

Neighbourhood Mental Health Café Data

December 2025



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

The logo features a stylized coffee cup and saucer with coffee beans floating around it. The text 'Neighbourhood Mental Health Cafés' is in a serif font, with 'Cafés' in a larger, bolder weight. The tagline 'For times when you're struggling to cope' is in a smaller, italicized sans-serif font.

Neighbourhood Mental Health Cafés

40 sessions being delivered by 16 different VCSE partners

across Leicester, Leicestershire & Rutland



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



**TURNING
POINT**
inspired by possibility



rcc

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



Pepper's
A Safe Place



Beacon



Falcon
Homeless & Community Support



LEICESTER CITY
IN THE COMMUNITY



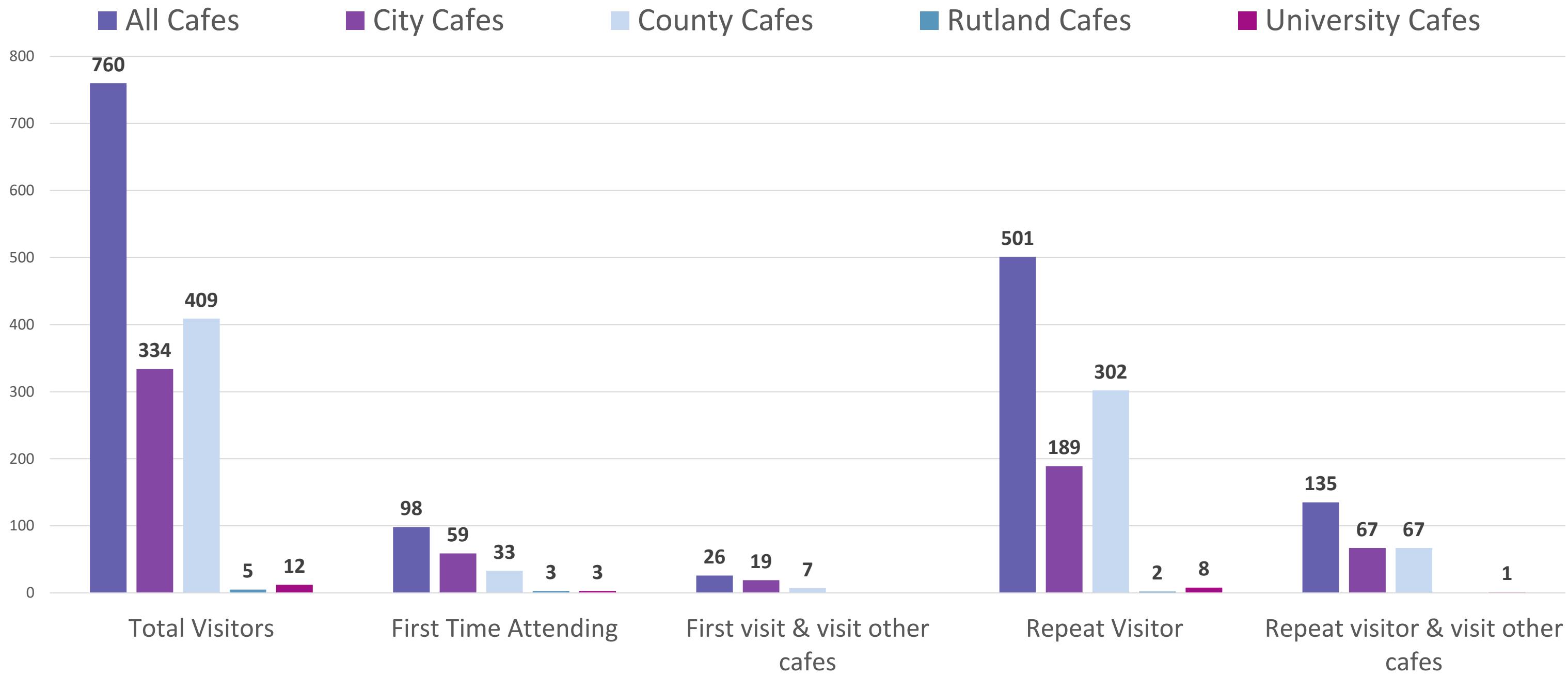
mind
Leicester,
Leicestershire
and Rutland

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

Contacts

How people accessed café?

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



In person - 690



Phone - 53



Text - 12



Email – 1



Online - 4

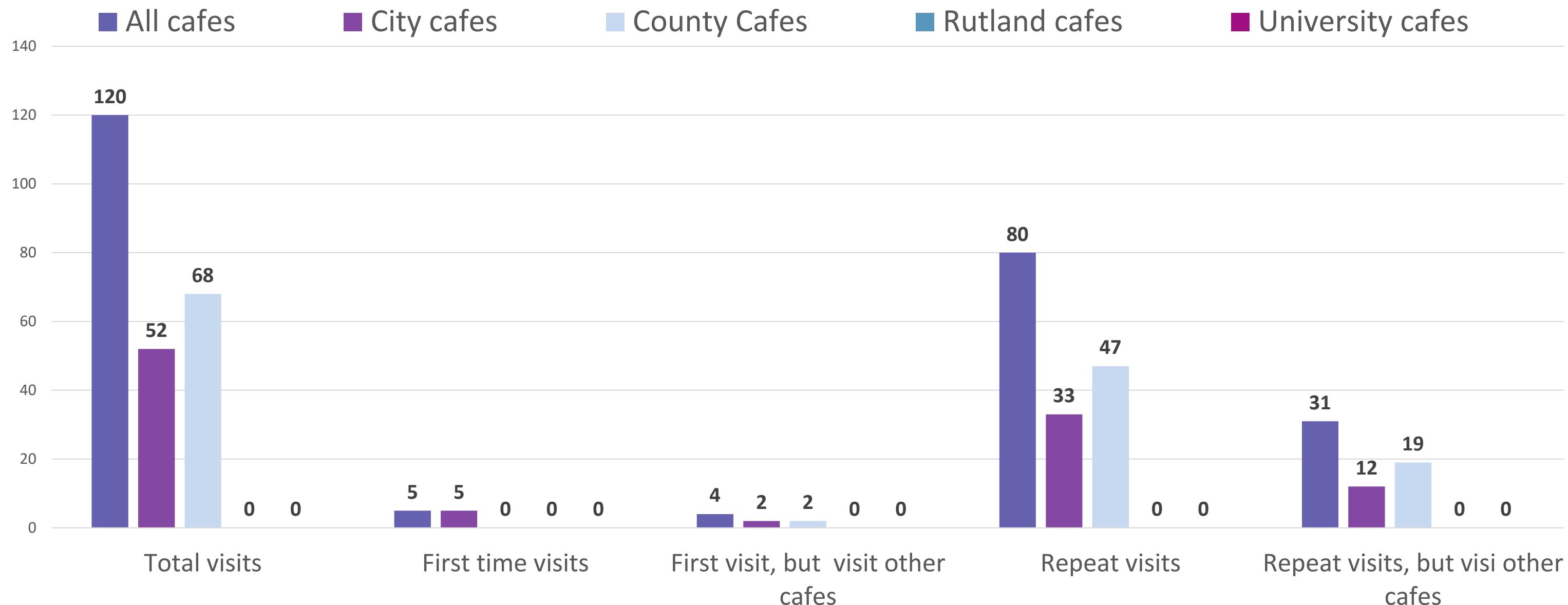
Data all Neighbourhood Mental Health Cafes for December 2025



Contacts Festive Period)

How people accessed café?

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



In person - 106



Phone - 14



Text - 0



Email - 0



Online - 0

Data all Neighbourhood Mental Health Cafes 22nd – 31st 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)

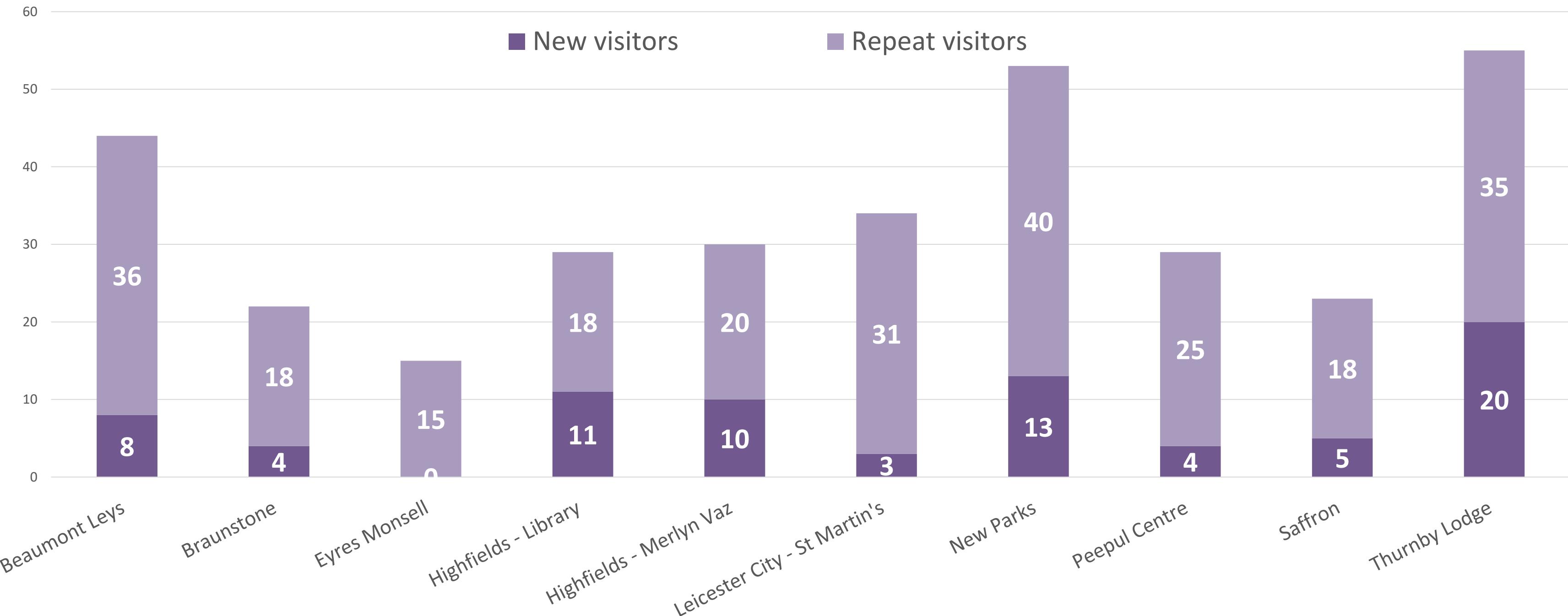


Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Café Contacts Breakdown City

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



Data for City Neighbourhood Mental Health Cafes, December 2025



Demographics- City

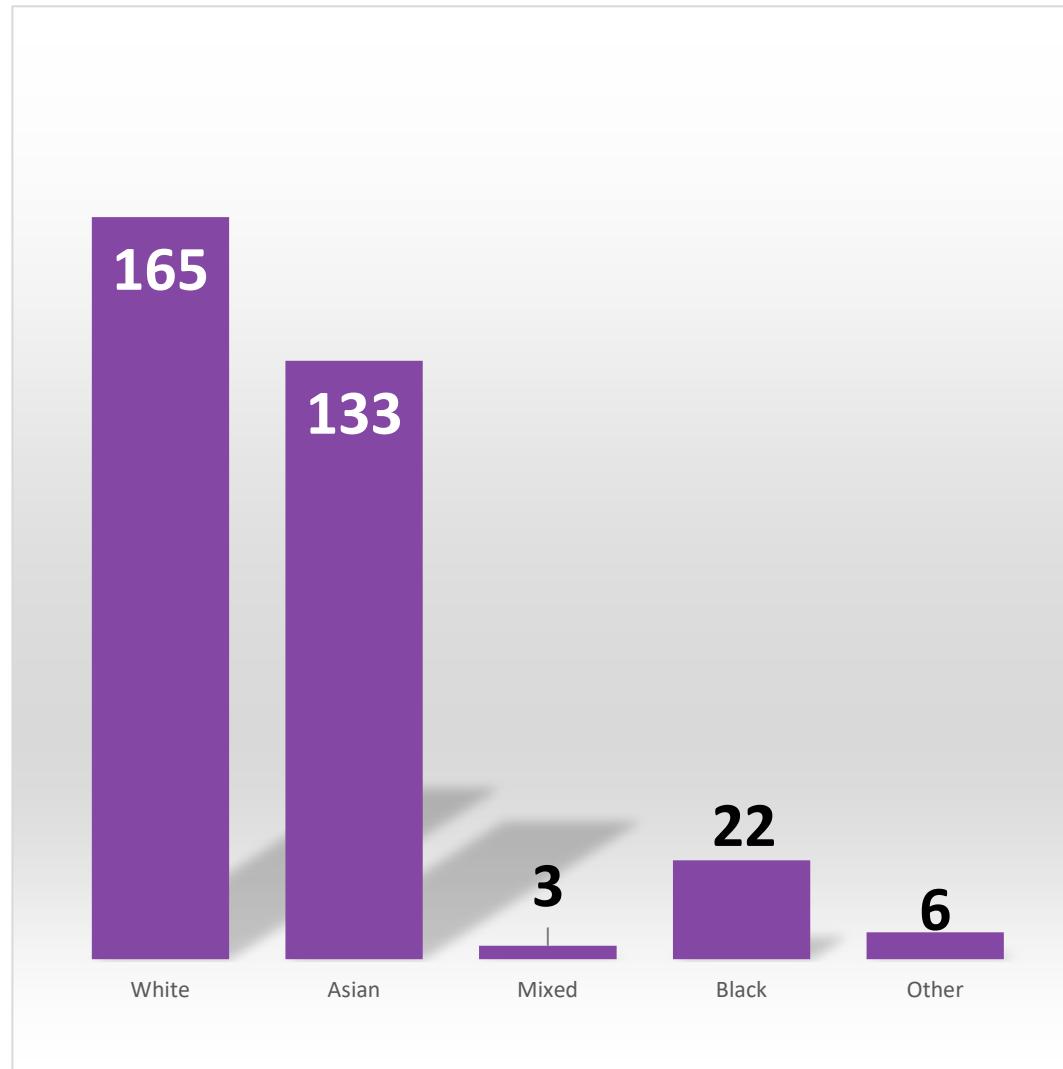
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



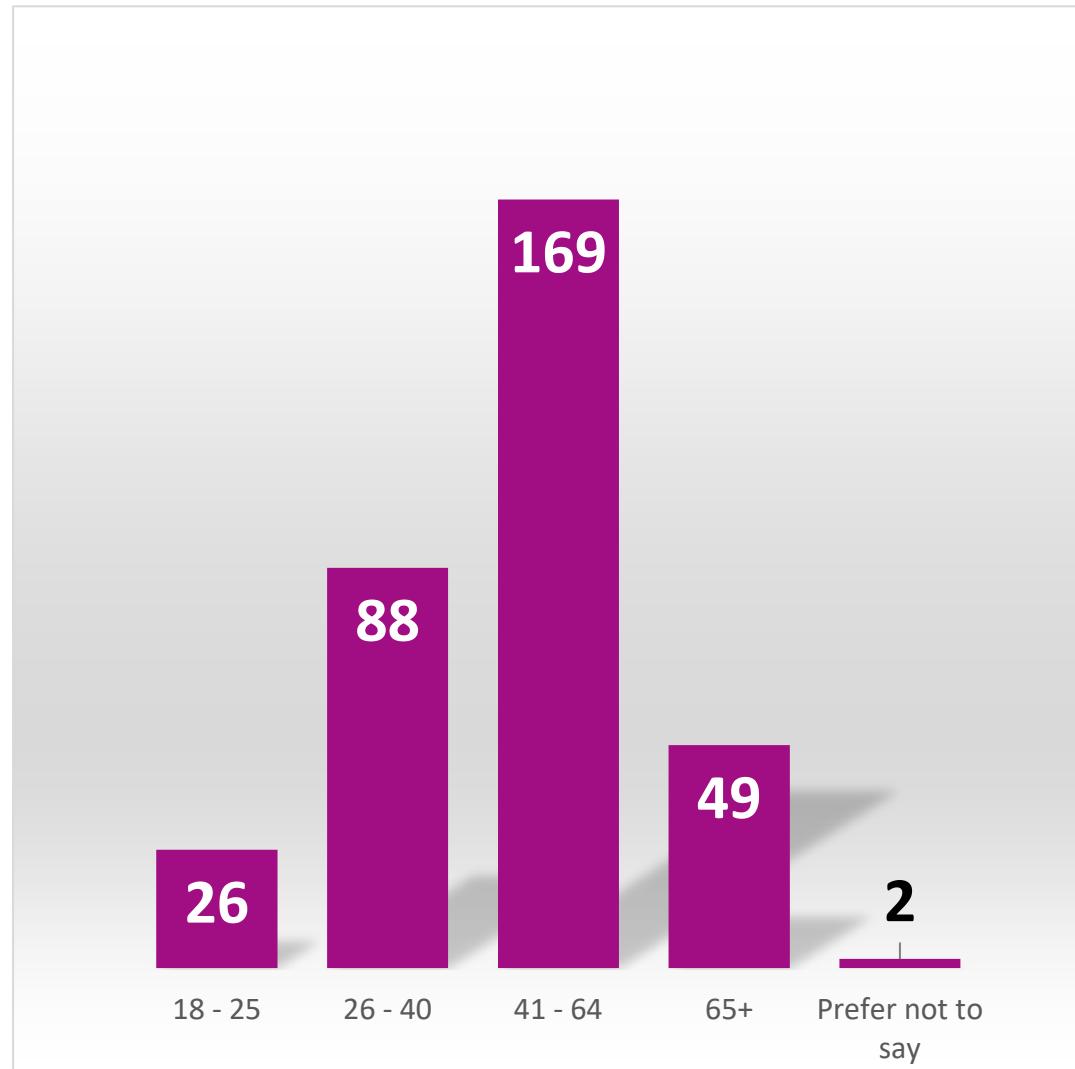
Leicester City sex comparison:
 Female – **Census 2021: 50.3% (Café: 62.87%)**
 Male – **Census 2021: 49.7% (Café: 36.22%)**

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

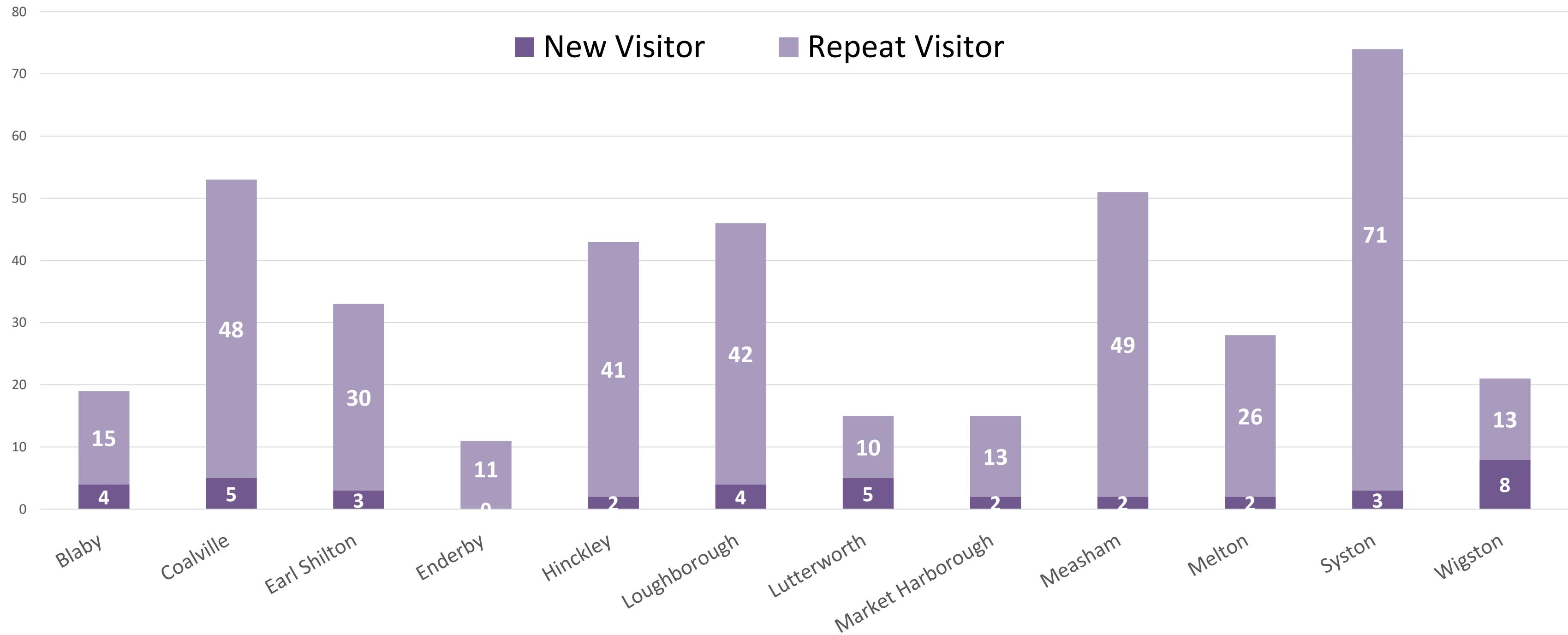


Leicester City age comparison :
 5-14 year olds – **Census 2021: 27.2%**
 20-24 year olds – **Census 2021: 9.7% (Café: 7.78%)**
 25-39 year olds – **Census 2021: 22.6% (Café: 26.34%)**
 40-64 year olds – **Census 2021: 28.6% (Café: 50.59%)**
 65+ year olds – **Census 2021: 11.9% (Café: 14.67%)**



Café Contacts Breakdown County

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



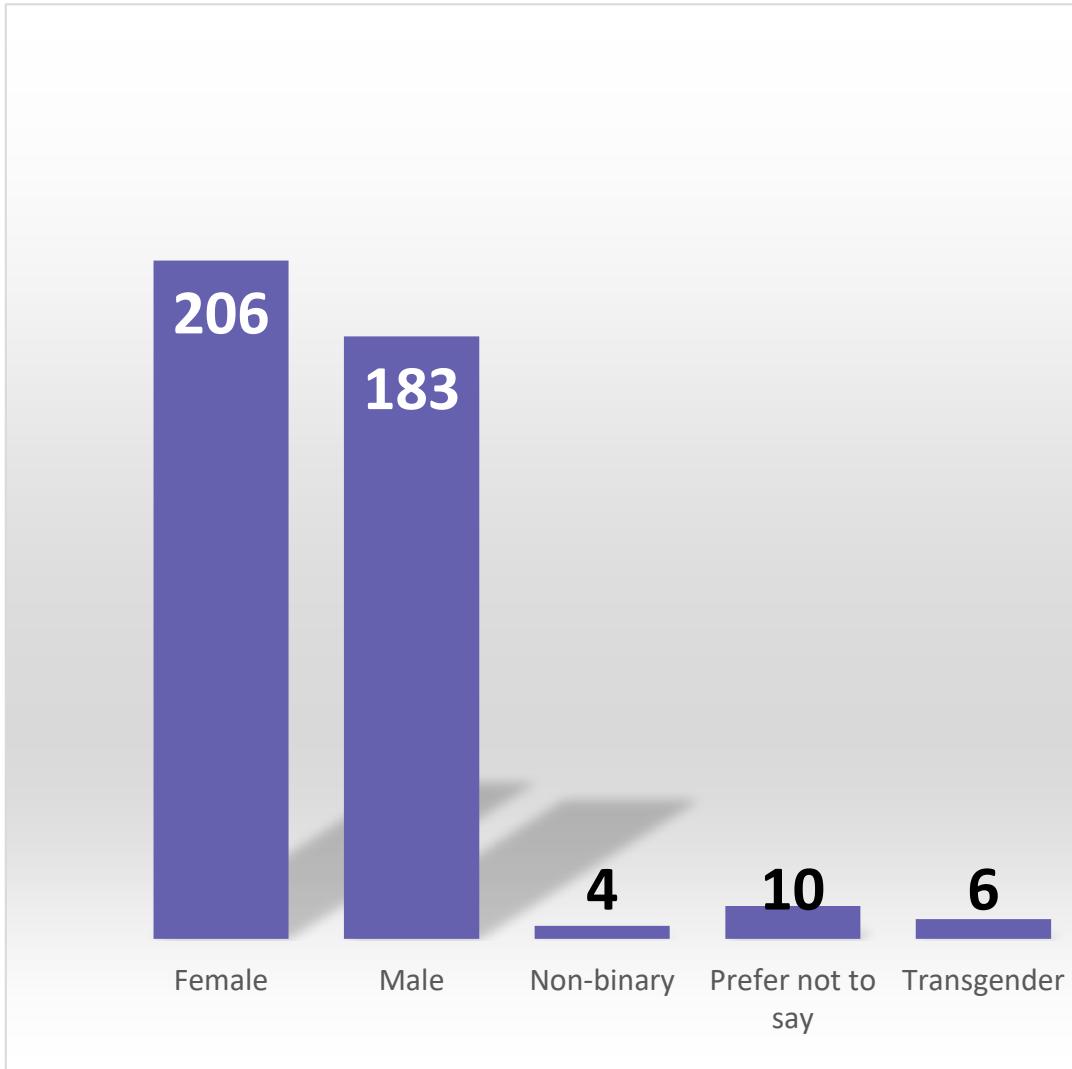
Data for County Neighbourhood Mental Health Cafes, December 2025



Demographics- County

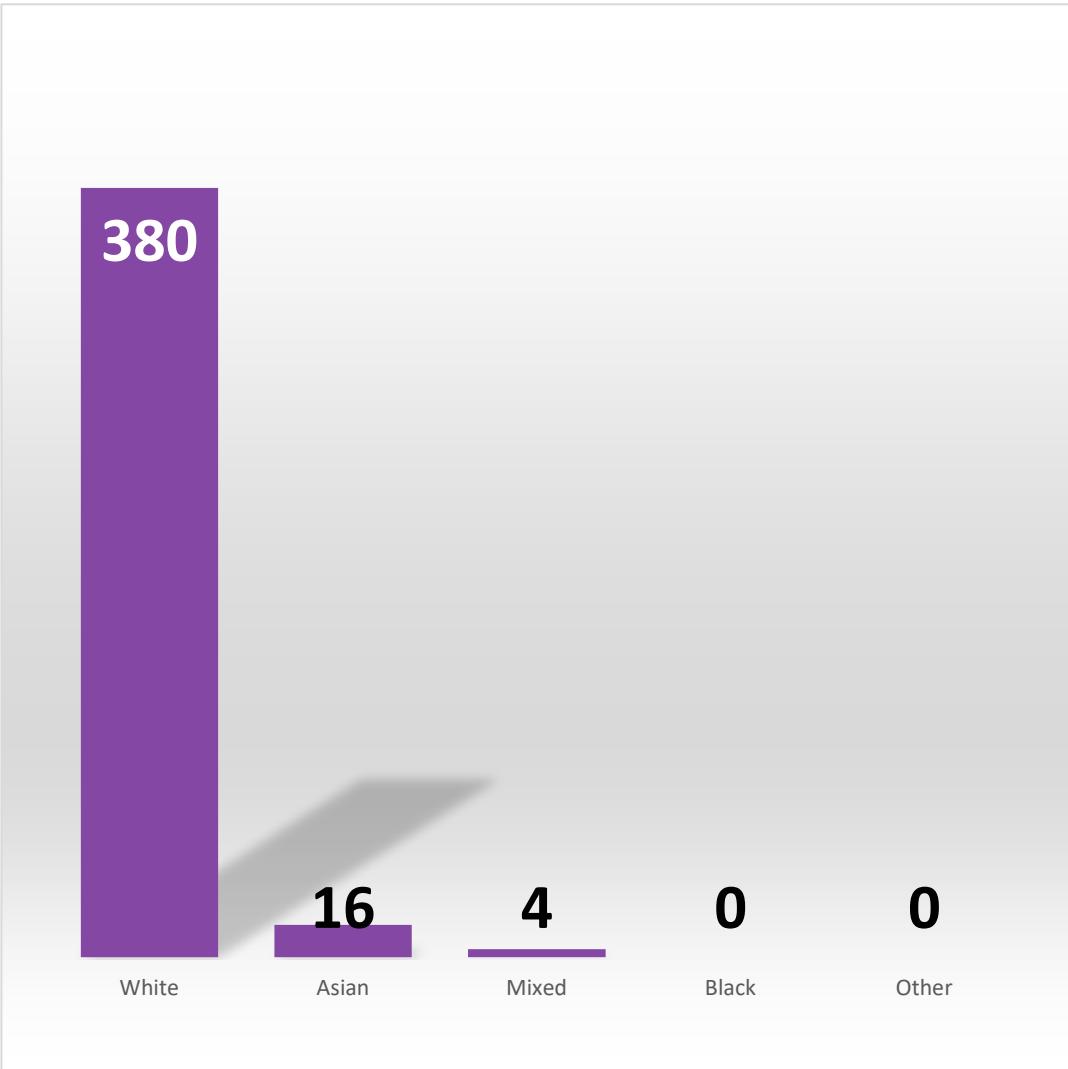
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



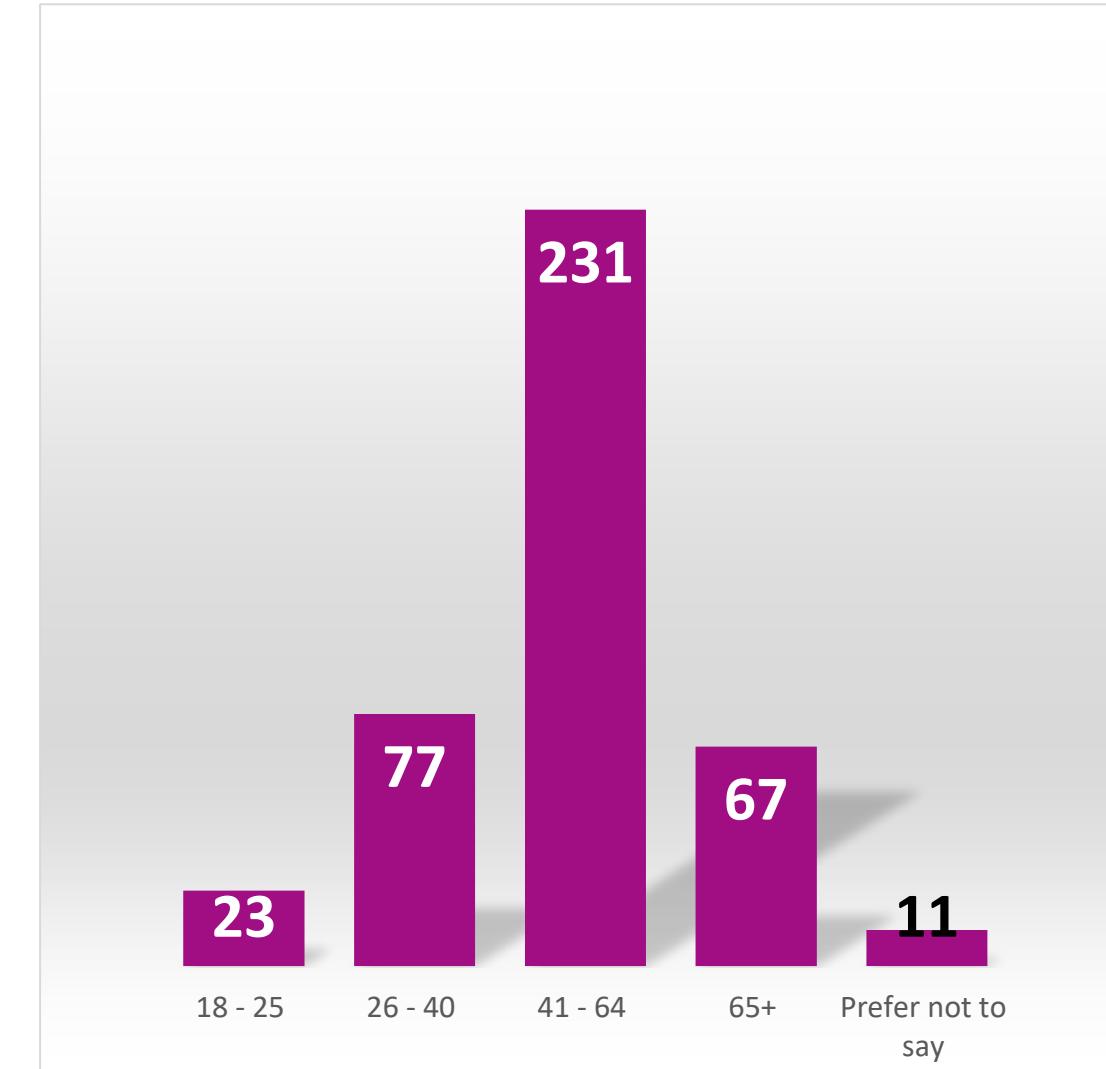
Leicestershire sex comparison:
 Female – **Census 2021: 50.6% (Café: 50.36%)**
 Male- **Census 2021: 49.4% (Café: 44.74%)**

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

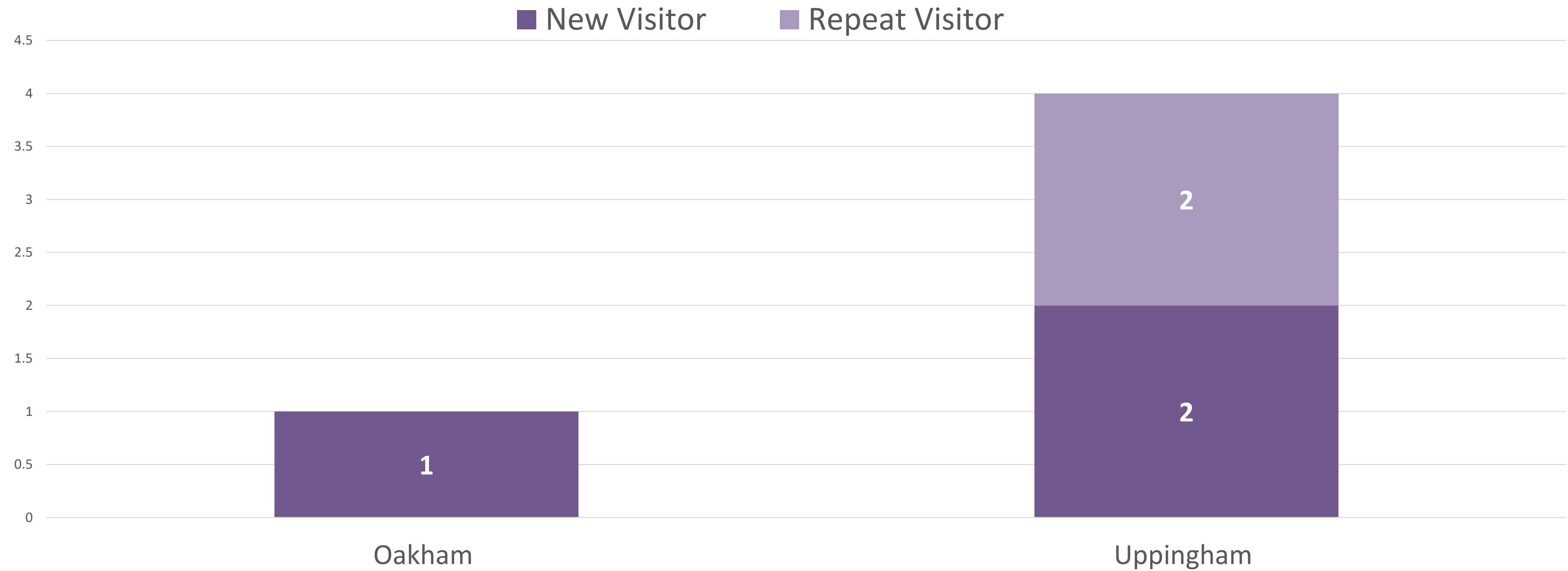


Leicestershire age comparison :
 5-14 year olds – **Census 2021: 22.4%**
 20-24 year olds – **Census 2021: 5.7% (Café: 5.62%)**
 25-39 year olds - **Census 2021: 18.1% (Café: 18.82%)**
 40-64 year olds – **Census 2021: 32.7% (Café: 56.47%)**
 65+ year olds – **Census 2021: 21.1% (Café: 16.38%)**



Café Contacts Breakdown Rutland

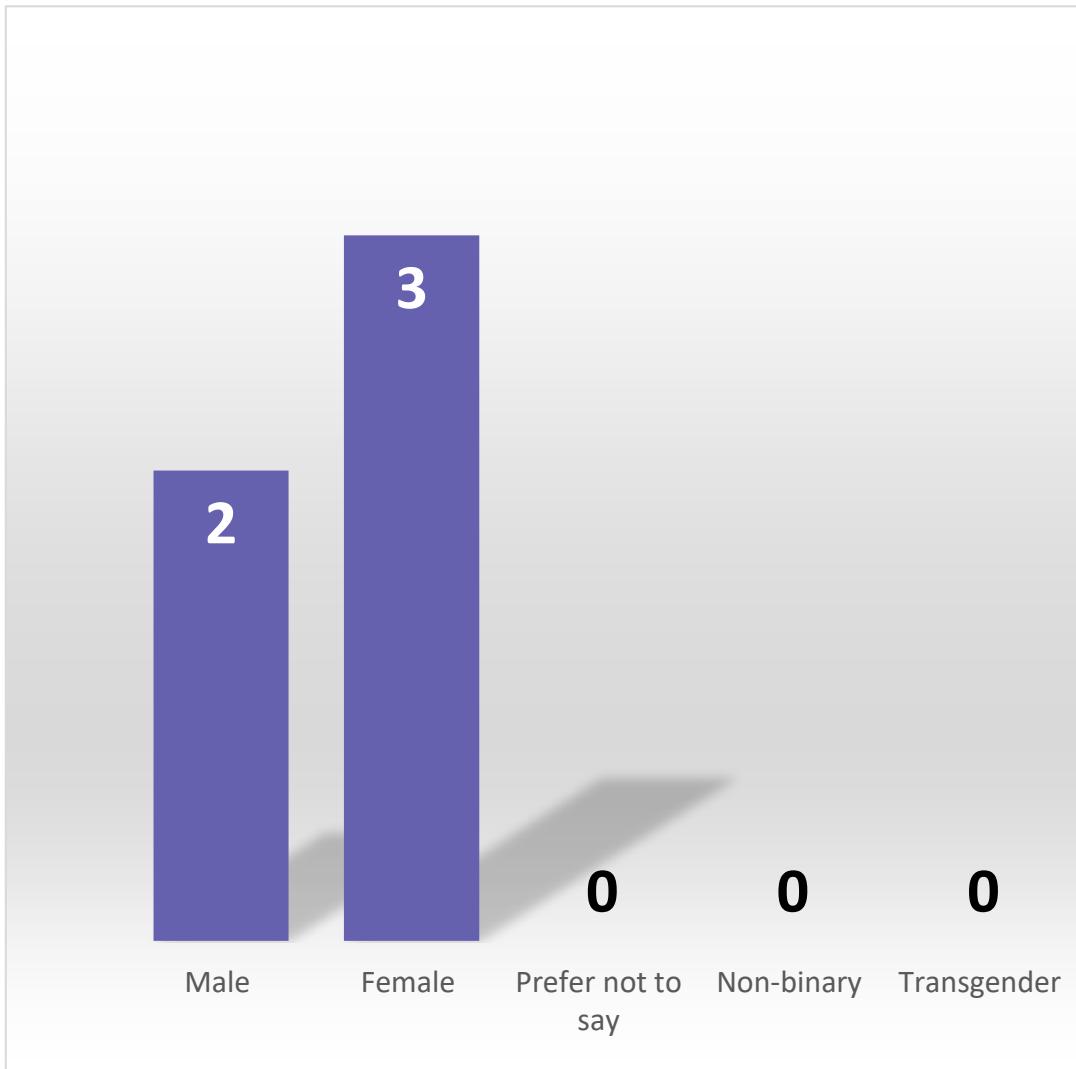
5 contacts made with County Neighbourhood Mental Health Cafes in December 2025



Demographics- Rutland

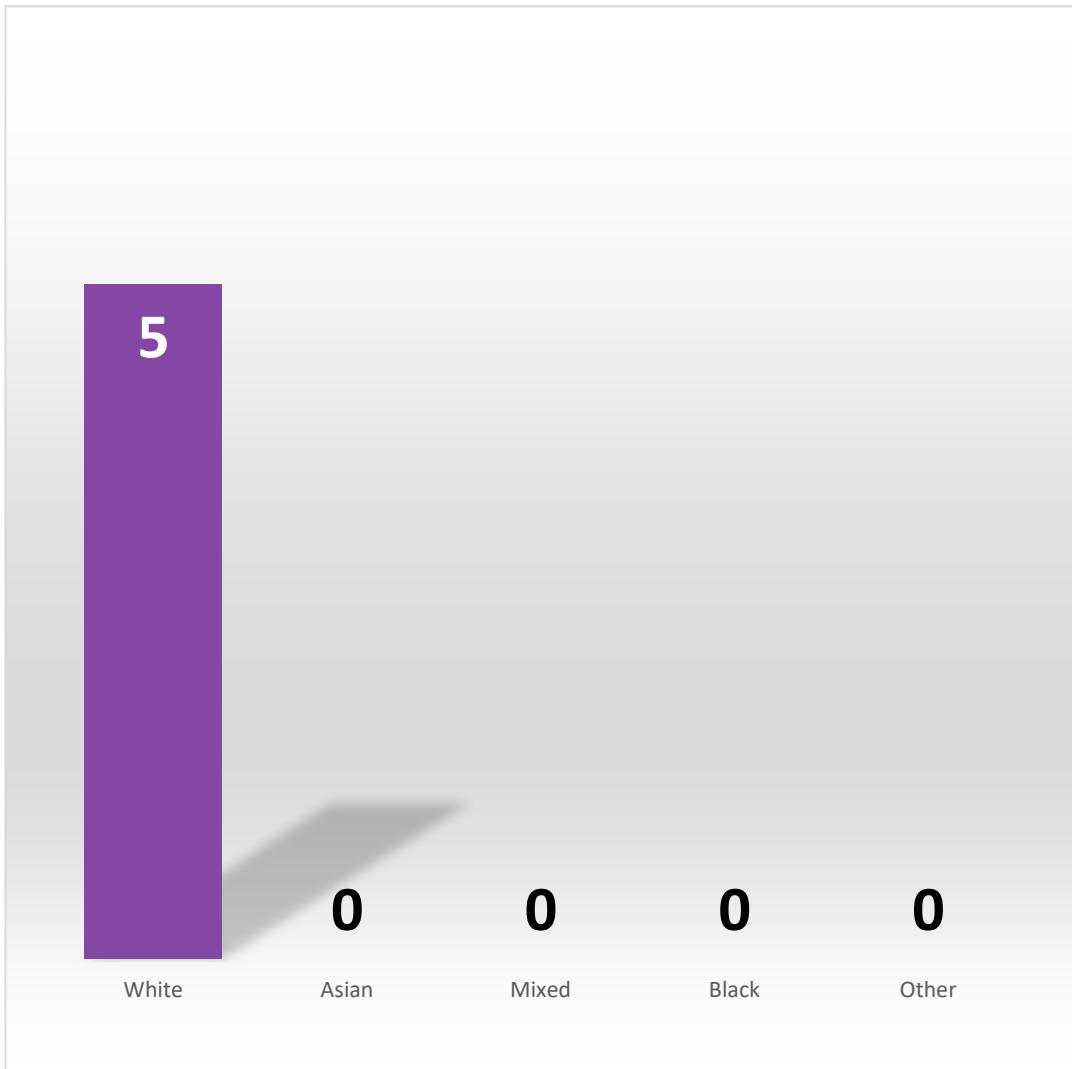
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



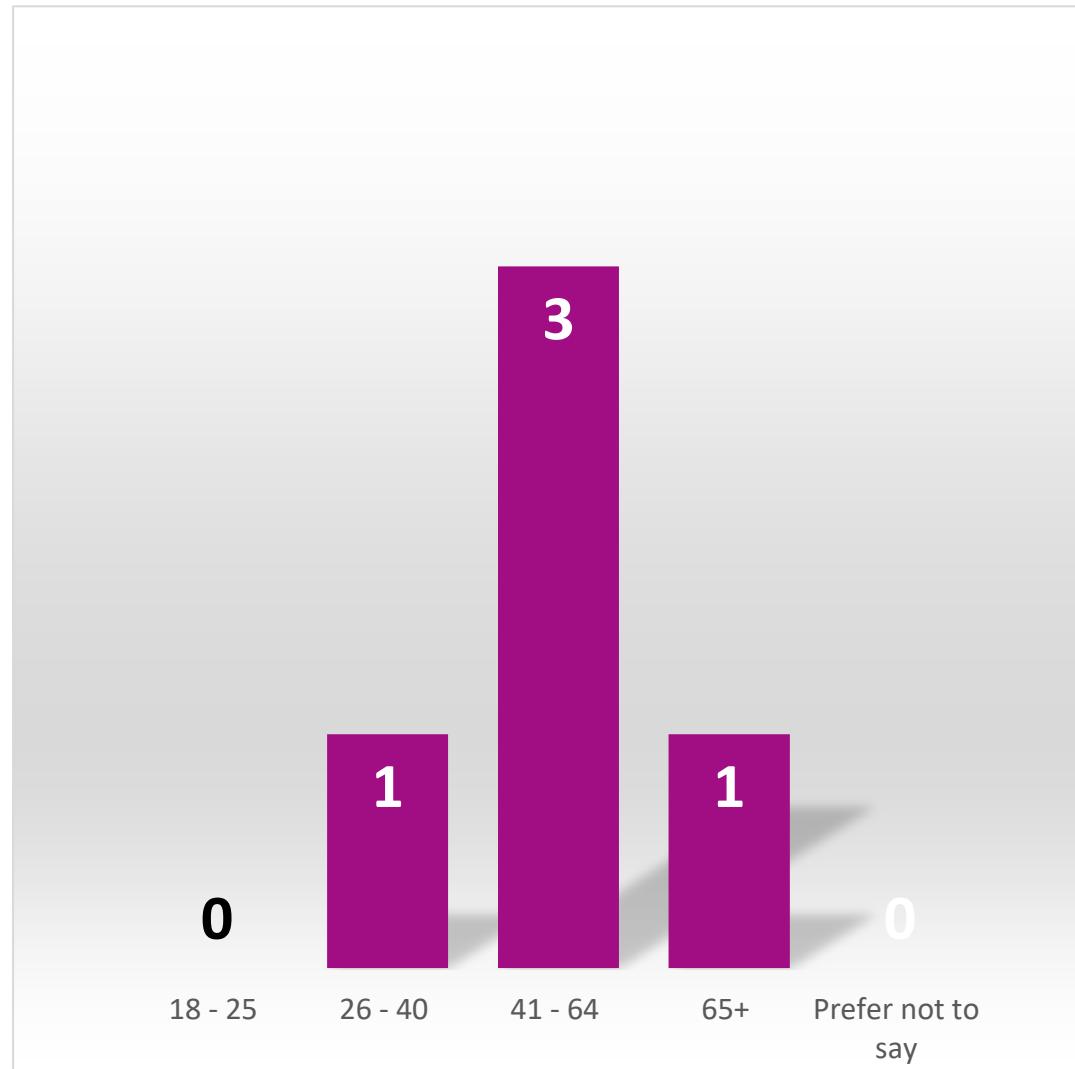
Rutland sex comparison:
 Female – **Census 2021: 48.7%** (Café: 60%)
 Male – **Census 2021: 51.3%** (Café: 40%)

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%)

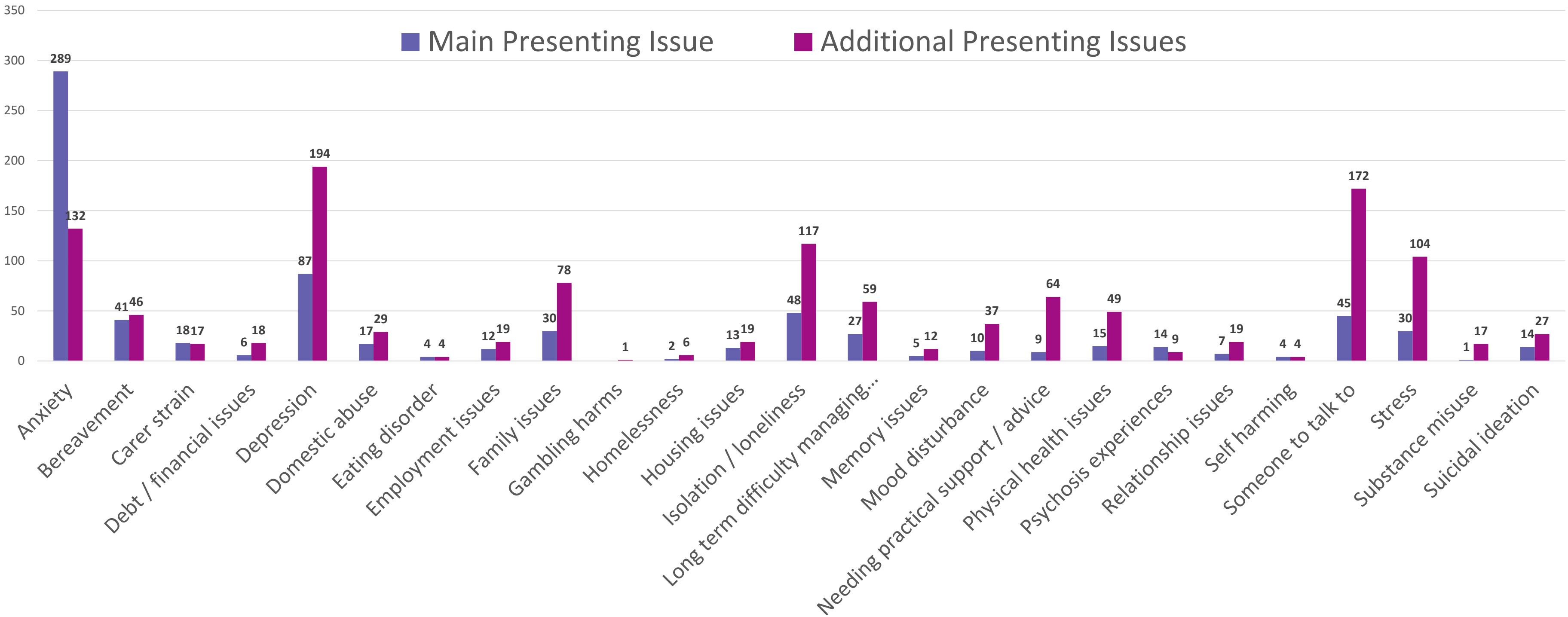
Age



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

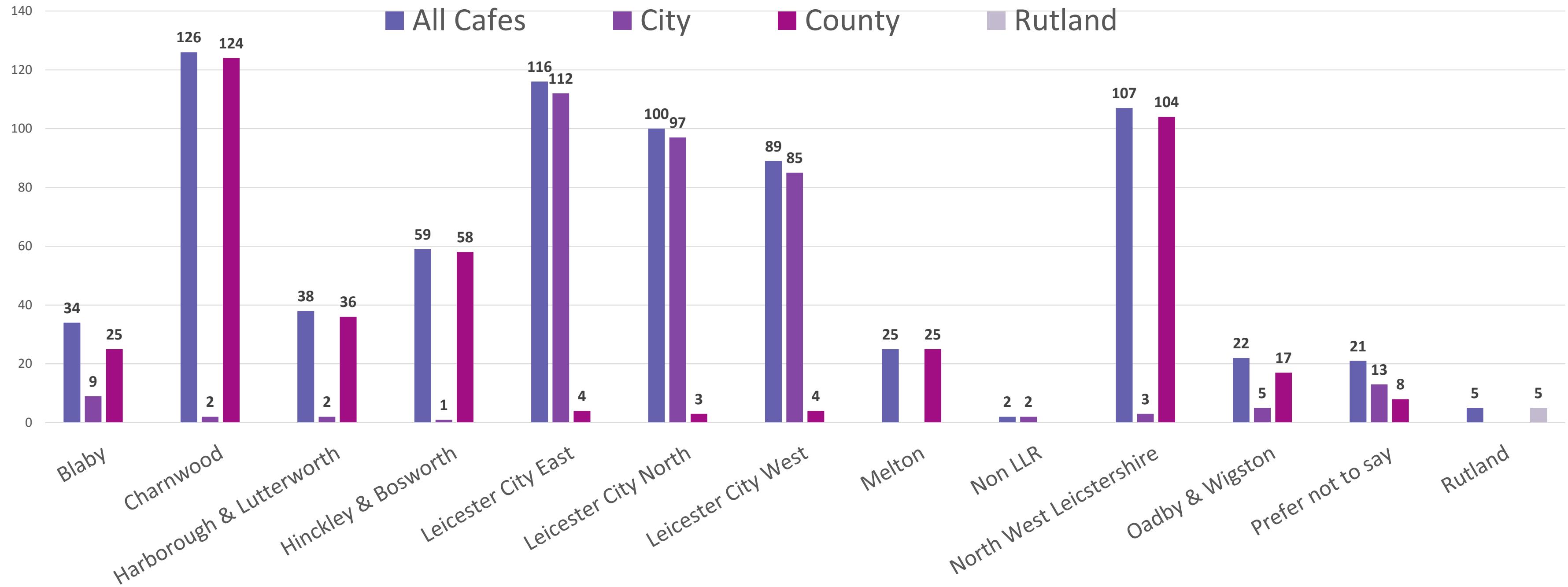


Data for all Neighbourhood Mental Health Cafes December 2025 (excluding universities)

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



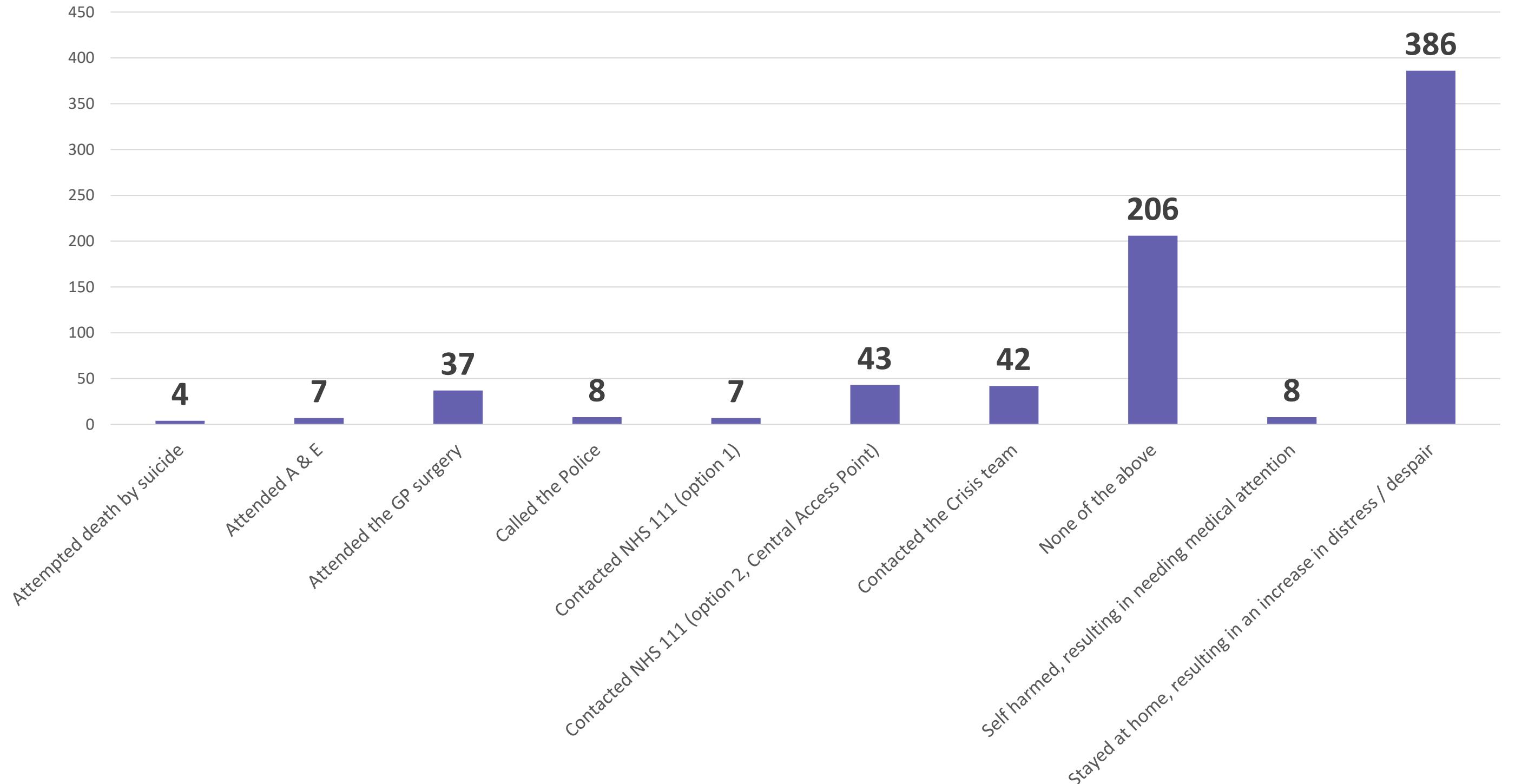
To visit the café people travelled from...



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

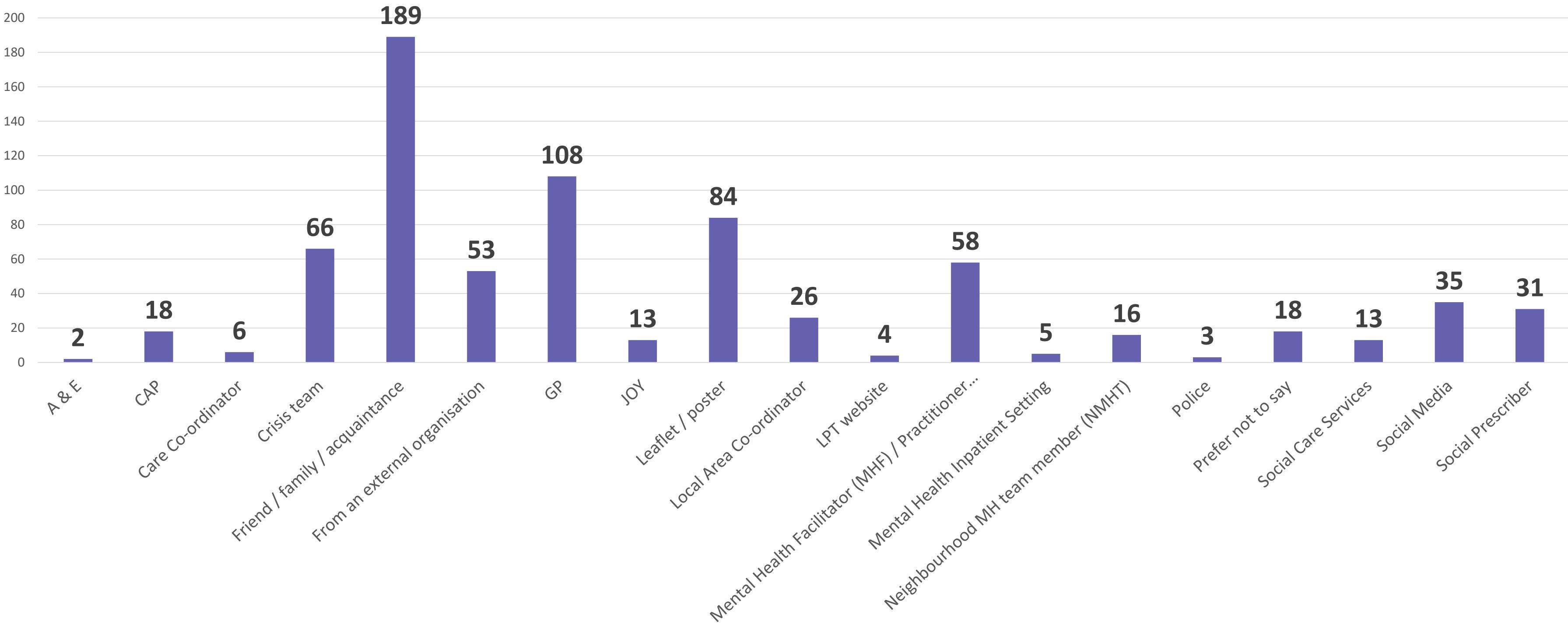
Ambulance - £0

GP appointment - £1,813

Excluding, Crisis Team, 111 calls

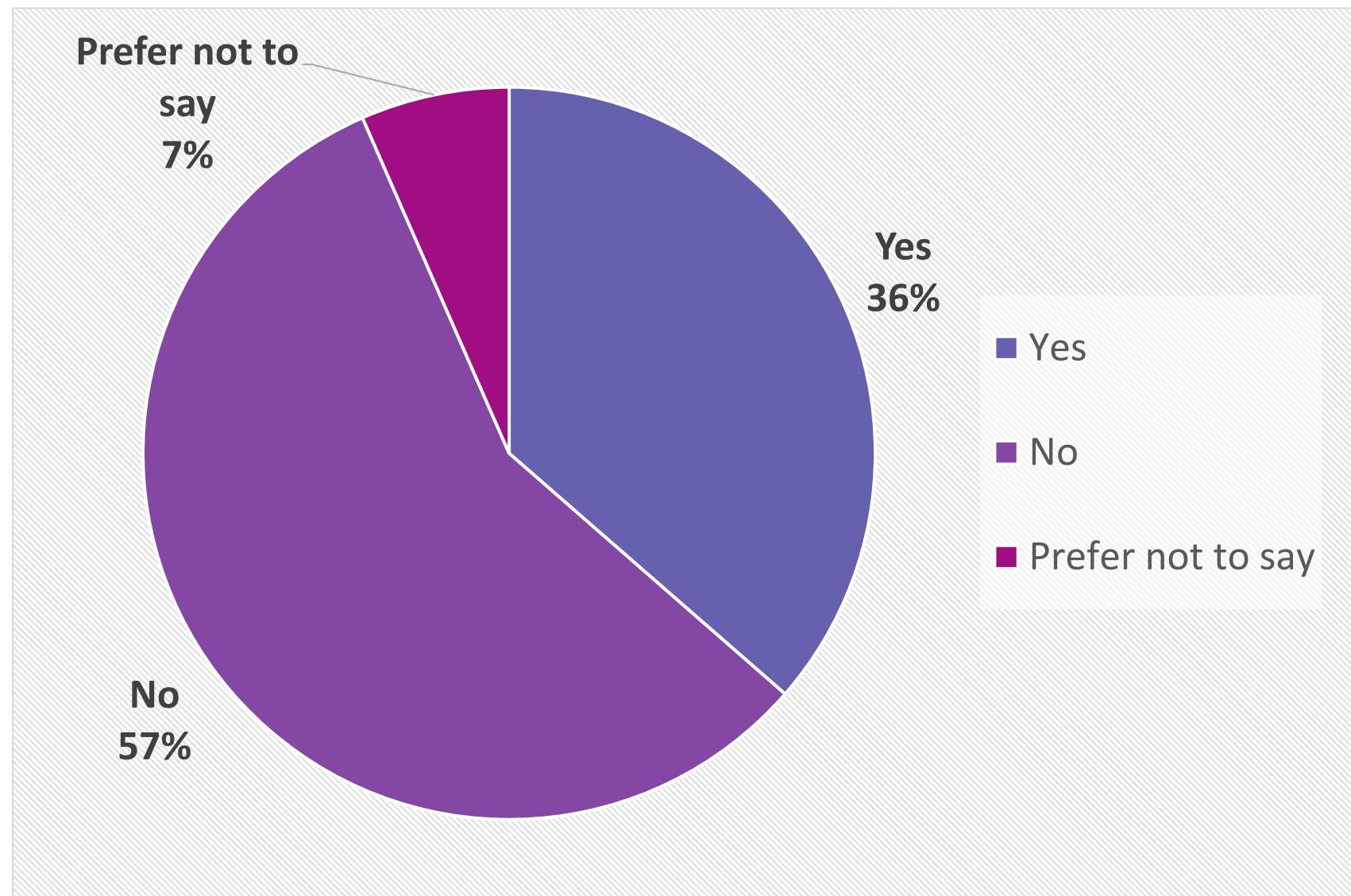


How individual heard about the cafe...

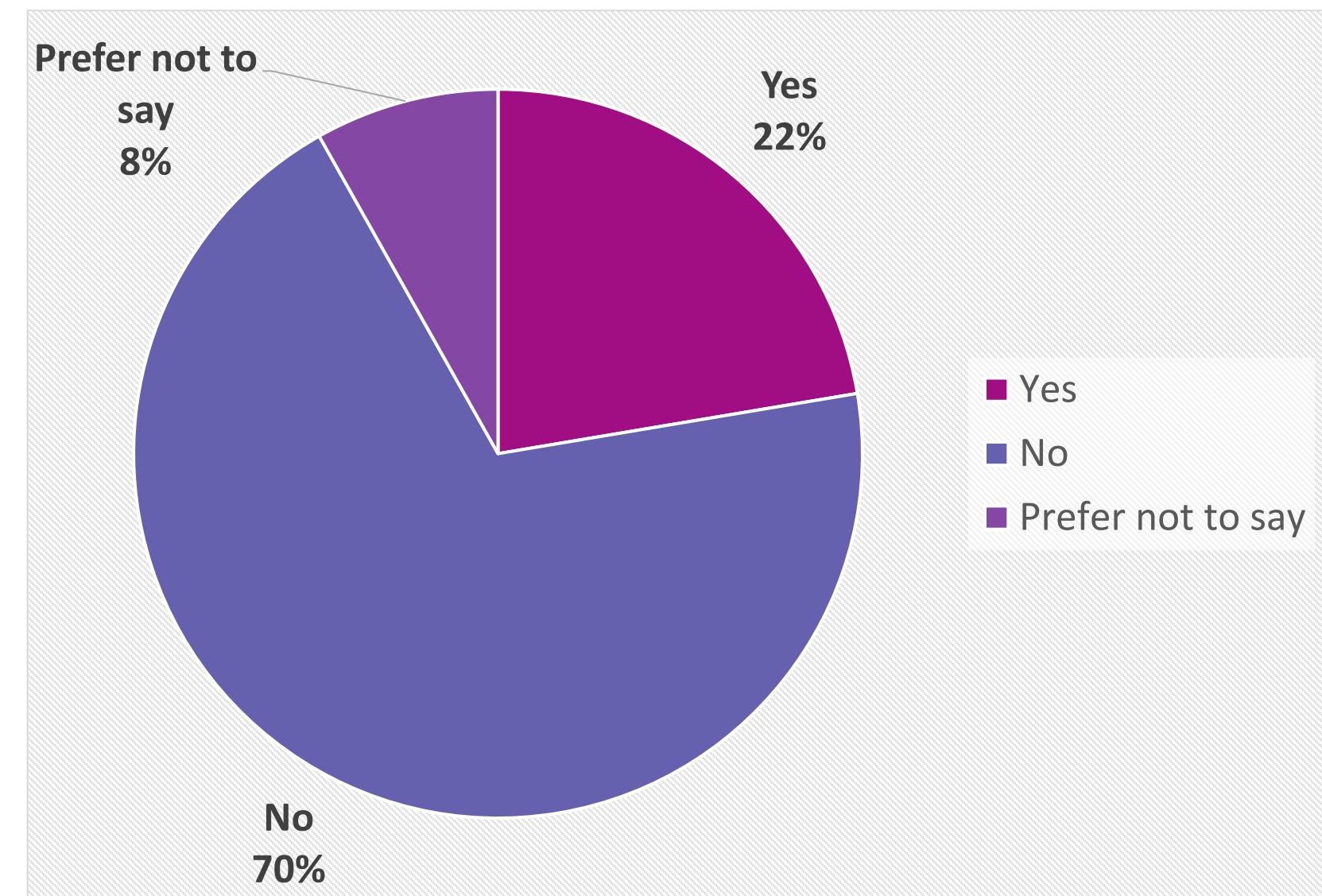


Demographics

Do you consider yourself to have a disability?



Do you consider yourself neurodivergent?



If yes...

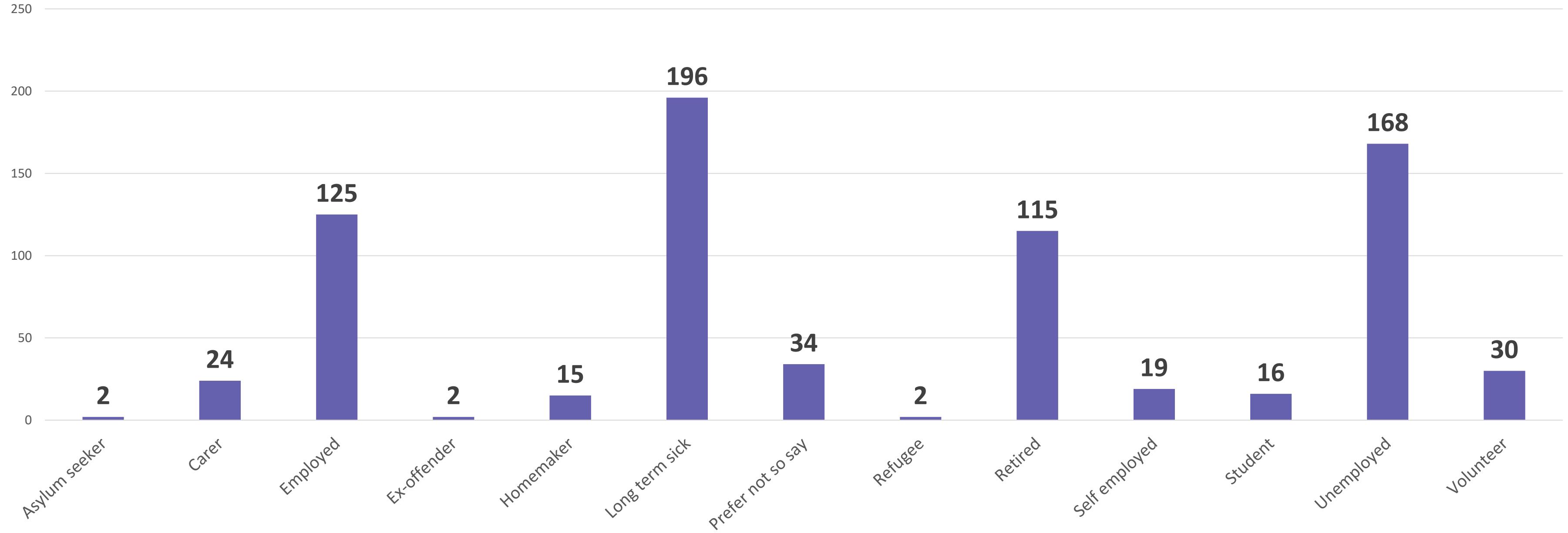
61 individuals – ADHD

69 individuals – Autism (including Aspergers Syndrome)

21 individuals – Other



Demographics



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



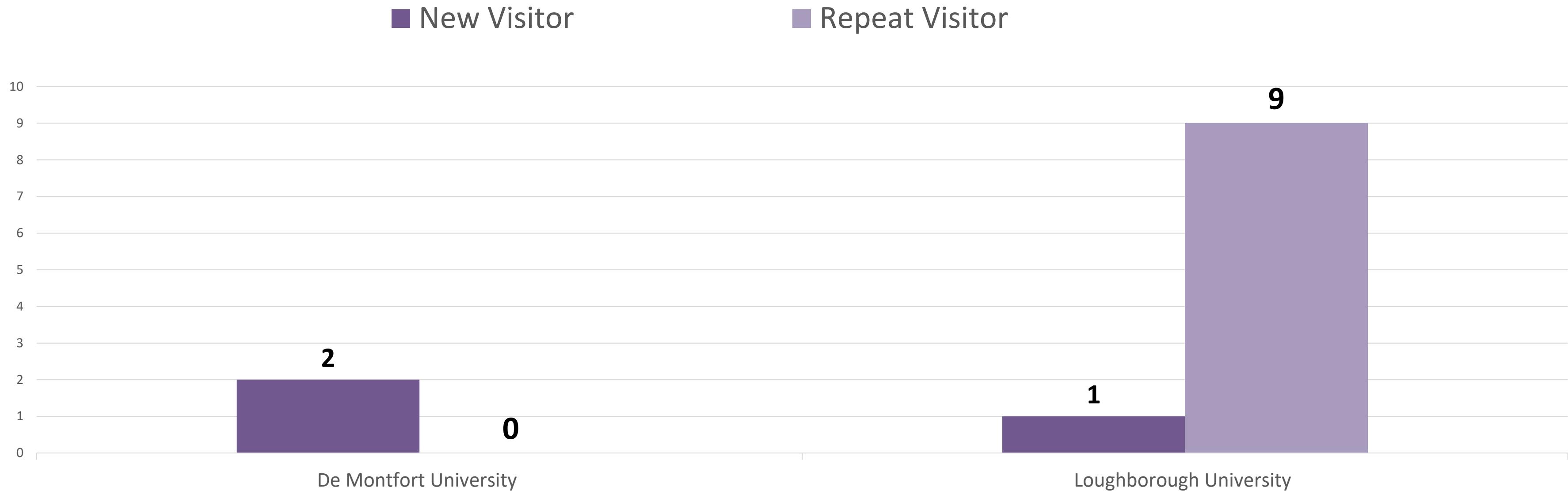
A purple circular graphic on the right side of the slide. It features a stylized illustration of a coffee cup with steam rising from it, surrounded by several coffee beans. The text is centered within this graphic.

**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

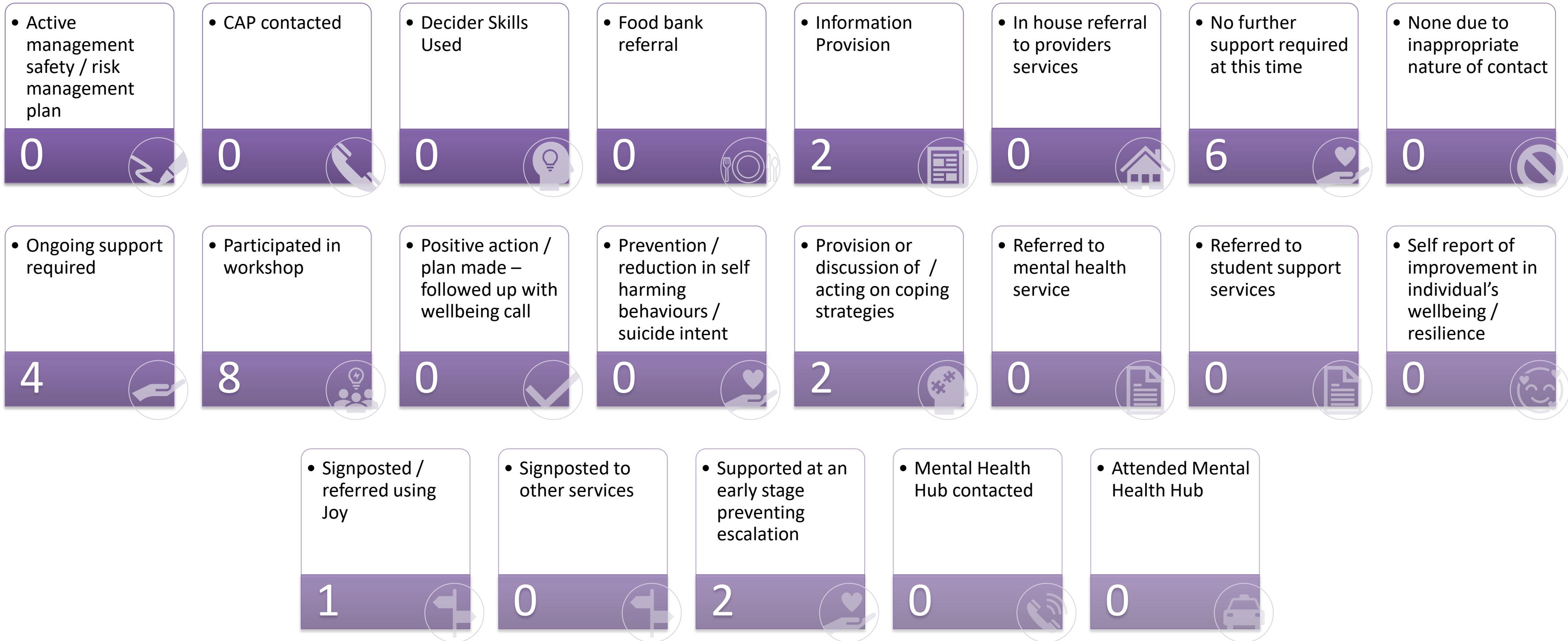


Data for December 2025 – University Mental Health Cafes Only

University of Leicester opening beginning December 25



Main outcome for individuals attending

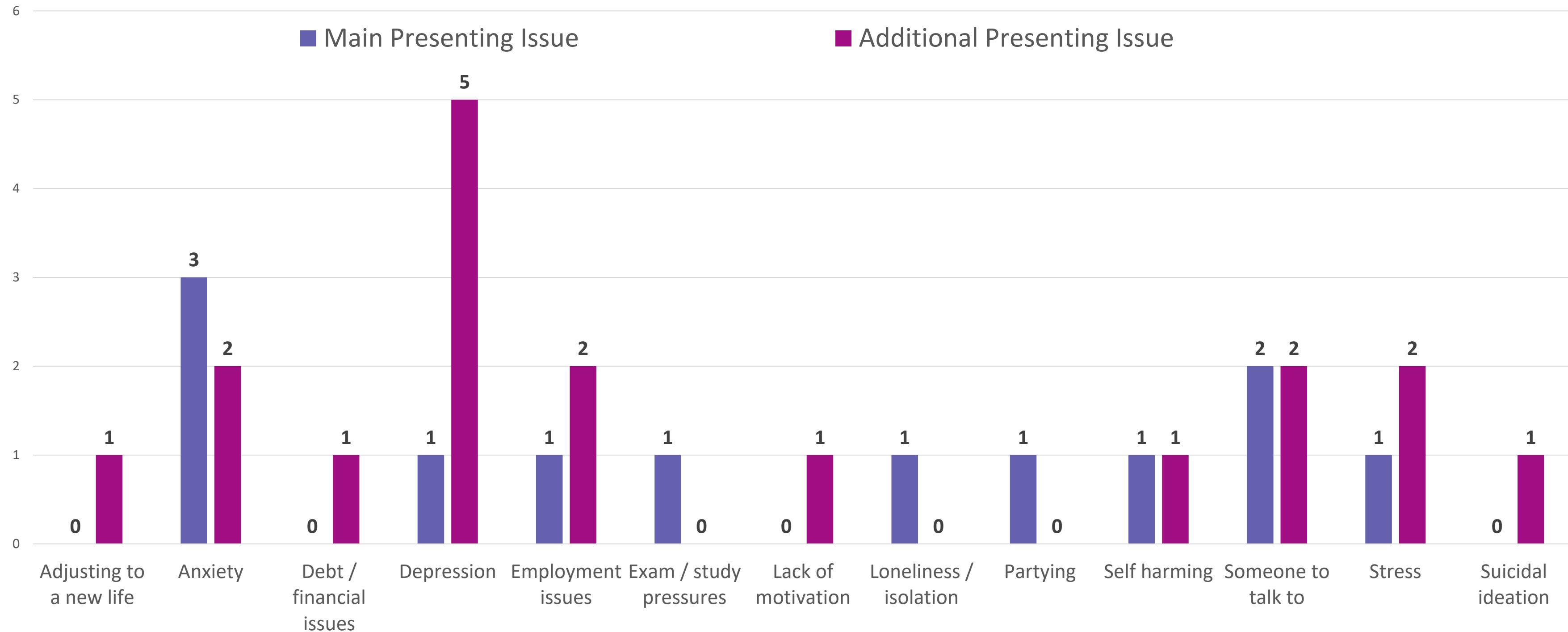


Data for University Neighbourhood Mental Health Cafes December 2025

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



Presenting Issues

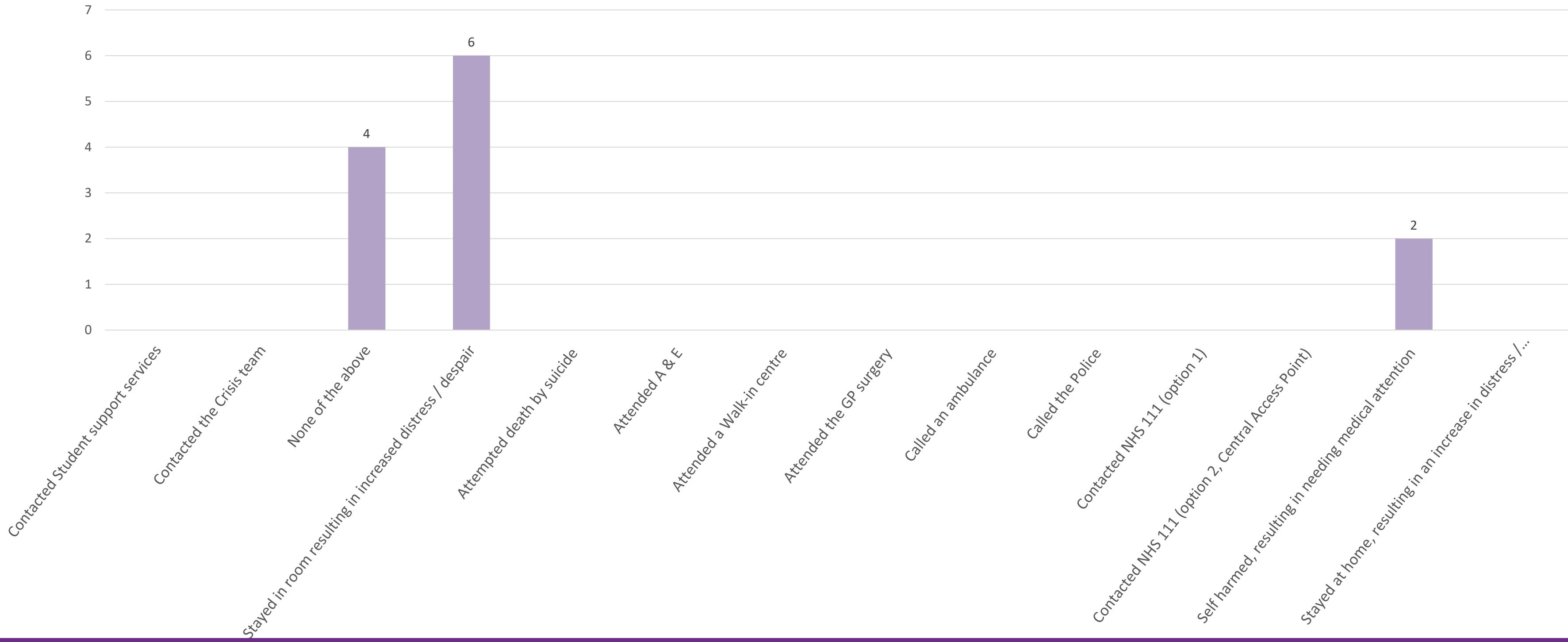


Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



Attended Café instead of...

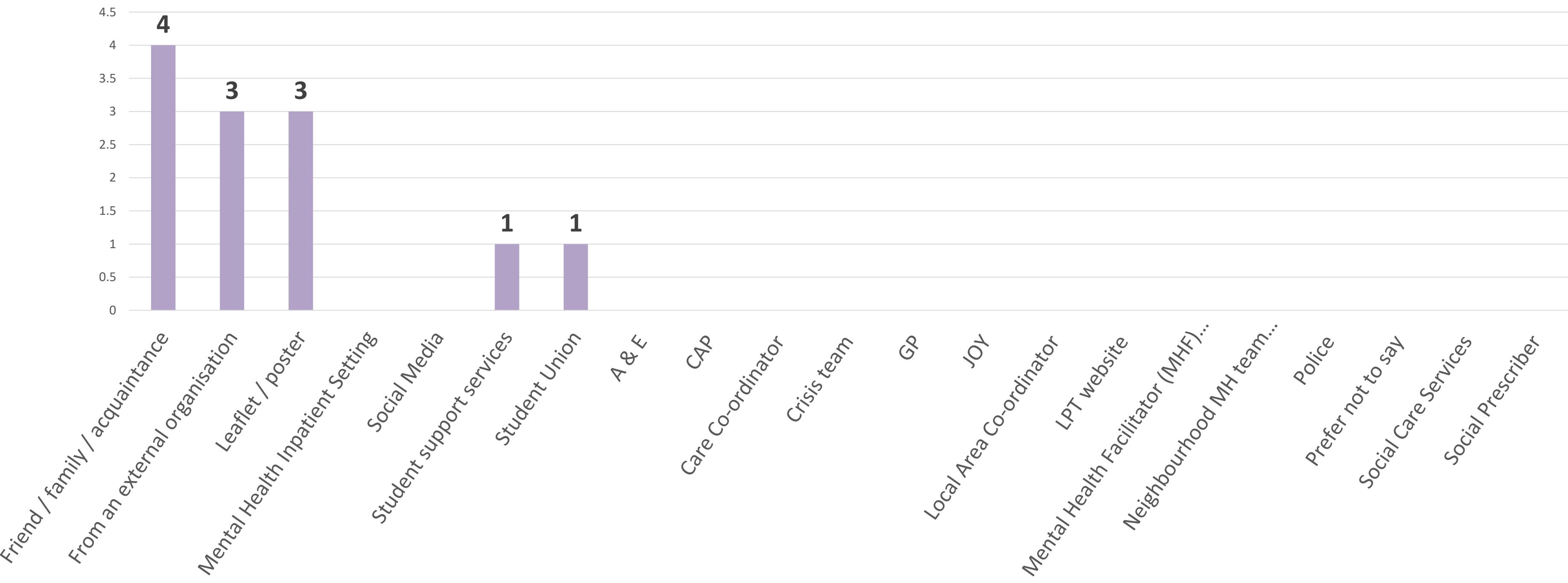


Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



How individual heard about the cafe...



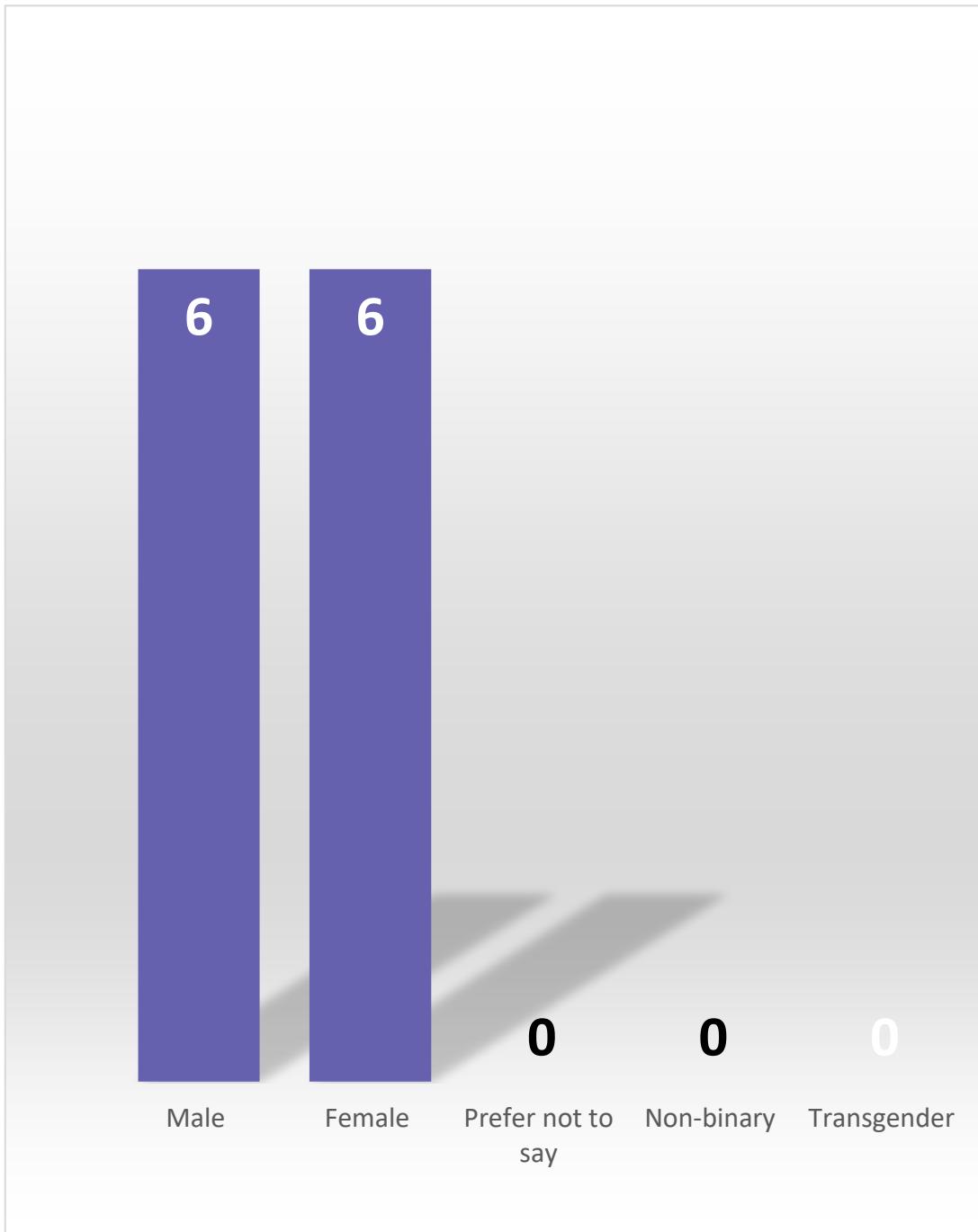
Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts

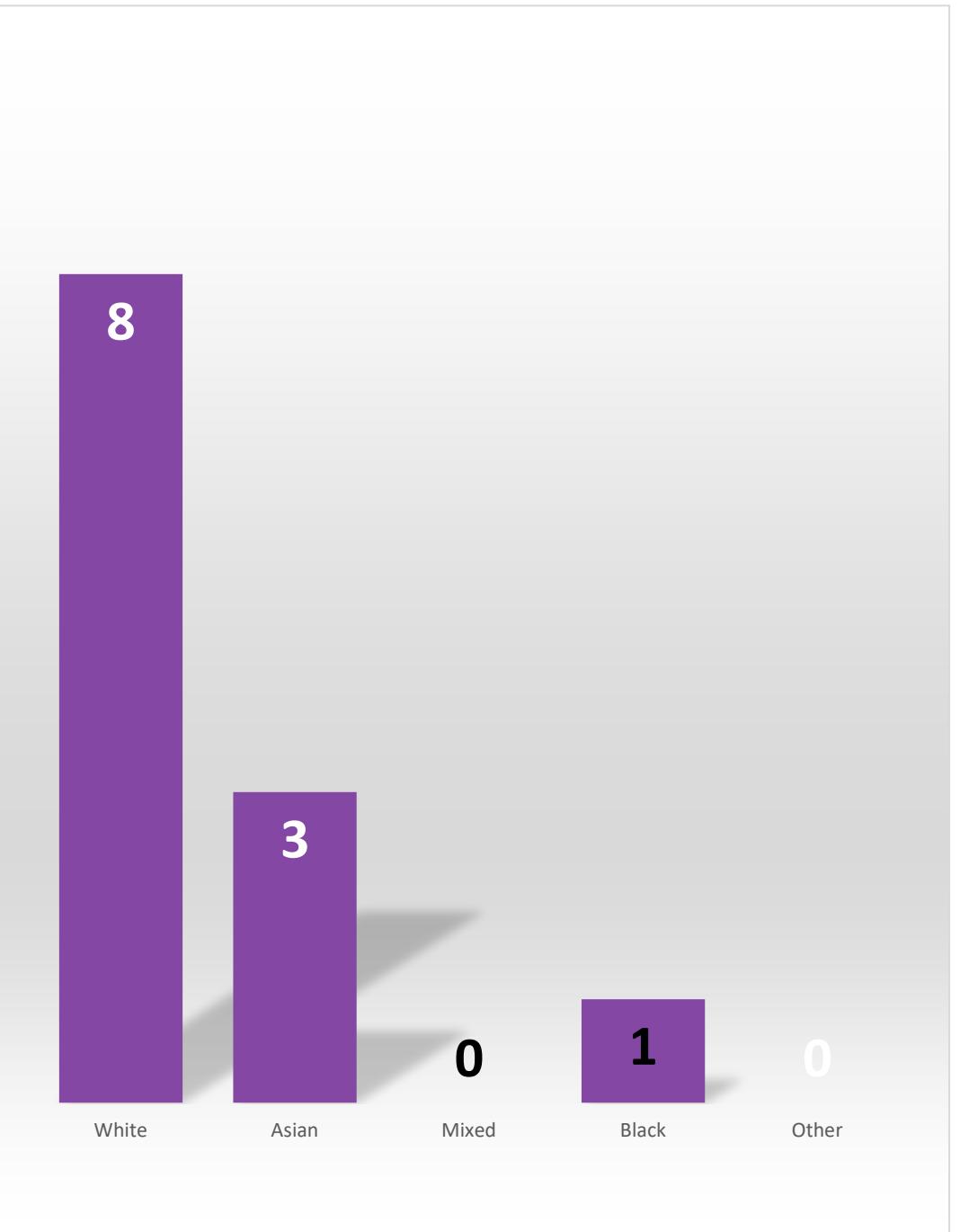


Demographics

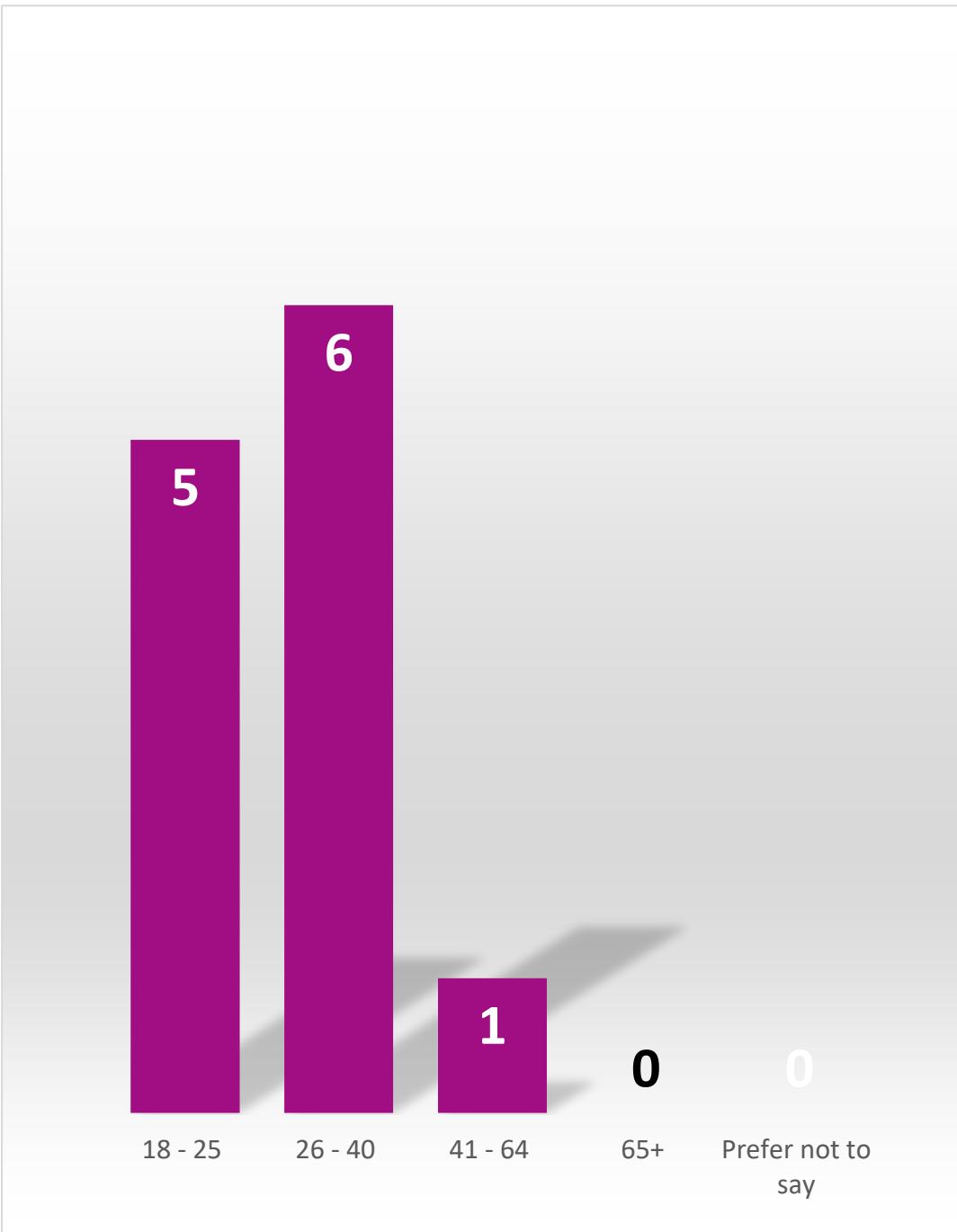
Gender



Ethnicity



Age



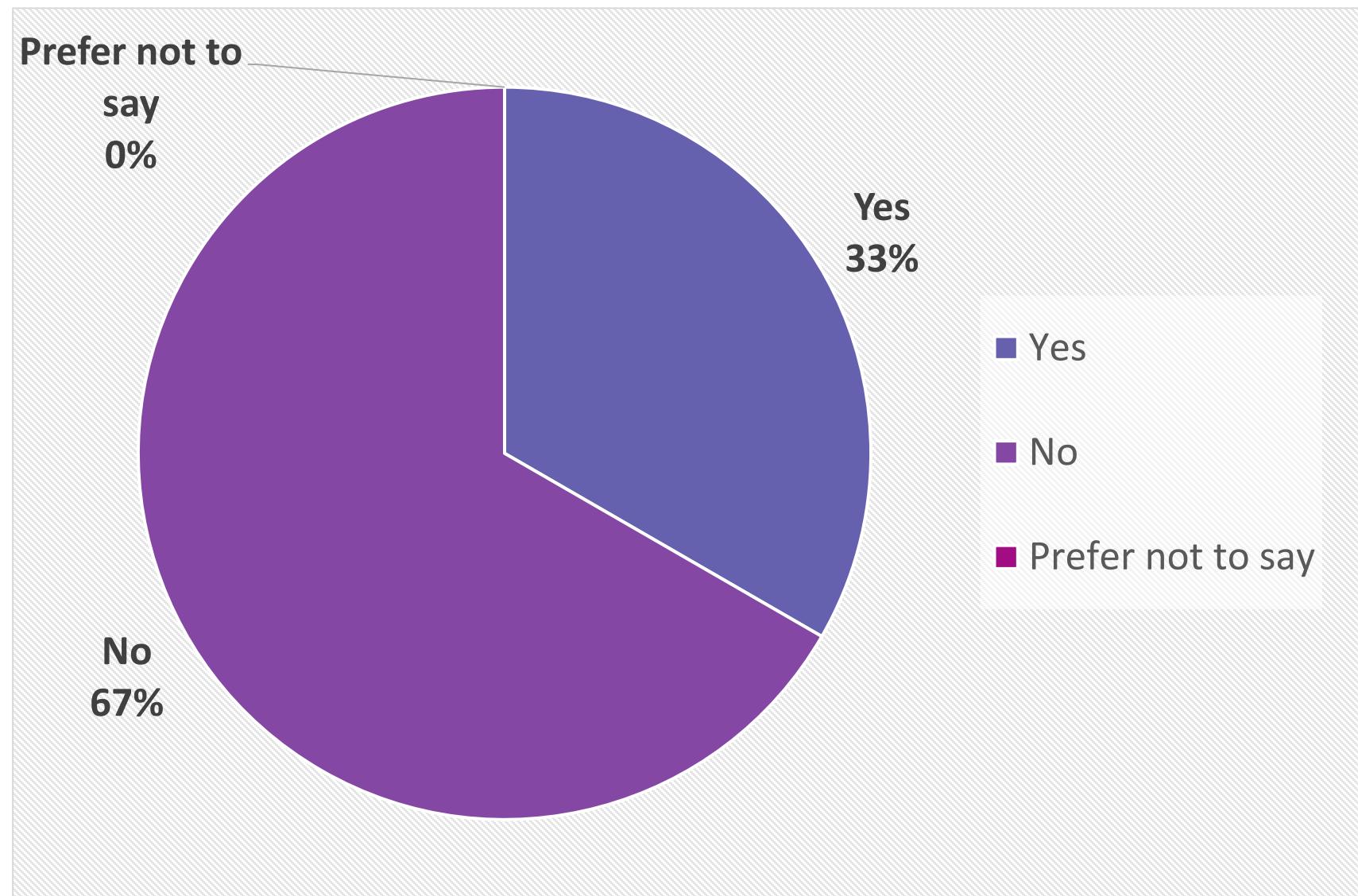
Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts

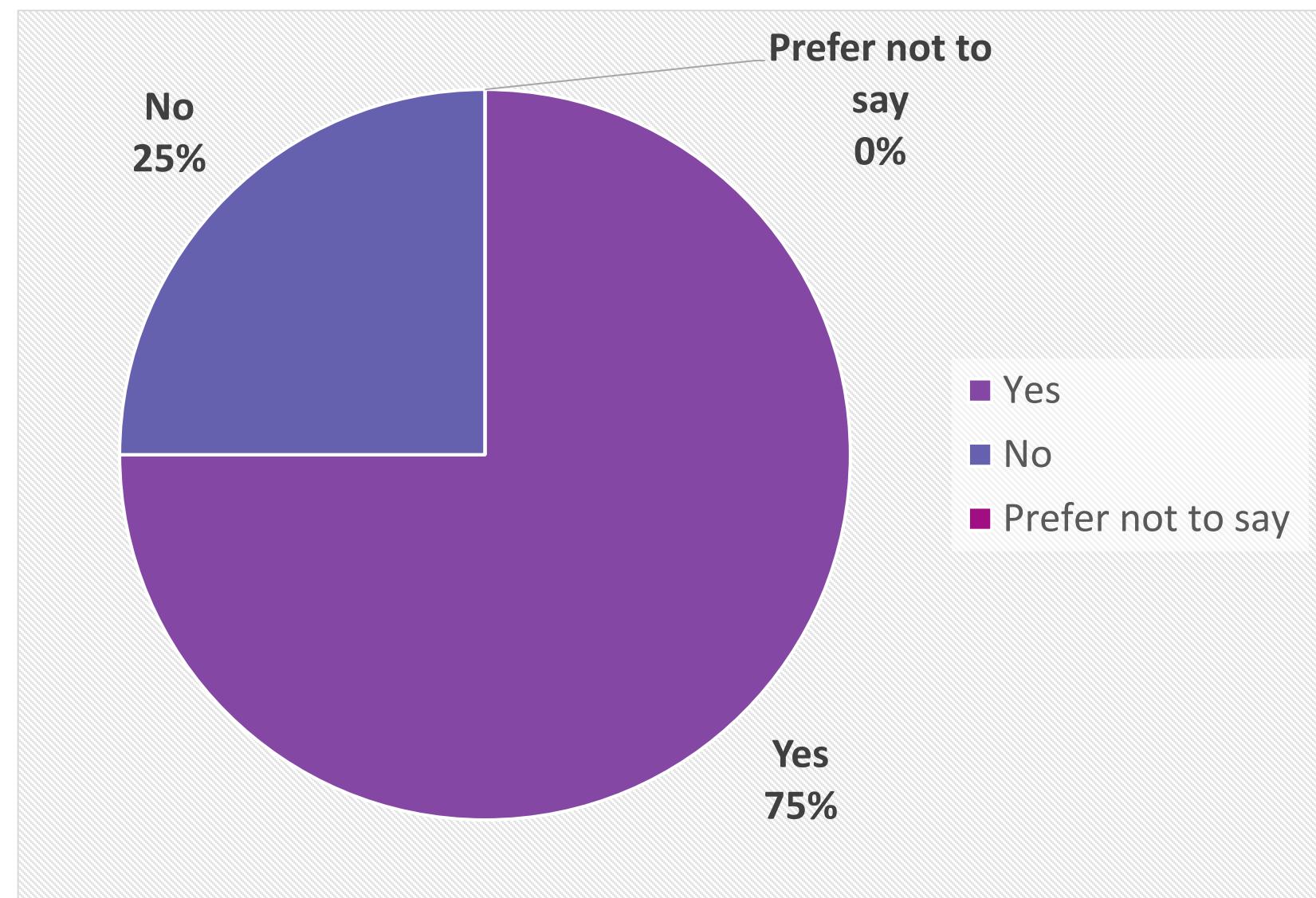


Demographics

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

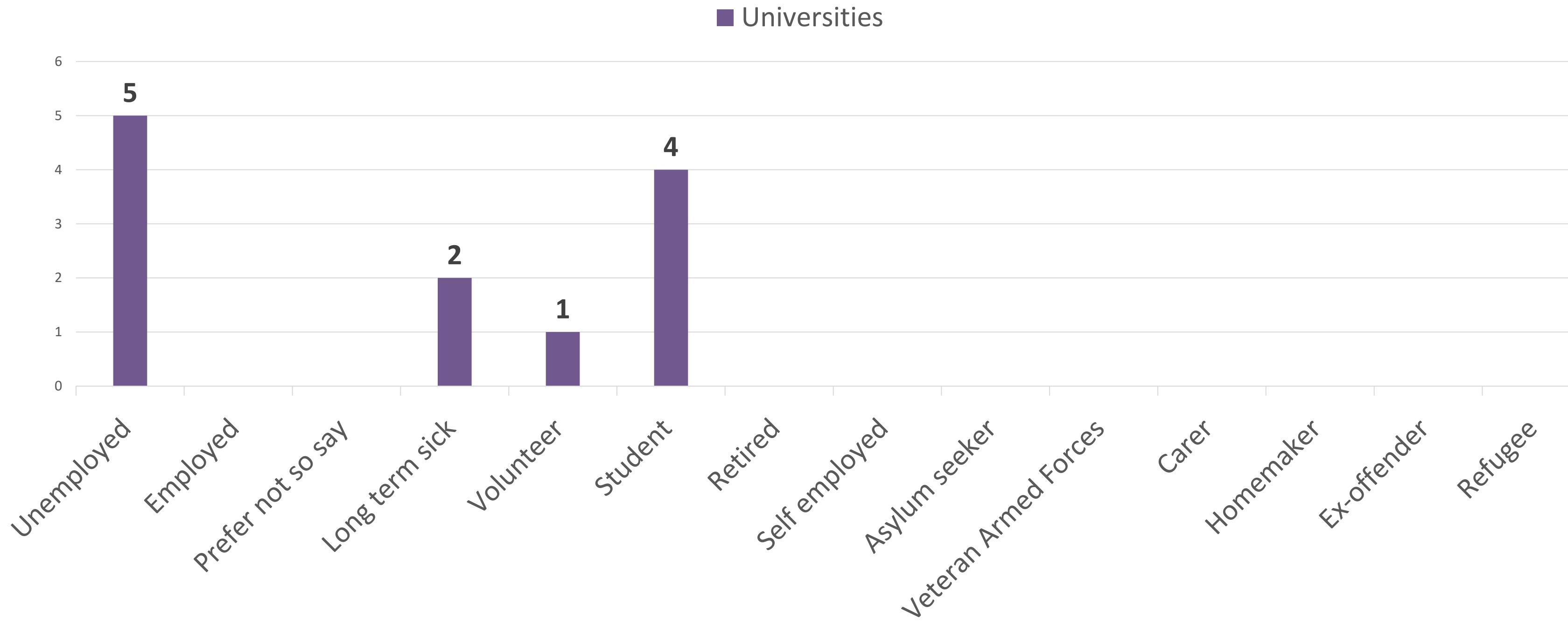
Data for December 2025 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



Demographics

Status

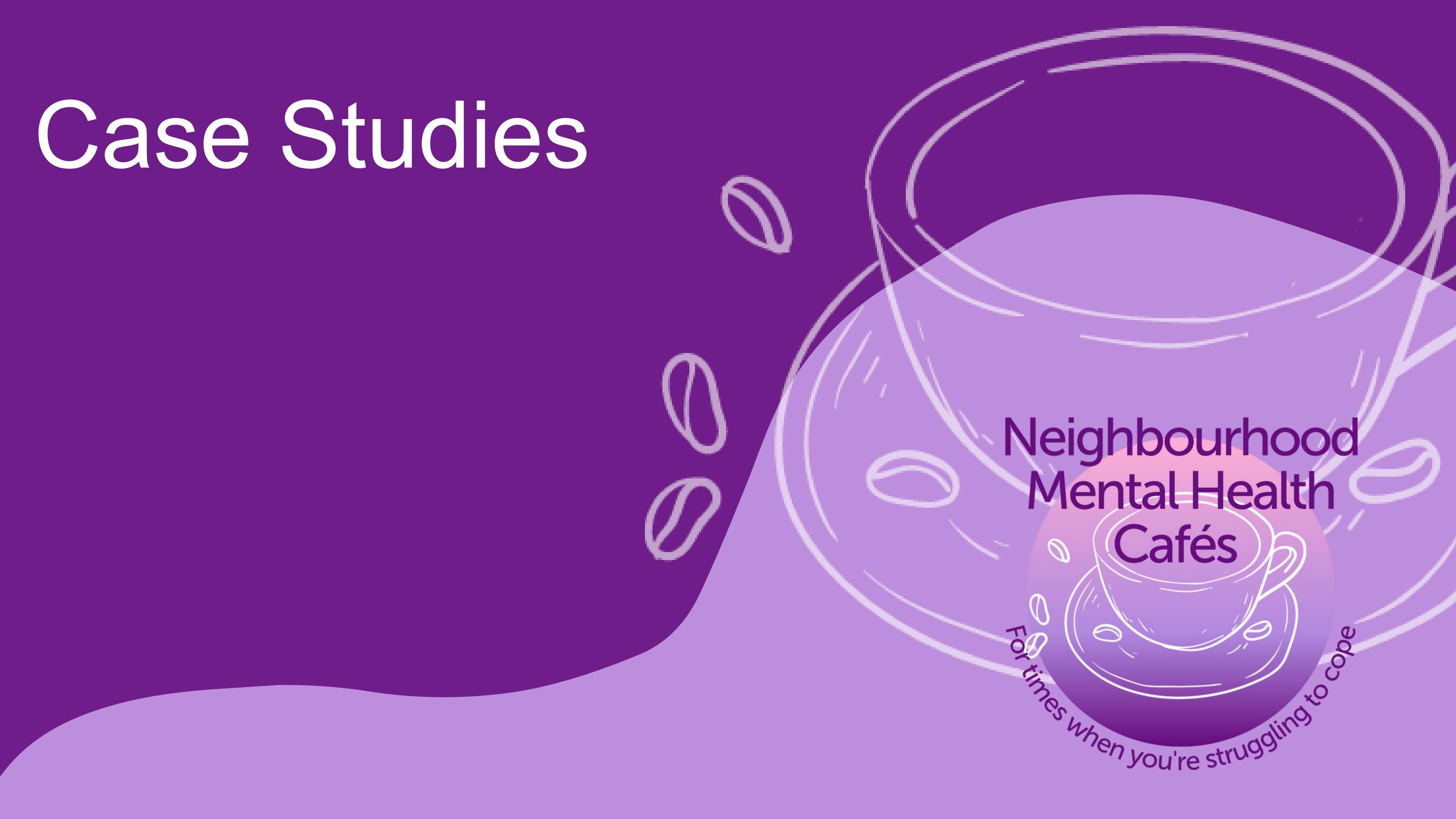


Data for December 2025 – University Mental Health Cafes Only

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.”