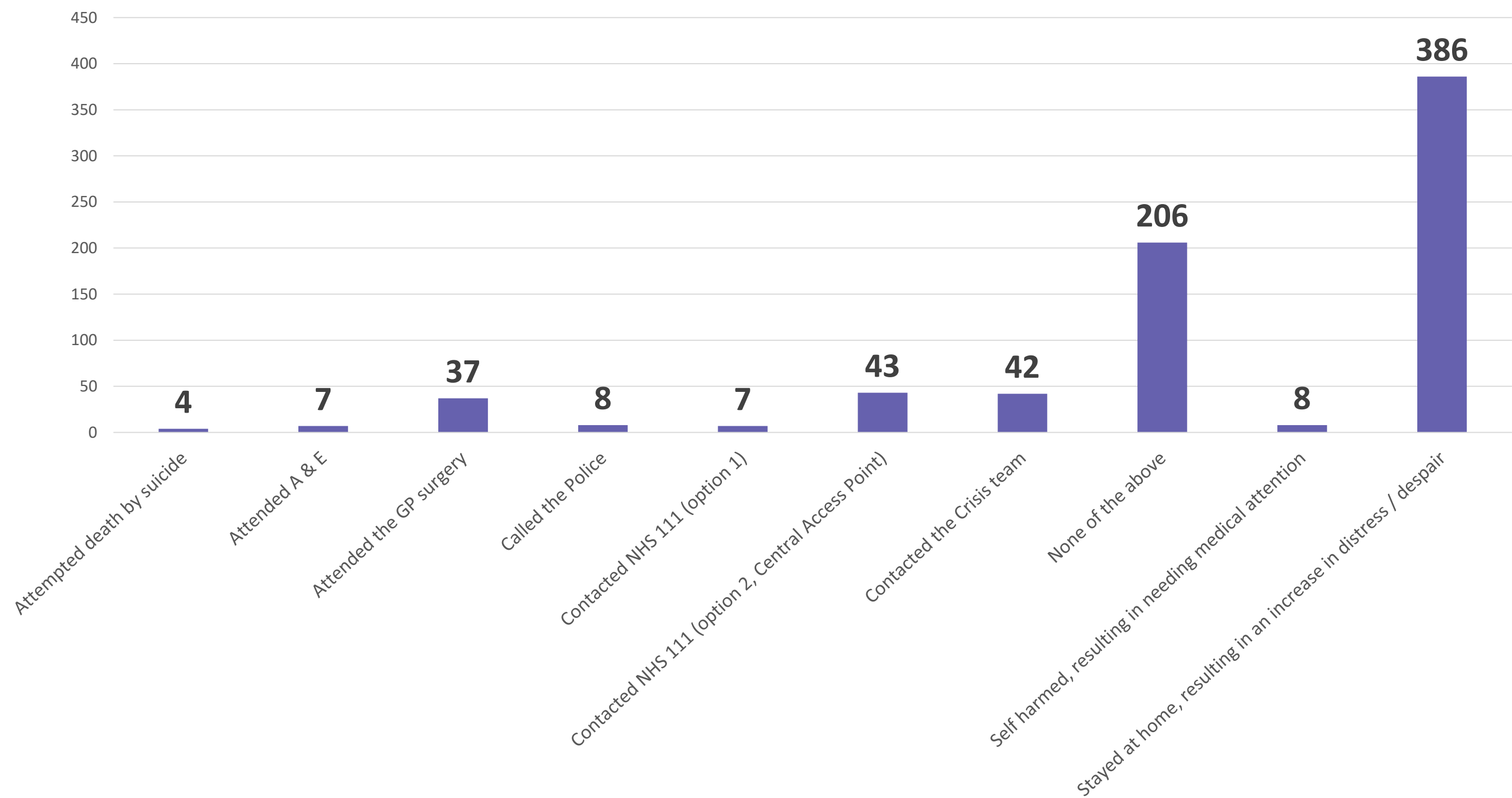
# To visit the café people travelled from...



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



# Attended Café instead of...



## 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** - £0

**A&E** – £959

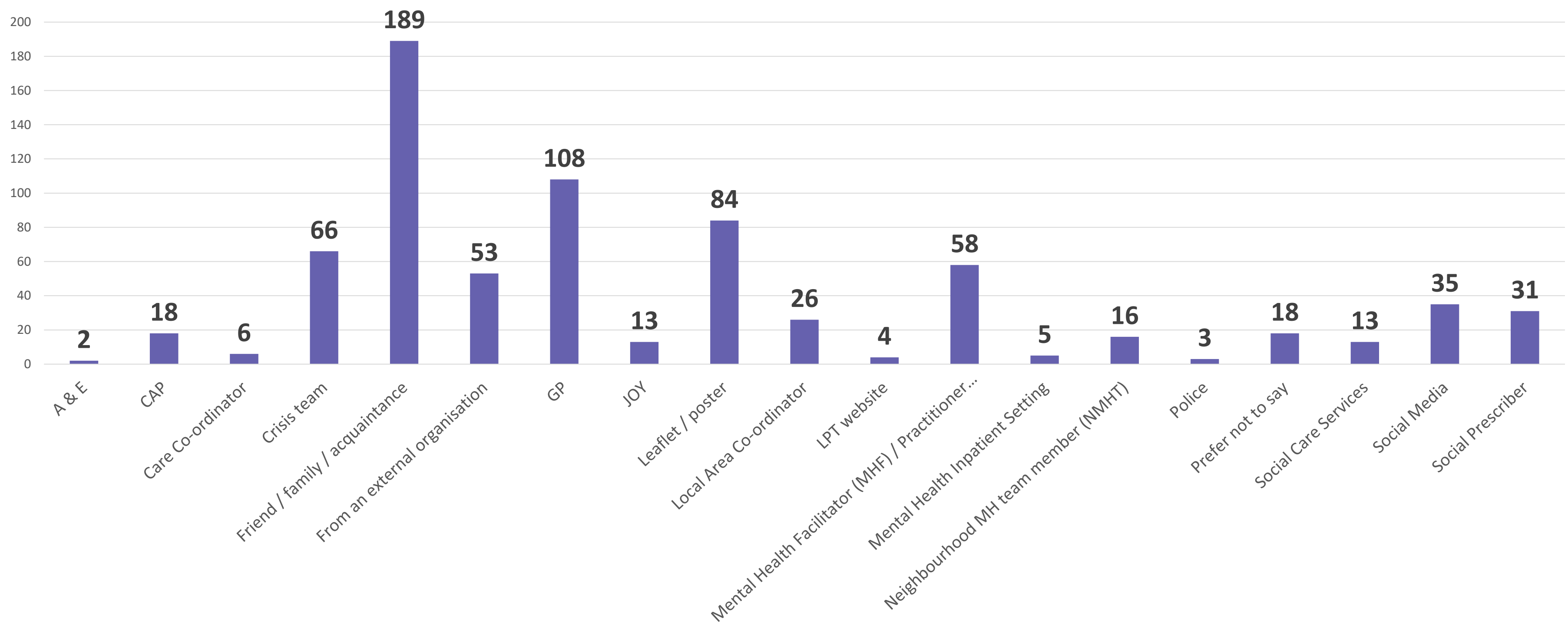
**Ambulance** - £0

**GP appointment** - £1,813

*Excluding, Crisis Team, 111 calls)*



# How individual heard about the cafe...

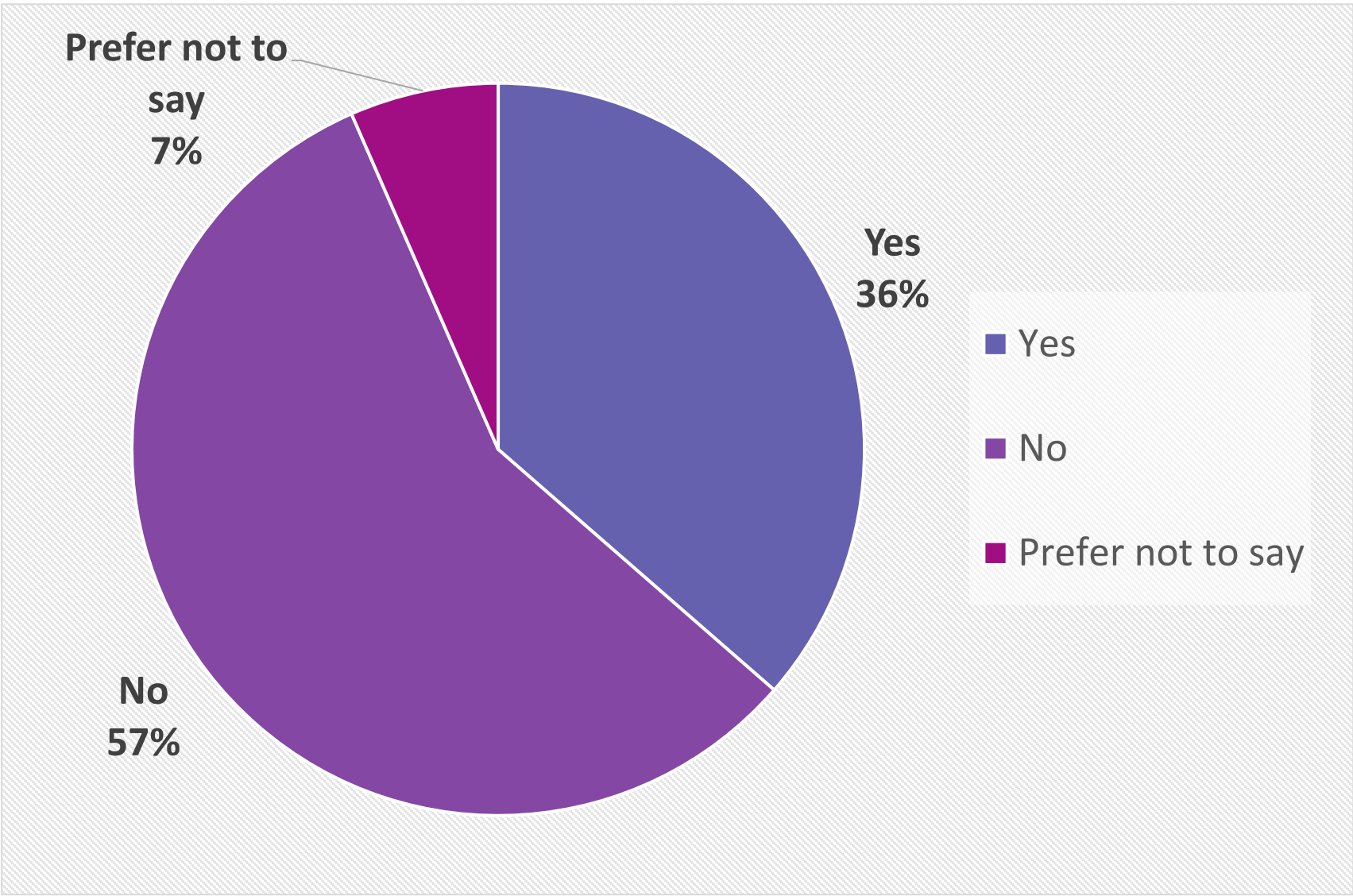


Data for all   Neighbourhood   Mental Health Cafes December 2025 (excluding universities)

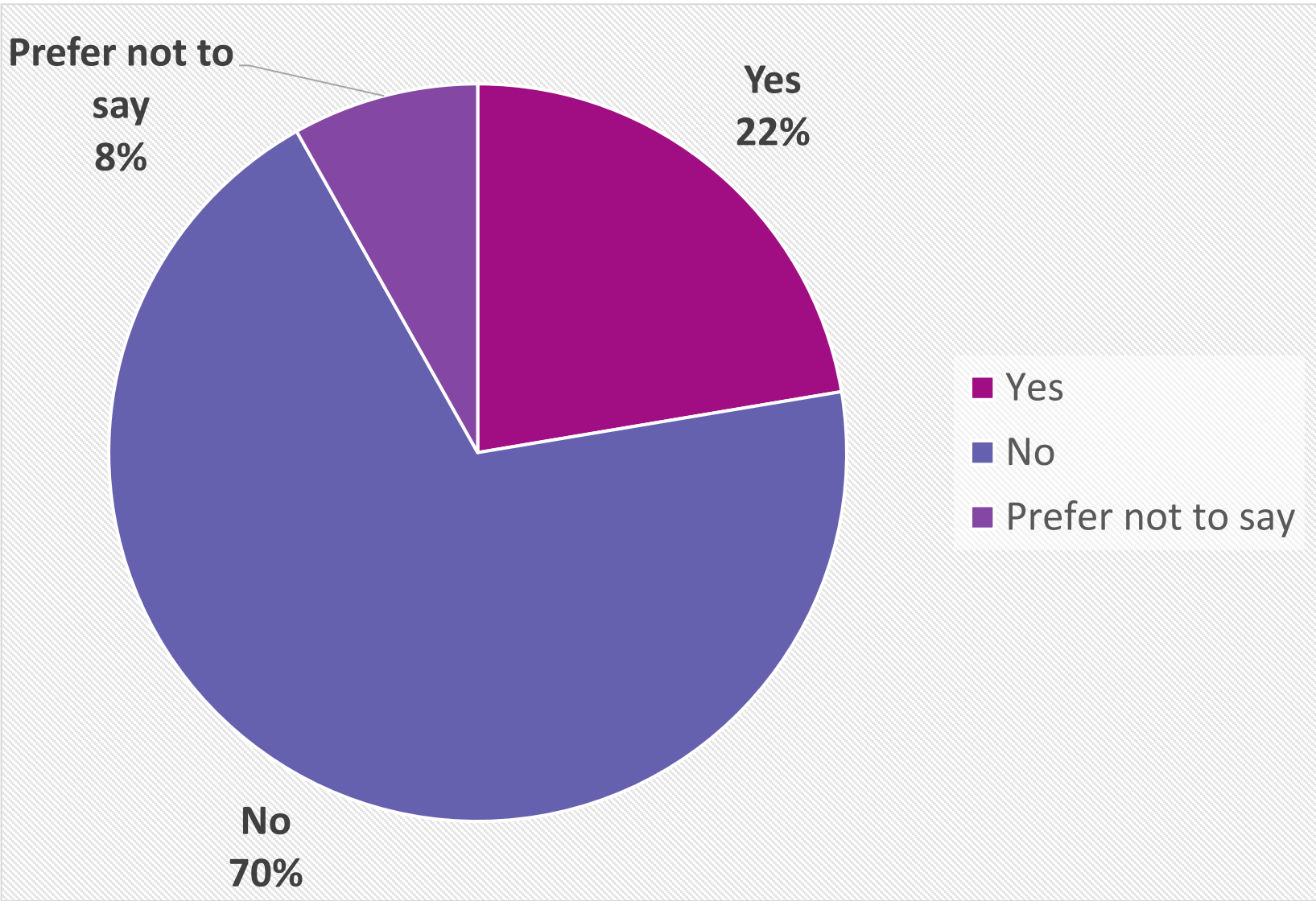


# Demographics

Do you consider yourself to have a disability?



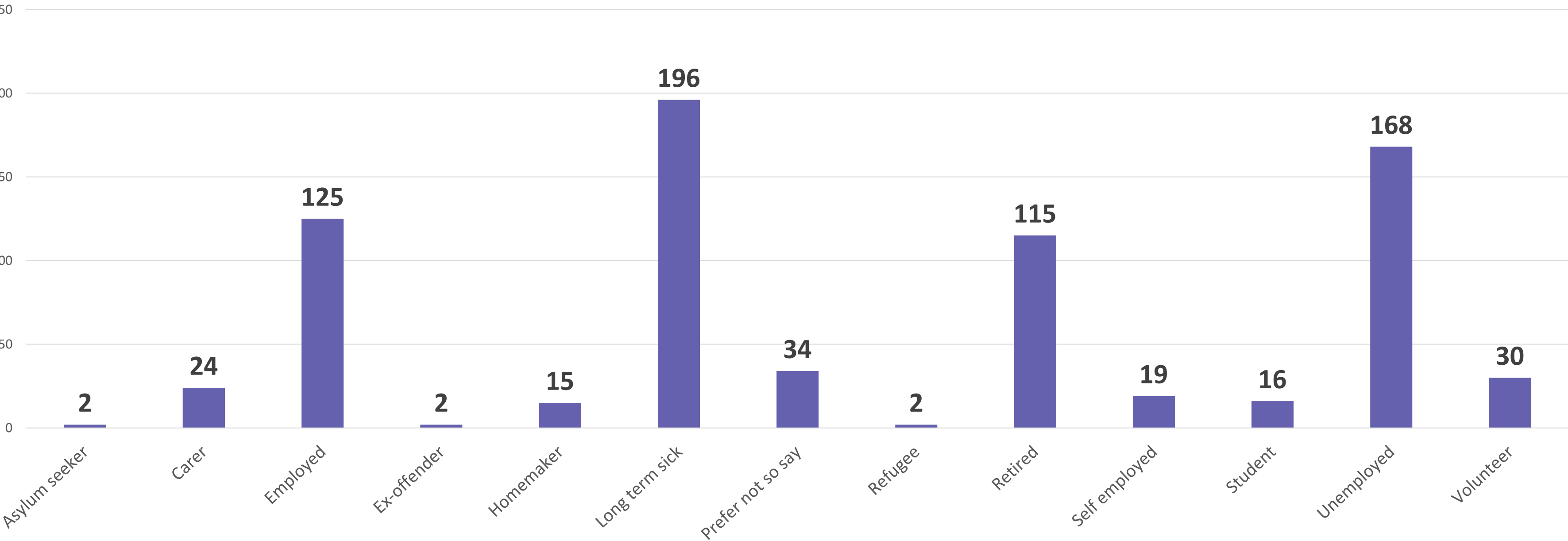
Do you consider yourself neurodivergent?



If yes...  
61 individuals – ADHD  
69 individuals – Autism (including Aspergers Syndrome)  
21 individuals – Other



# Demographics

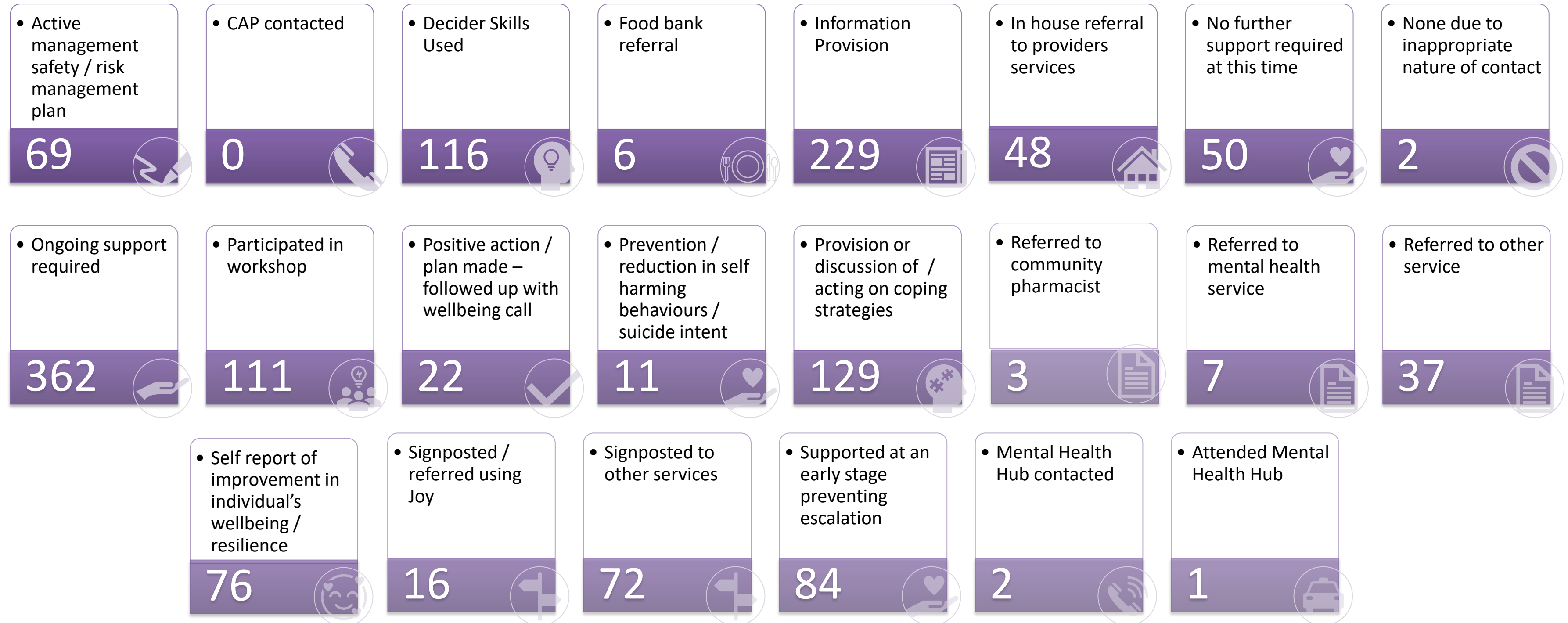


Data for all Neighbourhood Mental Health Cafes December 2025 (excluding universities)





# Main outcome for individuals attending



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

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



# Outputs for individuals attending

203 people  
received 1:1 support

313 people accessed  
group/social support

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



# University Mental Health Café Data

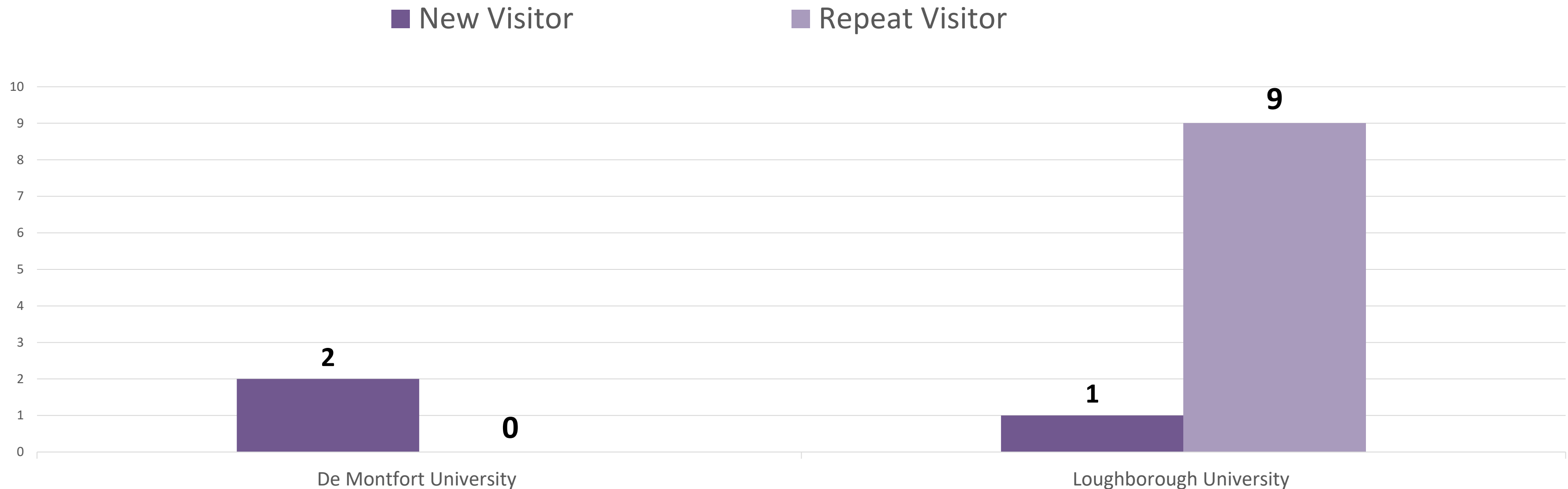


Neighbourhood  
Mental Health  
Cafés

For times when you're struggling to cope

# University Café Contacts Breakdown

12 Café visits with University Mental Health Cafes in December 2025

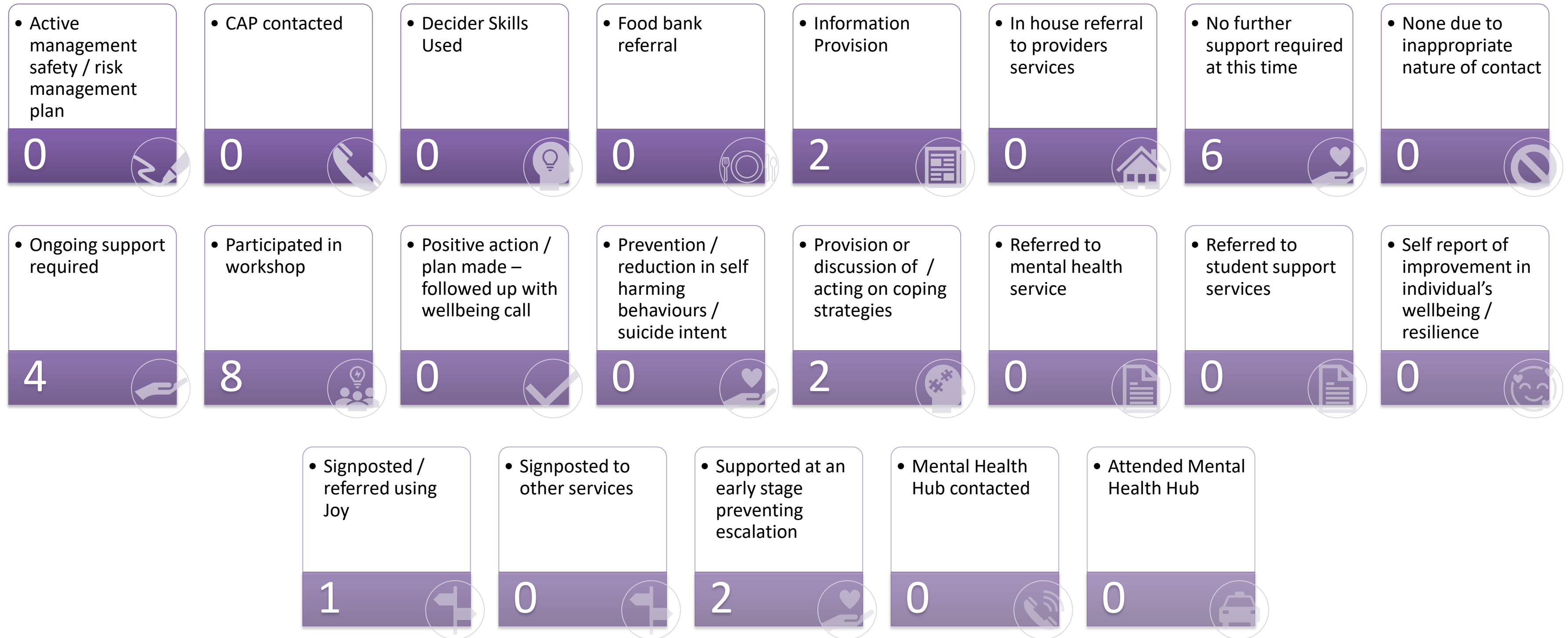


Data for December 2025 – University Mental Health Cafes Only

University of Leicester opening beginning December 25



# Main outcome for individuals attending



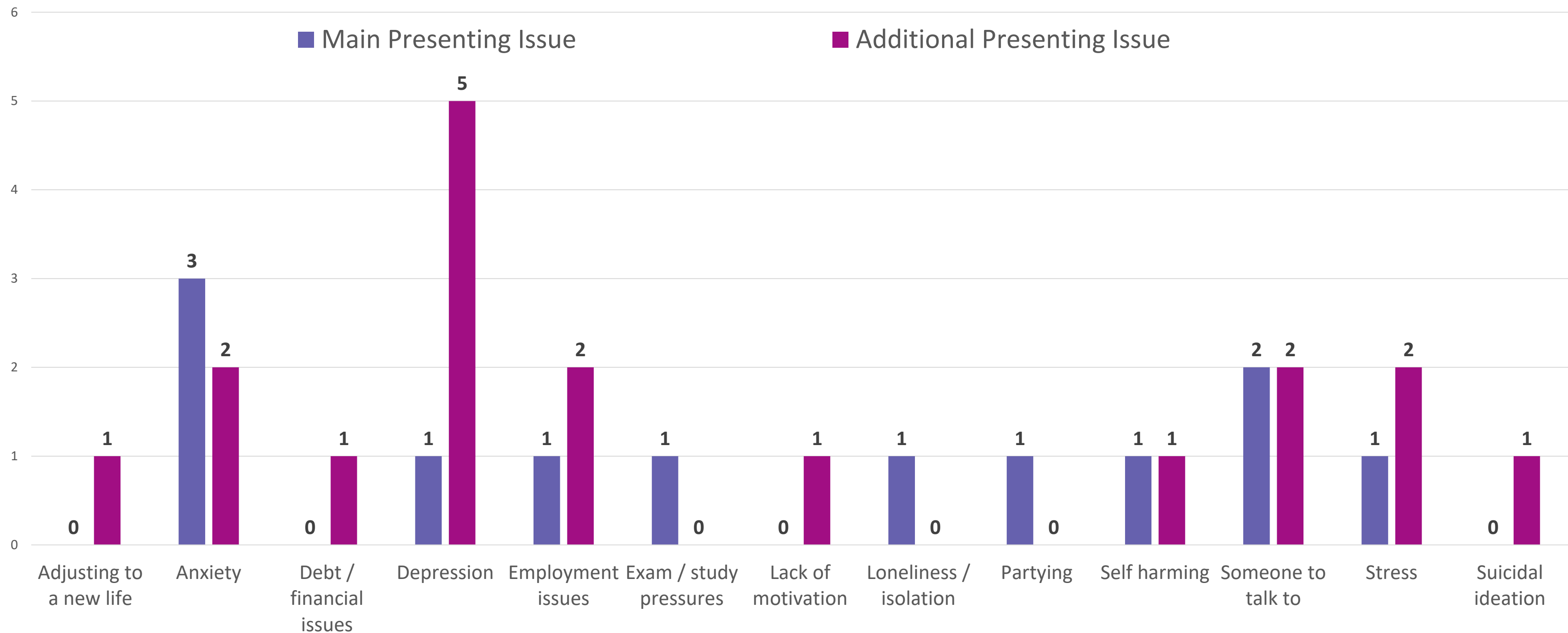
Data for University    Neighbourhood    Mental Health Cafes December 2025

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





# Presenting Issues



Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



# Attended Café instead of...

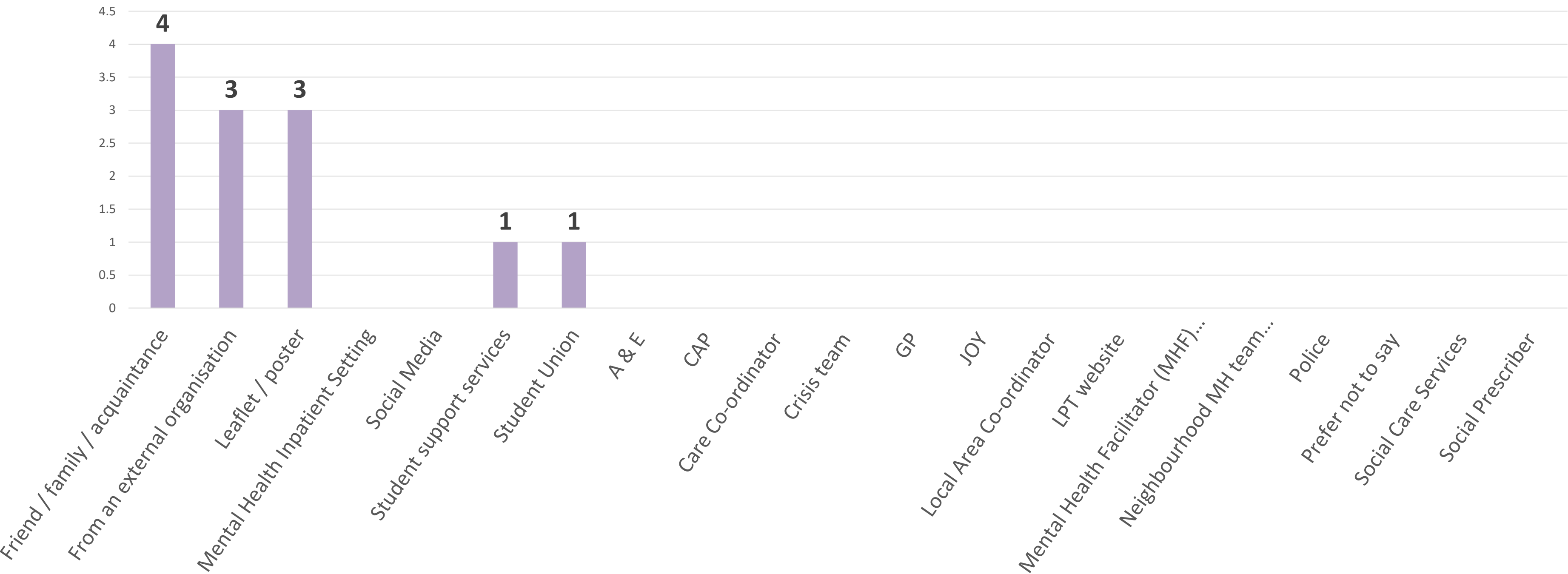


Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



# How individual heard about the cafe...



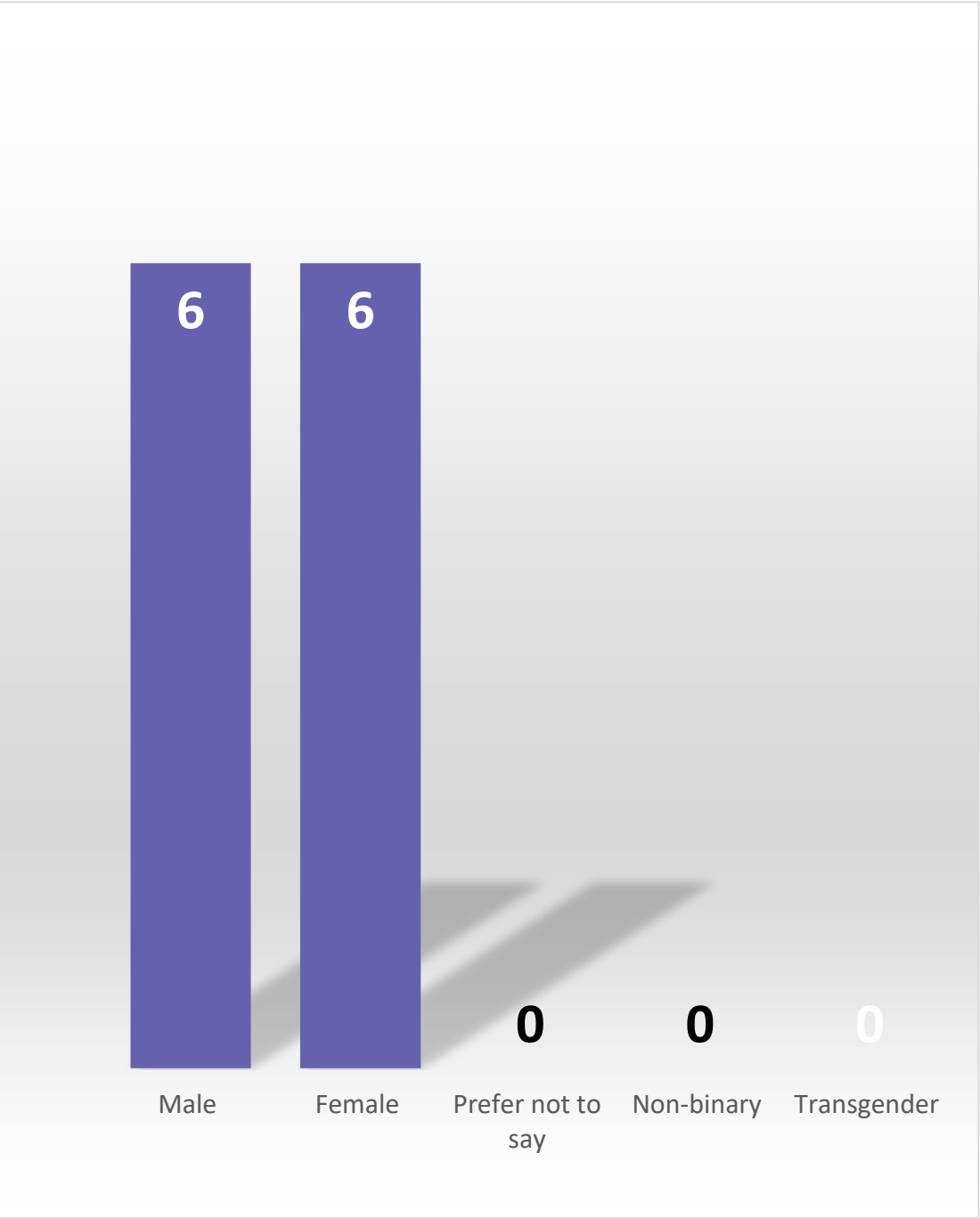
Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts

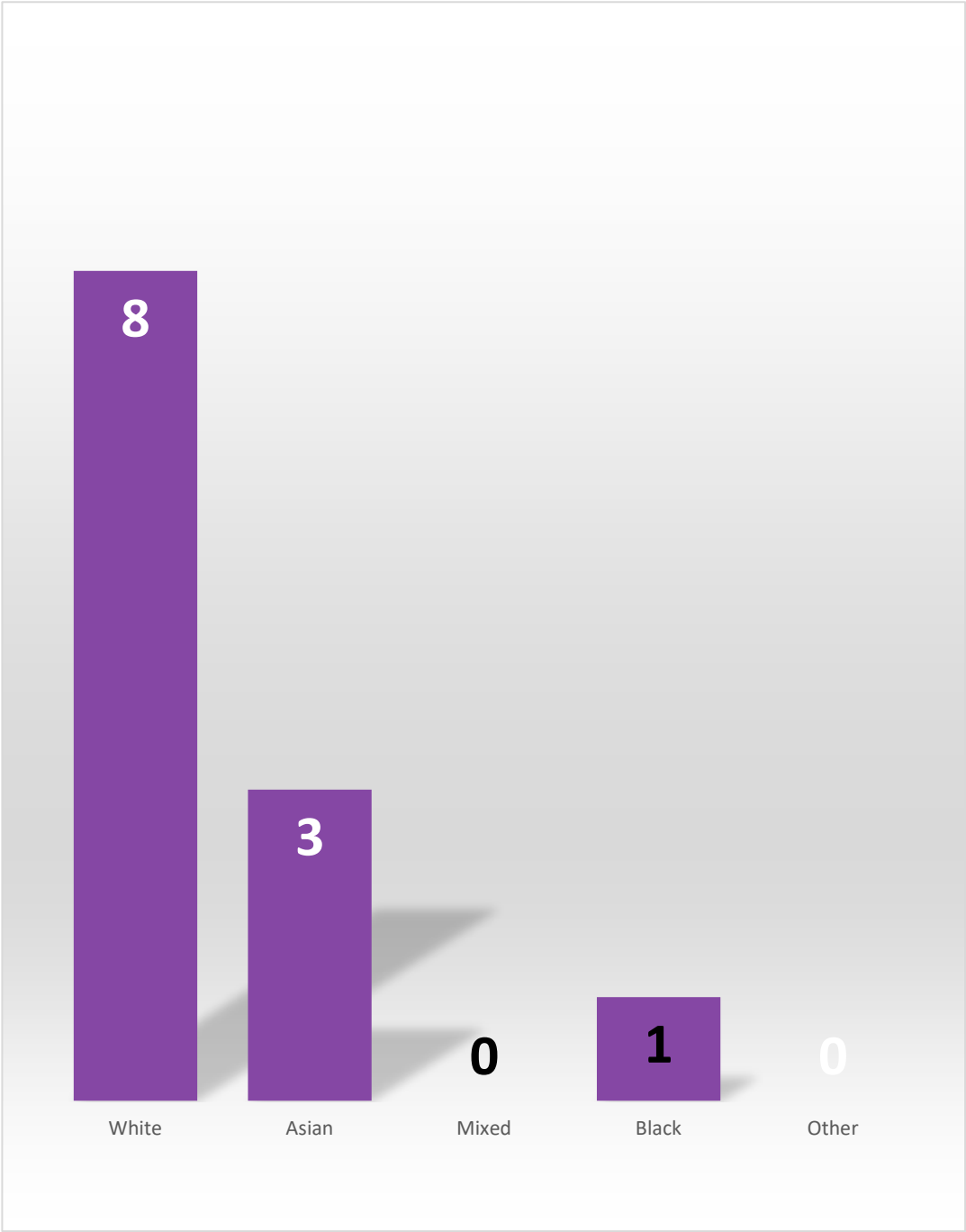


# Demographics

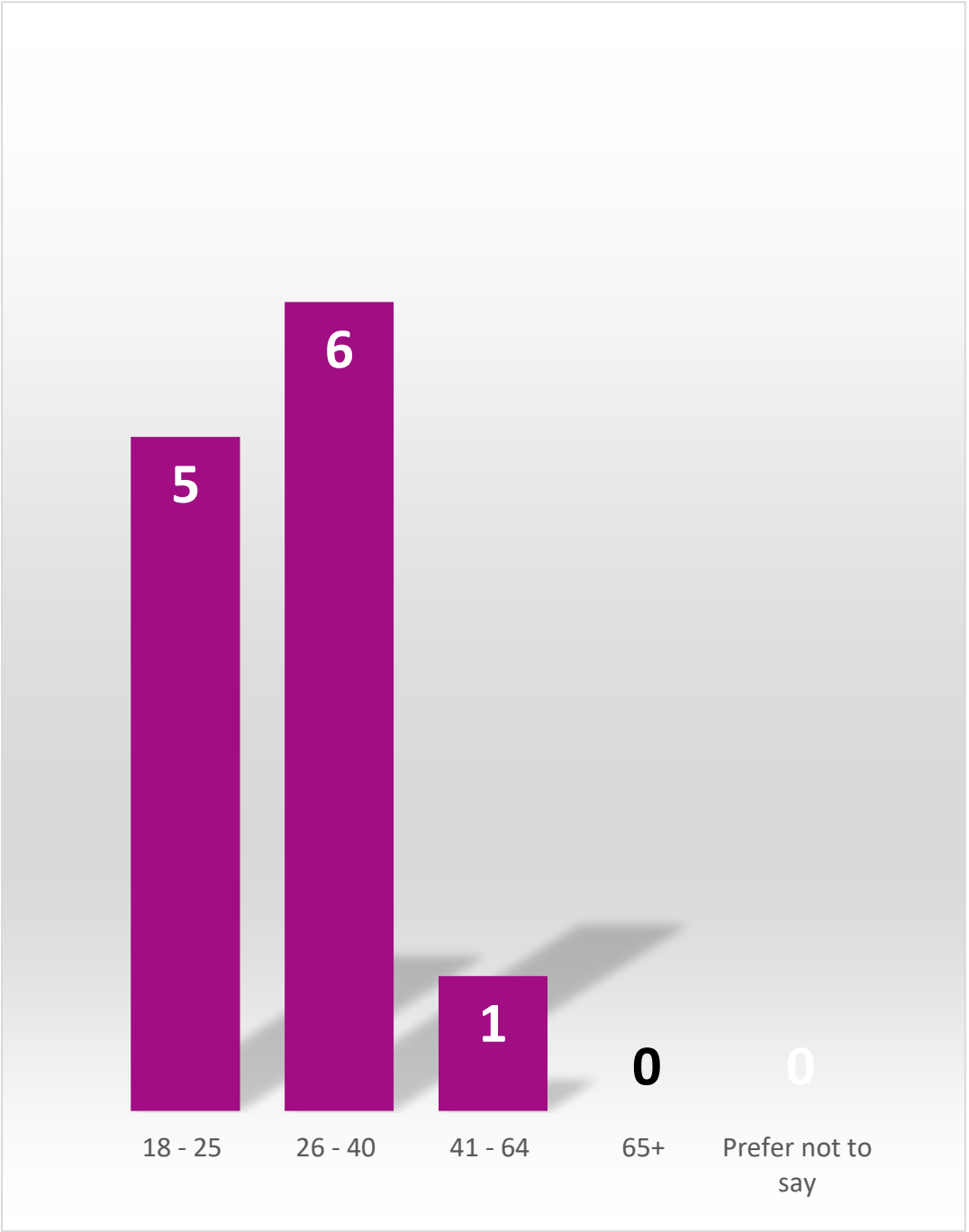
Gender



Ethnicity



Age



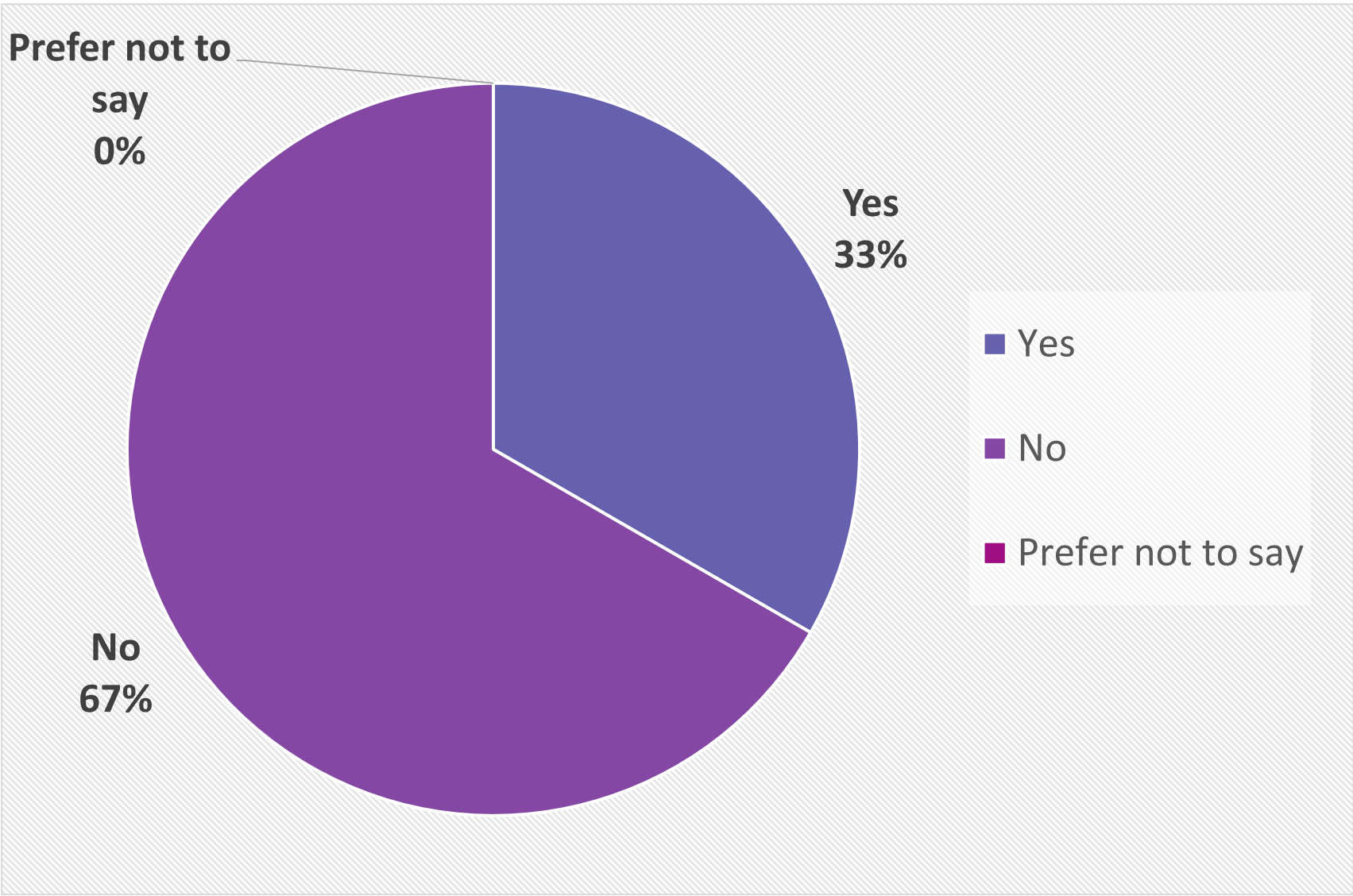
Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts

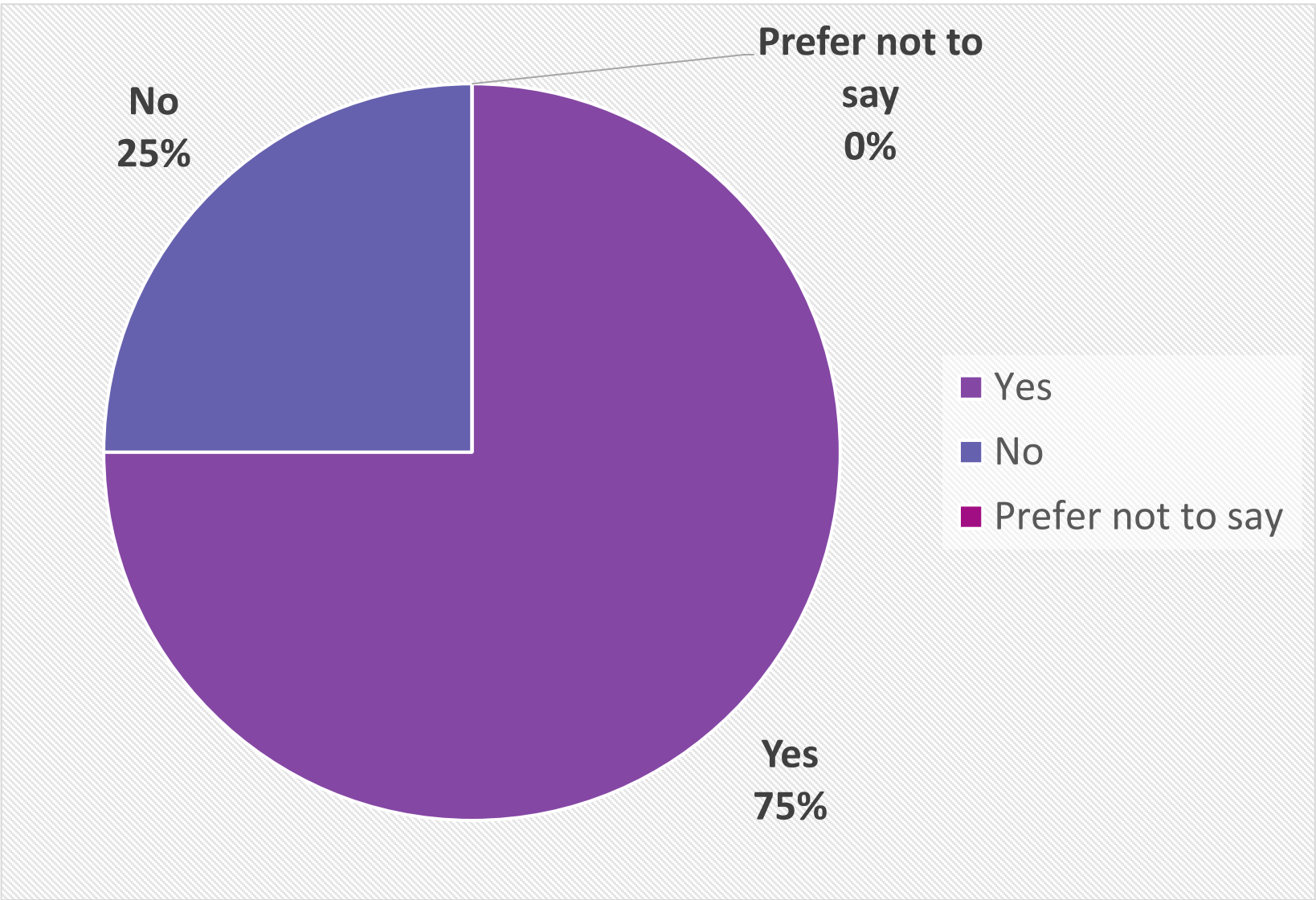


# Demographics

Do you consider yourself to have a disability?



Do you consider yourself neurodivergent?



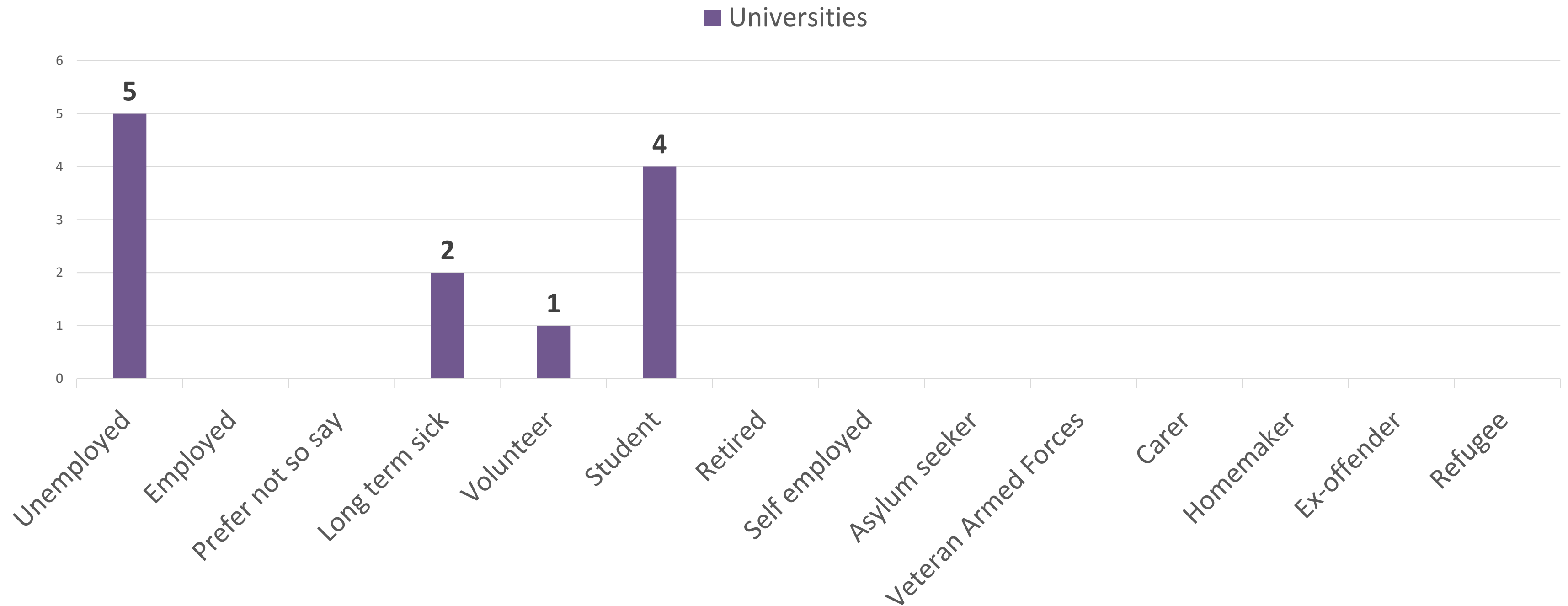
If yes...  
6 individuals – ADHD  
4 individuals – Autism (including Aspergers Syndrome)  
0 individuals – Other





# Demographics

## Status



Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



# Case Studies



Neighbourhood  
Mental Health  
Cafés

For times when you're struggling to cope



# Cafe Impact ...

A man experiencing severe anxiety, low mood, persistent fear, and hyper-vigilance approached his GP for help. Following a period of multiple bereavements—including the death of his father, whom he had cared for during cancer treatment—his paranoia, intrusive thoughts, and mistrust of others had intensified. Long-term parental addiction and unprocessed grief had contributed to substance use as his main coping mechanism, alongside insomnia and emerging signs of potential psychosis.

He had previously volunteered but was no longer able to continue due to deteriorating mental health. His GP signposted him to the neighbourhood mental health café for early, community-based support.

## Support Provided

At the café, he quickly built trust and was allocated a Recovery Worker who offered structured, consistent engagement. Together they co-produced a personalised recovery plan, focusing on coping strategies, decision-making skills, relapse prevention, and rebuilding confidence.

Key interventions included:

- A safe, trusted space to discuss emotional distress
- Introduction of healthier coping techniques, leading to reduced substance use
- Referral and successful engagement with Turning Point, where he now has a dedicated Support Worker
- Encouragement to return to his GP for medical review of insomnia, anxiety, and intrusive thoughts
- Signposting to grief counselling
- Weekly attendance at the café, restoring routine, reducing isolation, and sustaining engagement with support pathways
- Consideration of PAUSE, although not suitable due to active substance use

## Outcomes

To date, the individual has shown:

- Stabilisation of mental wellbeing
- Increased resilience and insight into coping
- Reduced isolation and improved help-seeking behaviour
- Reconnection with meaningful activity through volunteering
- Engagement in both community support and specialist recovery services

He remains committed to his recovery journey, demonstrating steady progress toward improved wellbeing and more sustainable long-term coping strategies.



## Cafe Impact ...

The individual has been attending the neighbourhood mental health café for around two years and has gradually become more comfortable and engaged. Throughout this time, they have shared ongoing thoughts about ending their life, describing their mental health as a constant “rollercoaster.”

Staff focused on building trust and encouraging the development of a safety plan. Although the individual initially declined crisis-team contact and avoided completing a plan, they did agree to download the *StayAlive* app with support. Input from the NHMC lead helped staff explore different approaches.

Recently, the individual disclosed a detailed plan connected to a future date. After expressing renewed feelings of being “stuck,” they agreed—for the first time—to complete a safety plan with a staff member. They worked through the sections together, with staff typing the individual’s responses.

After completing the plan, the individual reported feeling relieved. While the intrusive future thoughts remain, they now recognise they have other options and practical tools, including the LifeBox, to help keep themselves safe. The trusting relationship built over time has been crucial, and the café continues to offer a safe, calm environment where they can talk or take space as needed.

***“Thank you... just thank you. This is the one place I know I can come to talk. You all have different perspectives and characters, so it’s nice speaking with each of you.”***