

Neighbourhood Mental Health Café Data January 2026



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Neighbourhood Mental Health Cafés

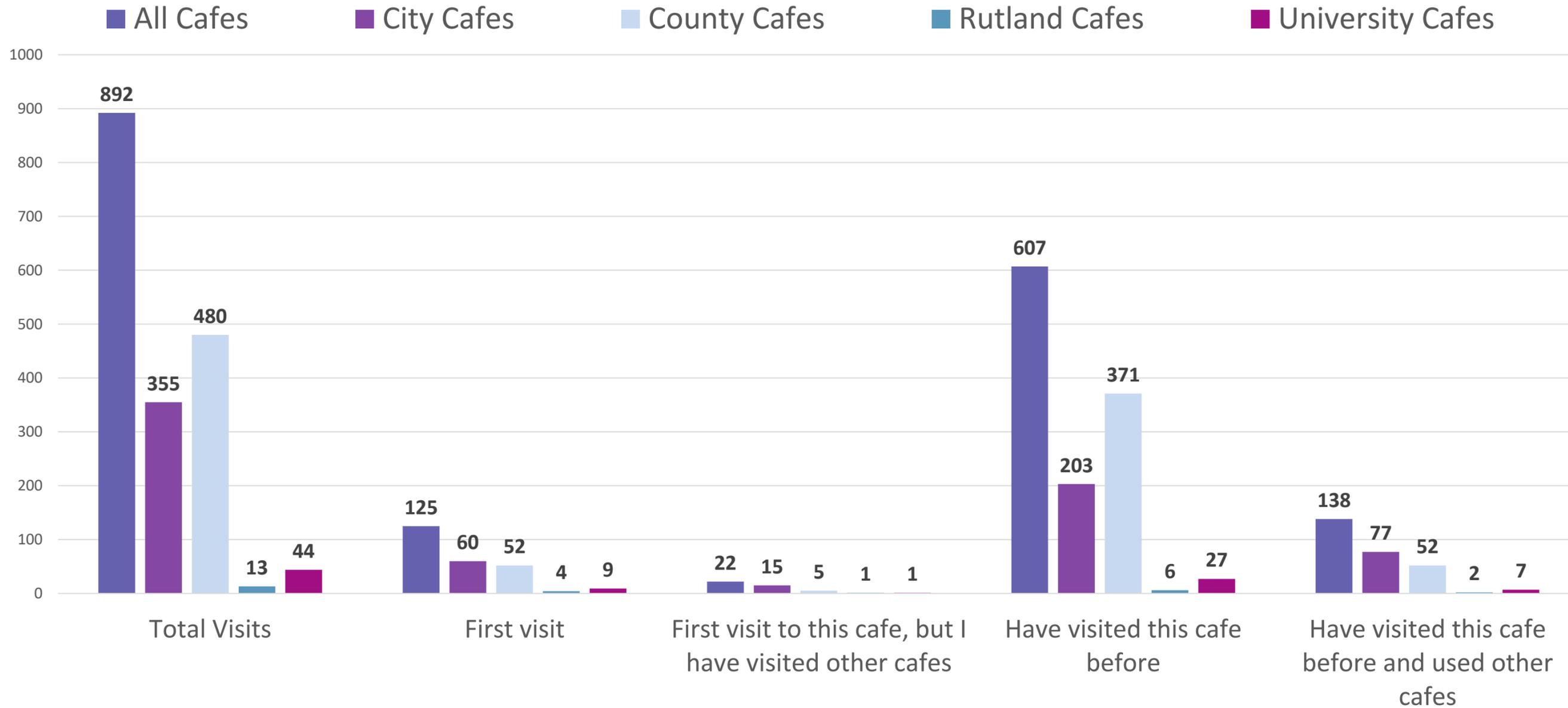
40 sessions being delivered by 16 different VCSE partners
across Leicester, Leicestershire & Rutland



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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		
Wigston 9.30am - 12.30pm	Saffron 10am – 4pm	Hinckley 1pm – 7pm	University of Leicester Students' only 11am - 2pm	De Montfort University 11am - 2pm	New Parks 11.30am – 4.30pm	Braunstone 2 – 5pm
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

892 contacts made with Neighbourhood Mental Health Cafes across Leicester, Leicestershire & Rutland in **January 2026**



How people accessed café?



In person – 824



Phone - 60



Text - 6



Email – 1



Online - 1



Neighbourhood Mental Health Café Data

(excluding University Cafes)

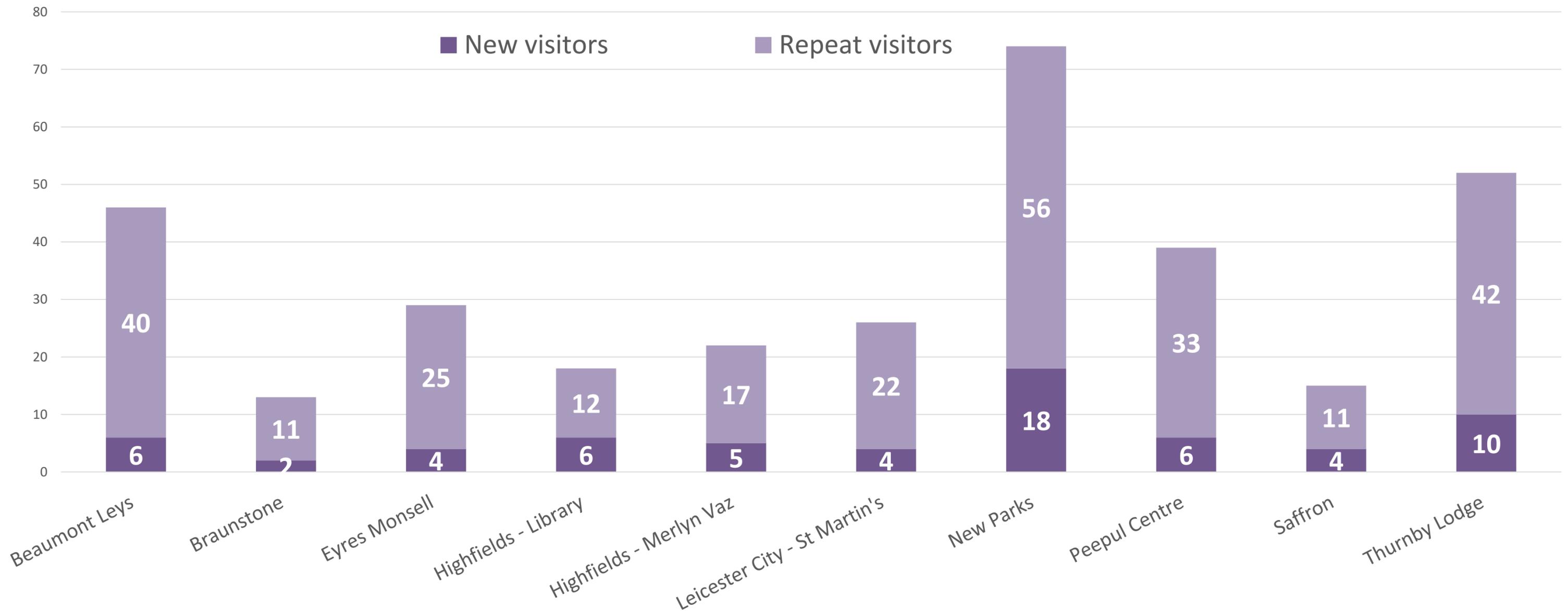


Neighbourhood
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For times when you're struggling to cope

Café Contacts Breakdown - City

355 contacts made with City Neighbourhood Mental Health Cafes in January 2026



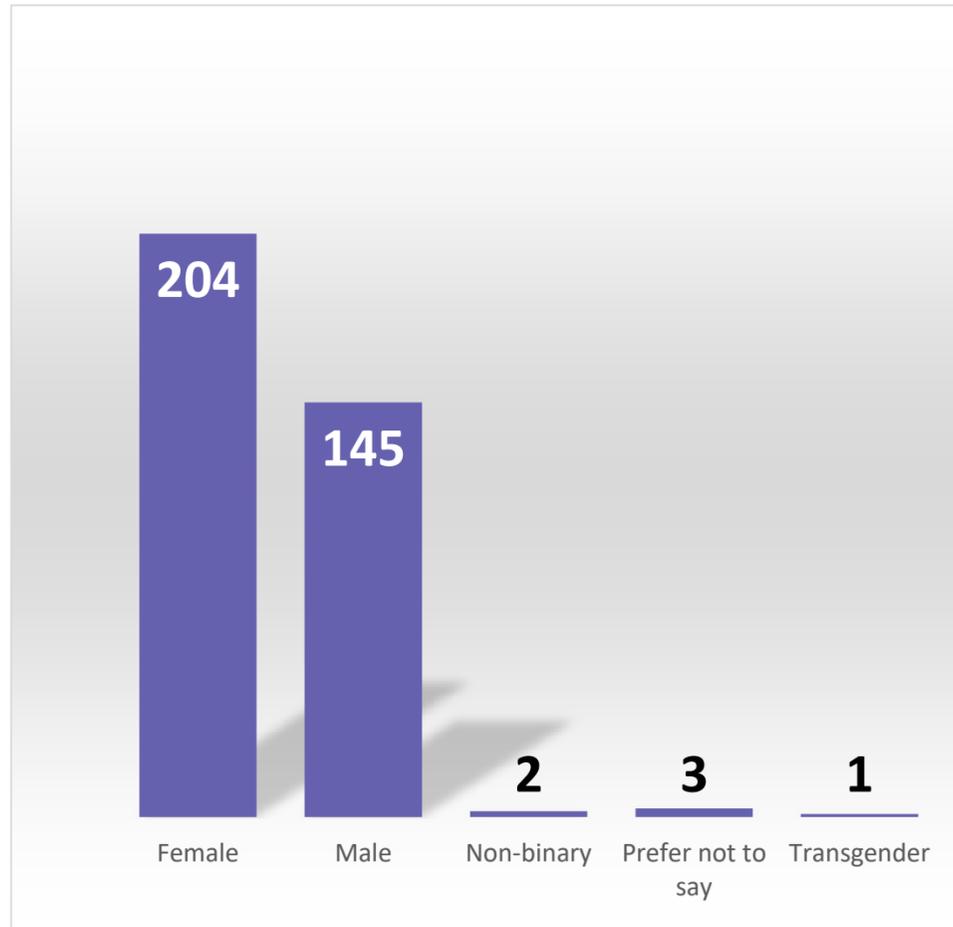
Data for City Neighbourhood Mental Health Cafes, January 2026



Demographics - City

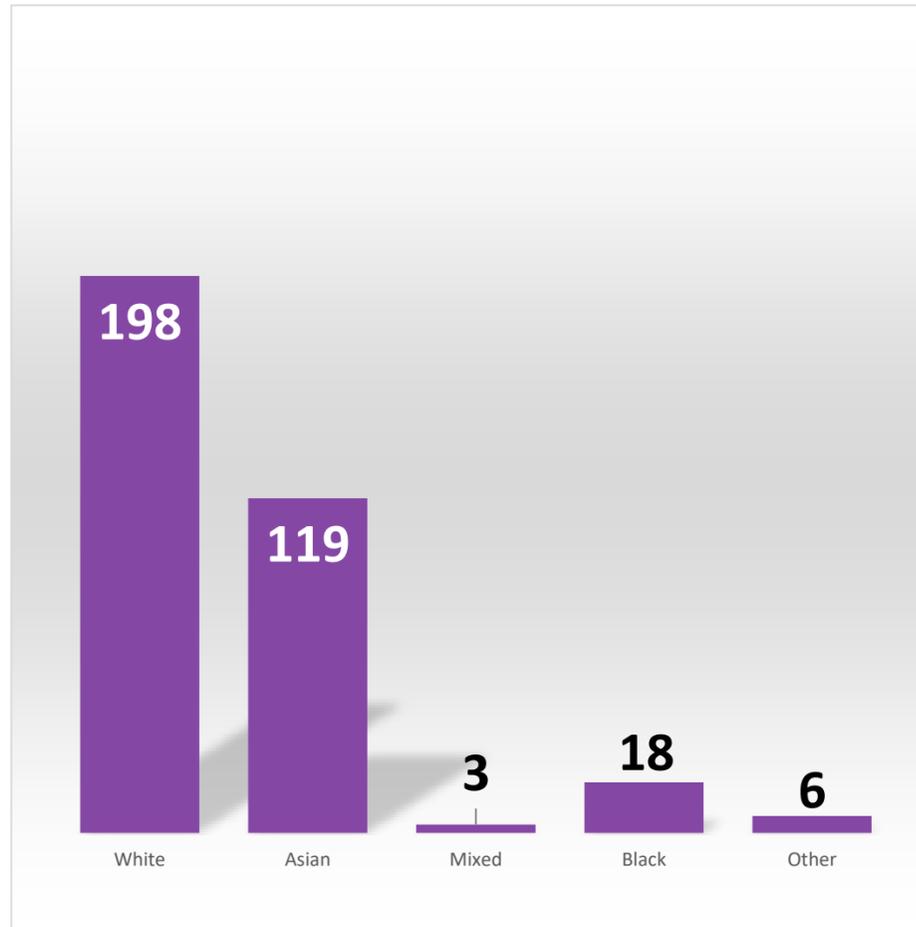
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



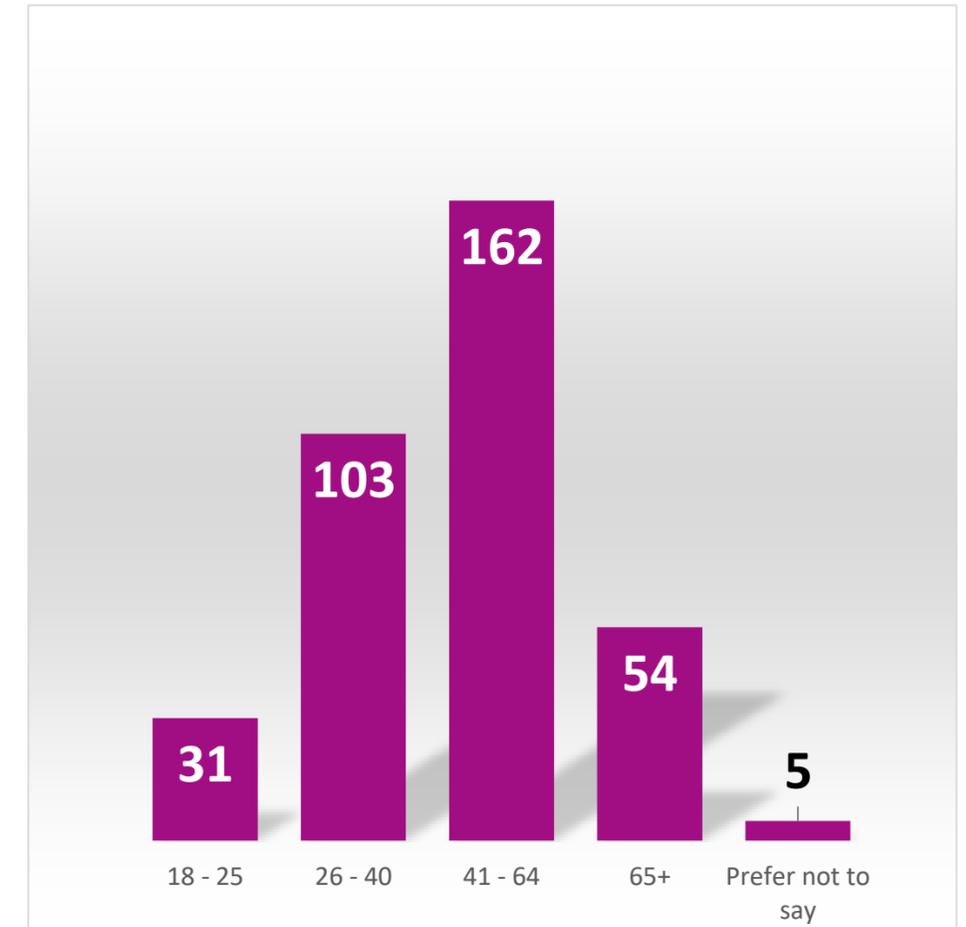
Leicester City sex comparison:
 Female – **Census 2021: 50.3% (Café: 57.46%)**
 Male – **Census 2021: 49.7% (Café: 40.84%)**

Ethnicity



Leicester City ethnicity comparison:
 Asian, Asian British or Asian Welsh – **Census 2021: 43.4% (Café: 33.52%)**
 Black, Black British, Black Welsh, Caribbean or African – **Census 2021: 7.8% (Café: 5.07%)**
 Mixed or Multiple ethnic groups – **Census 2021 3.8% (Café: 0.84%)**
 White – **Census 2021: 40.9% (Café: 55.77%)**
 Other ethnic group – **Census 2021: 4.1% (Café: 1.69%)**

Age

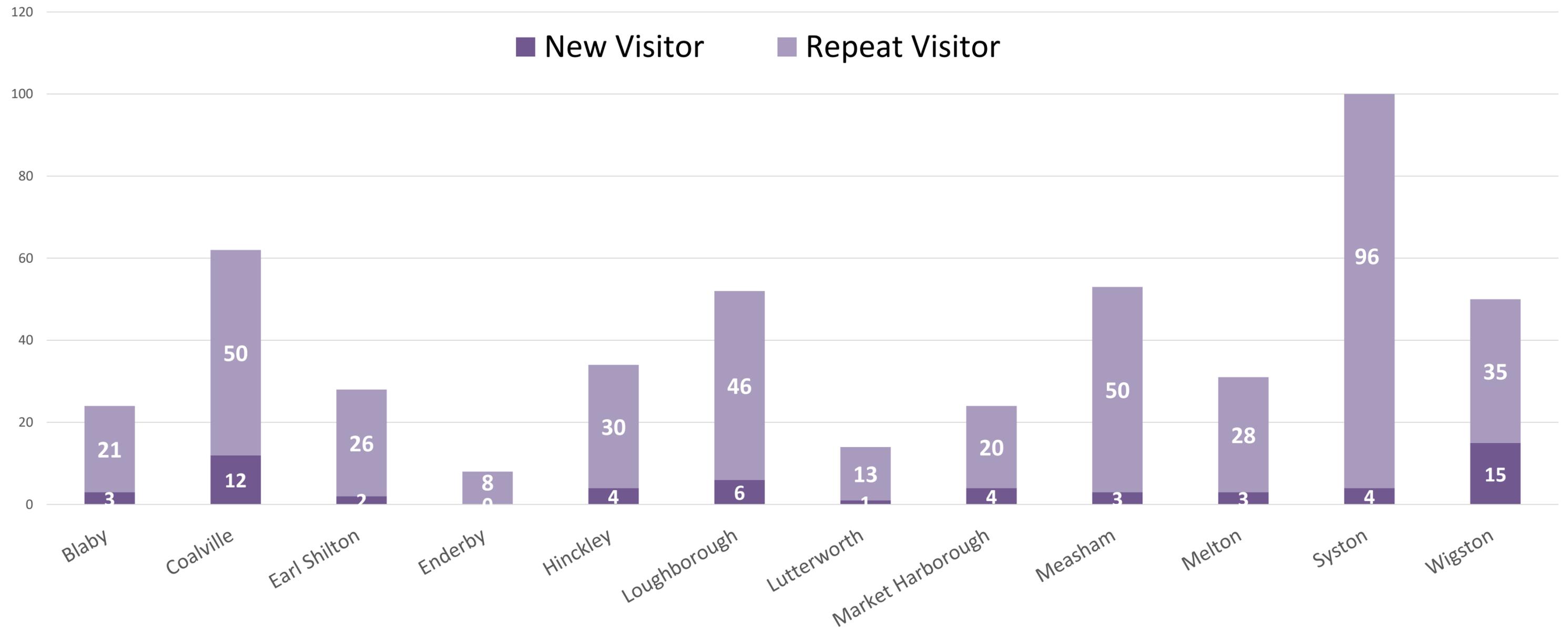


Leicester City age comparison:
 5-14 year olds – **Census 2021: 27.2%**
 20-24 year olds – **Census 2021: 9.7% (Café: 8.73%)**
 25-39 year olds – **Census 2021: 22.6% (Café: 29.01%)**
 40-64 year olds – **Census 2021: 28.6% (Café: 45.63%)**
 65+ year olds – **Census 2021: 11.9% (Café: 15.21%)**



Café Contacts Breakdown - County

480 contacts made with County Neighbourhood Mental Health Cafes in January 2026



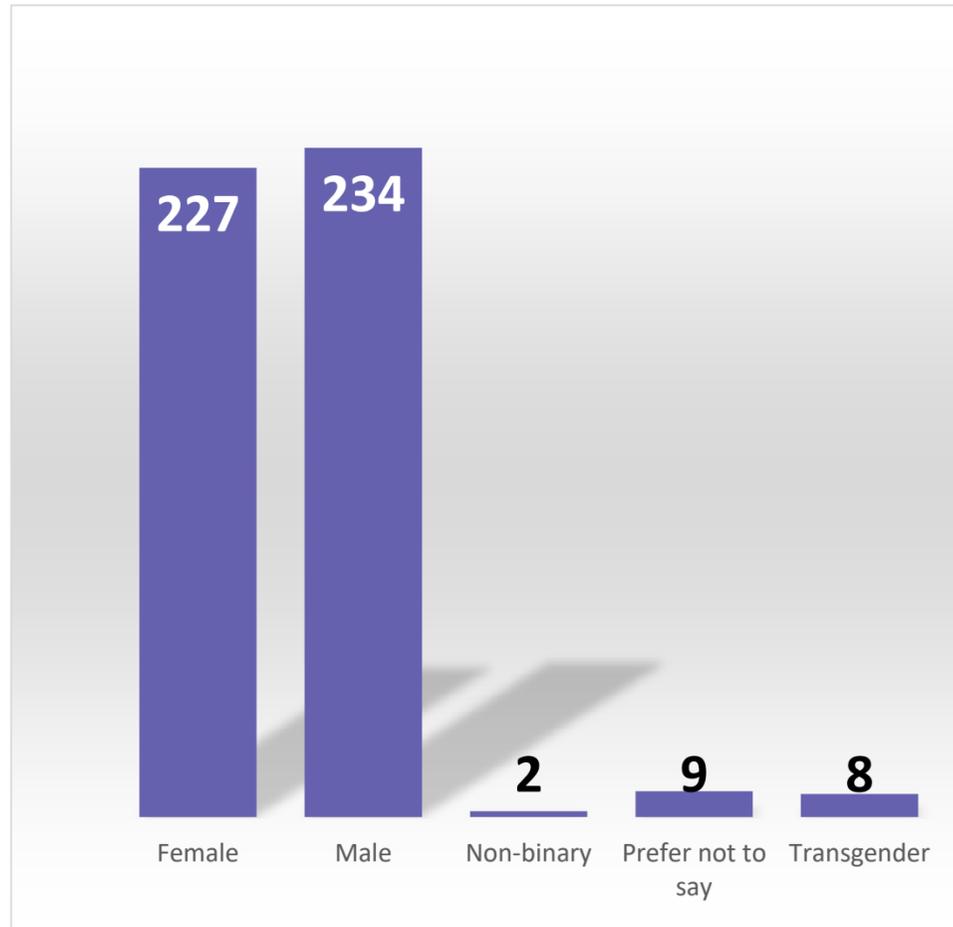
Data for County Neighbourhood Mental Health Cafes, January 2026



Demographics - County

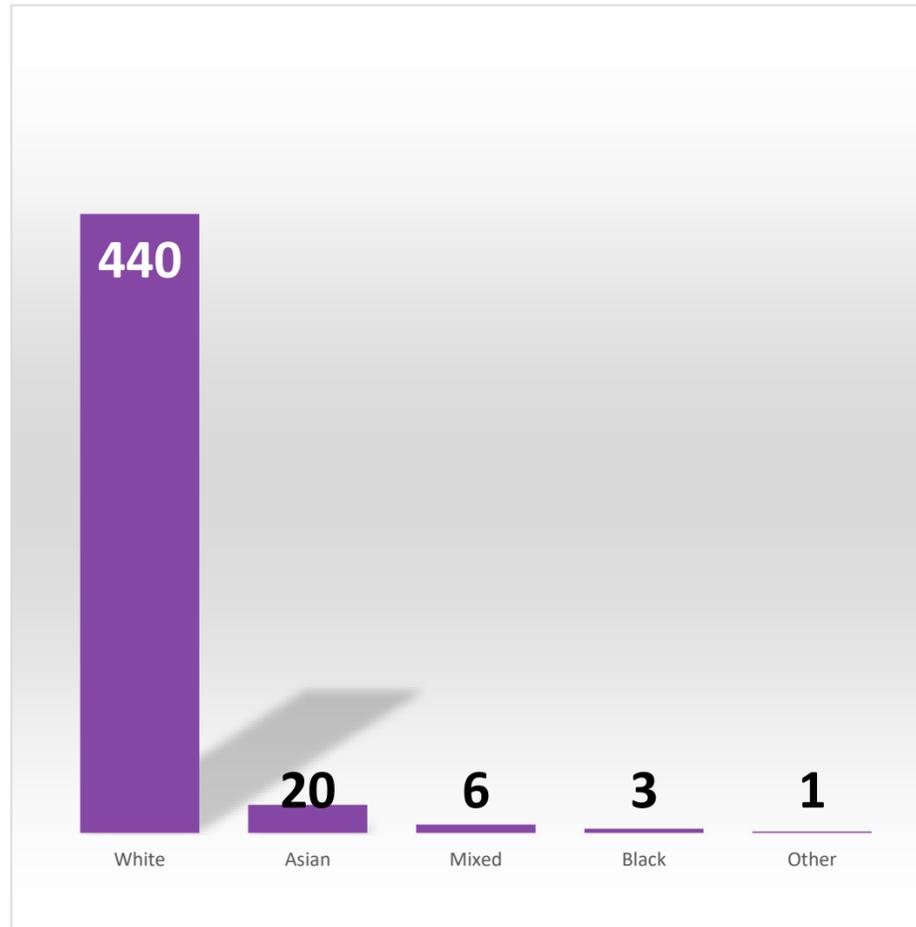
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



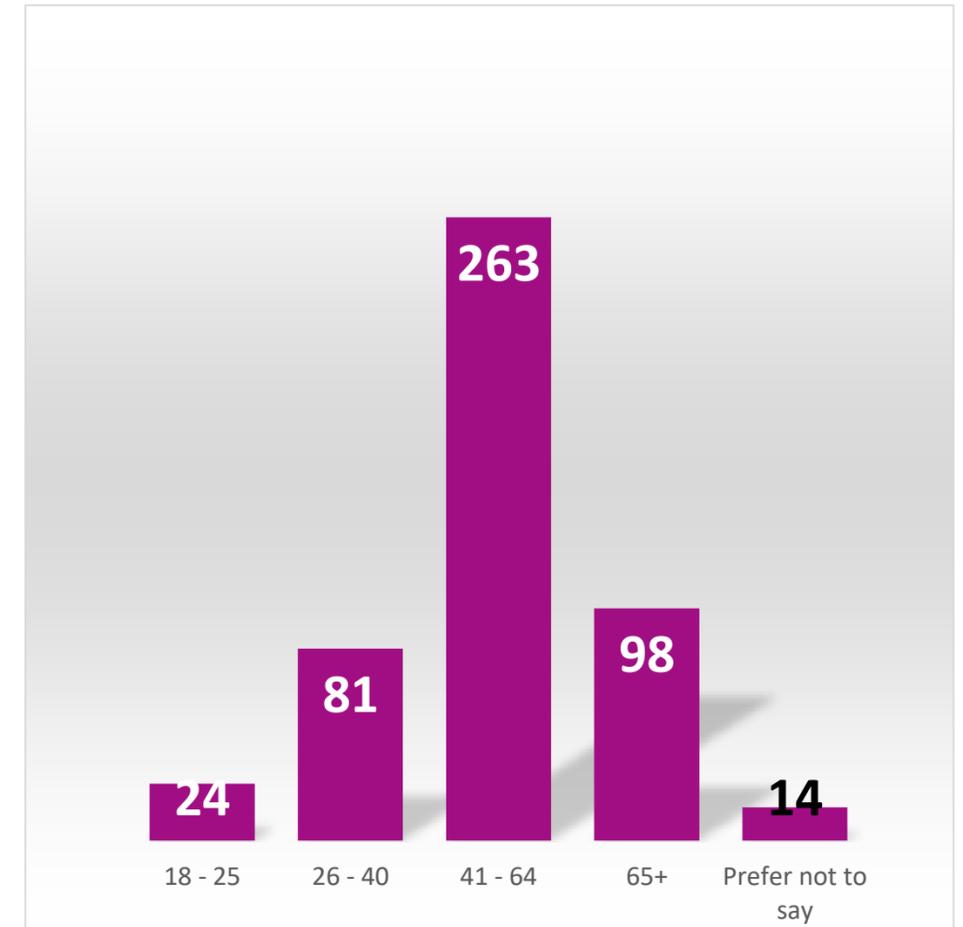
Leicestershire sex comparison:
 Female – **Census 2021: 50.6% (Café: 47.29%)**
 Male – **Census 2021: 49.4% (Café: 48.75%)**

Ethnicity



Leicestershire ethnicity comparison:
 Asian, Asian British or Asian Welsh – **Census 2021: 8% (Café: 4.16%)**
 Black, Black British, Black Welsh, Caribbean or African – **1% (Café: 0.62%)**
 Mixed or Multiple ethnic groups – **3.8% (Café: 1.65%)**
 White – **88% (Café: 91.66%)**
 Other ethnic group – **4.1% (Café: 0.20%)**

Age

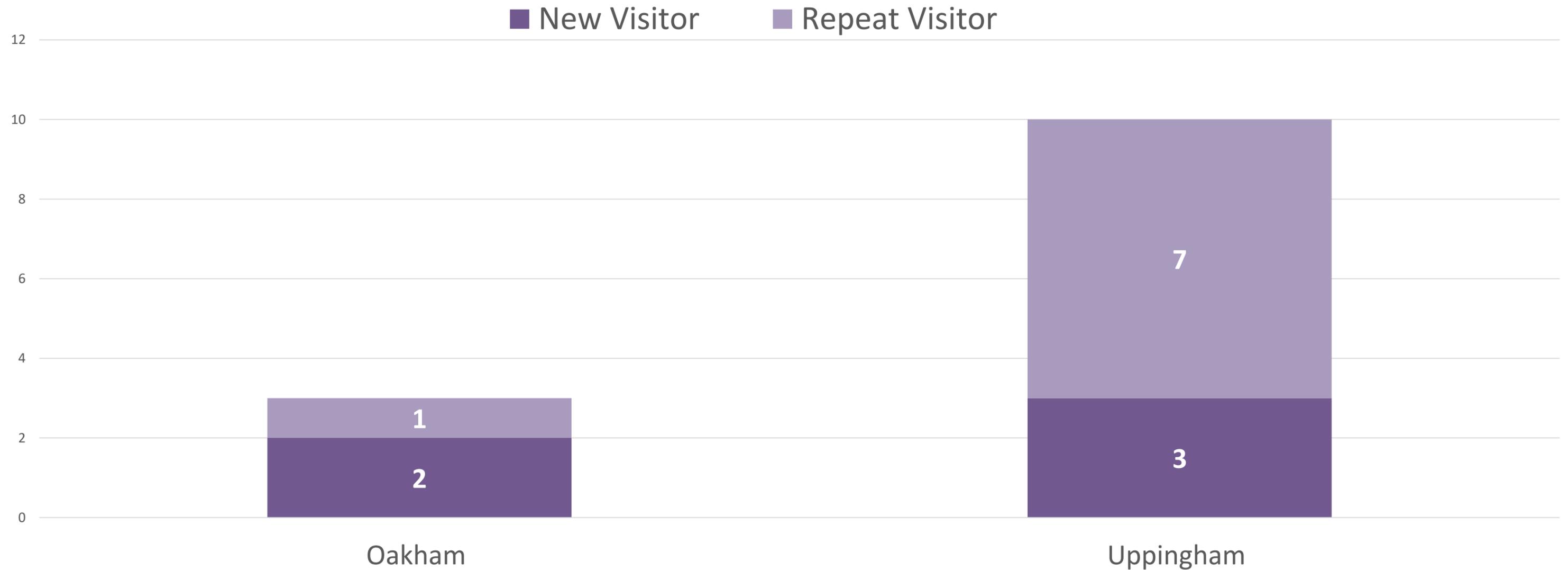


Leicestershire age comparison:
 5-14 year olds – **Census 2021: 22.4%**
 20-24 year olds – **Census 2021: 5.7% (Café: 5.00%)**
 25-39 year olds – **Census 2021: 18.1% (Café: 16.87%)**
 40-64 year olds – **Census 2021: 32.7% (Café: 54.79%)**
 65+ year olds – **Census 2021: 21.1% (Café: 20.41%)**



Café Contacts Breakdown - Rutland

13 contacts made with County Neighbourhood Mental Health Cafes in January 2026



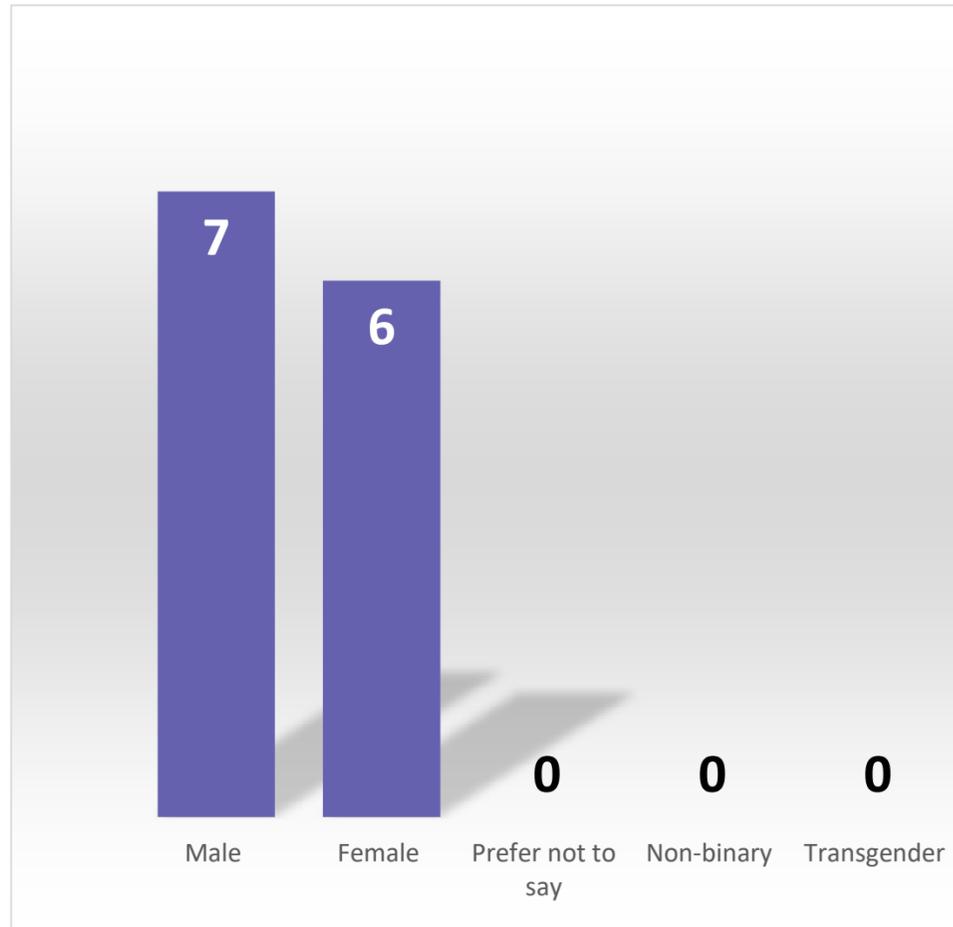
Data for Rutland Neighbourhood Mental Health Cafes, January 2026



Demographics - Rutland

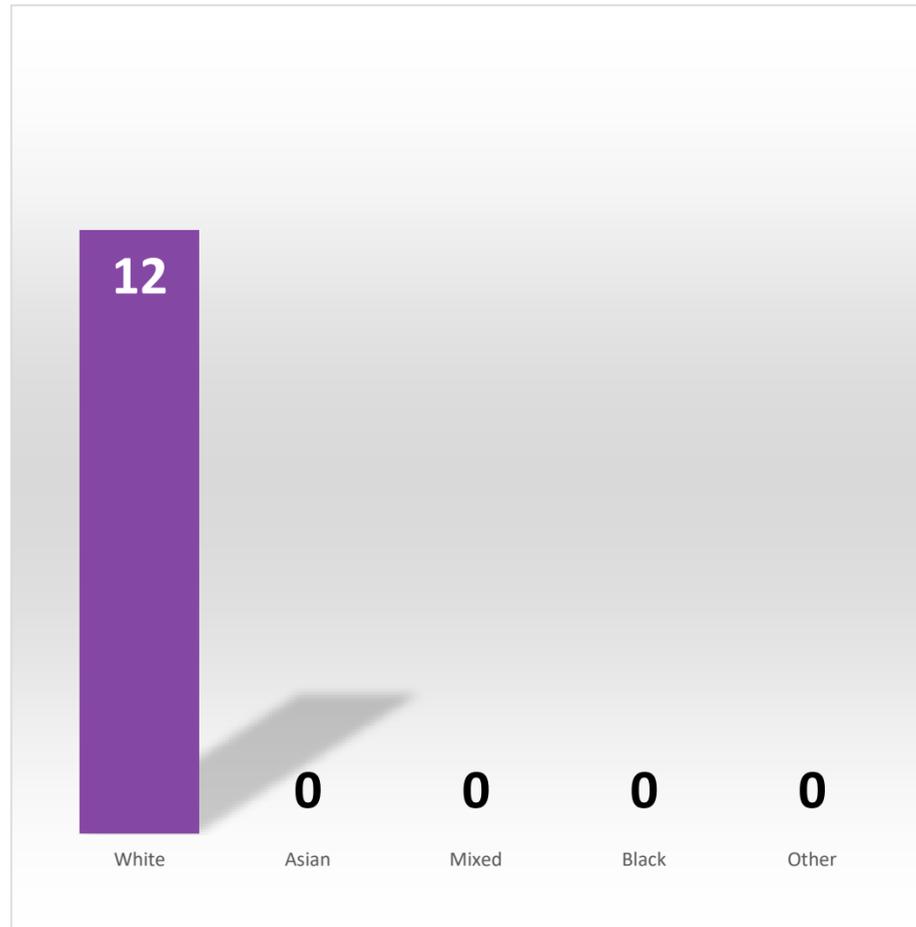
Percentage in () is café prevalence so it can be compared against census demographic information.

Gender



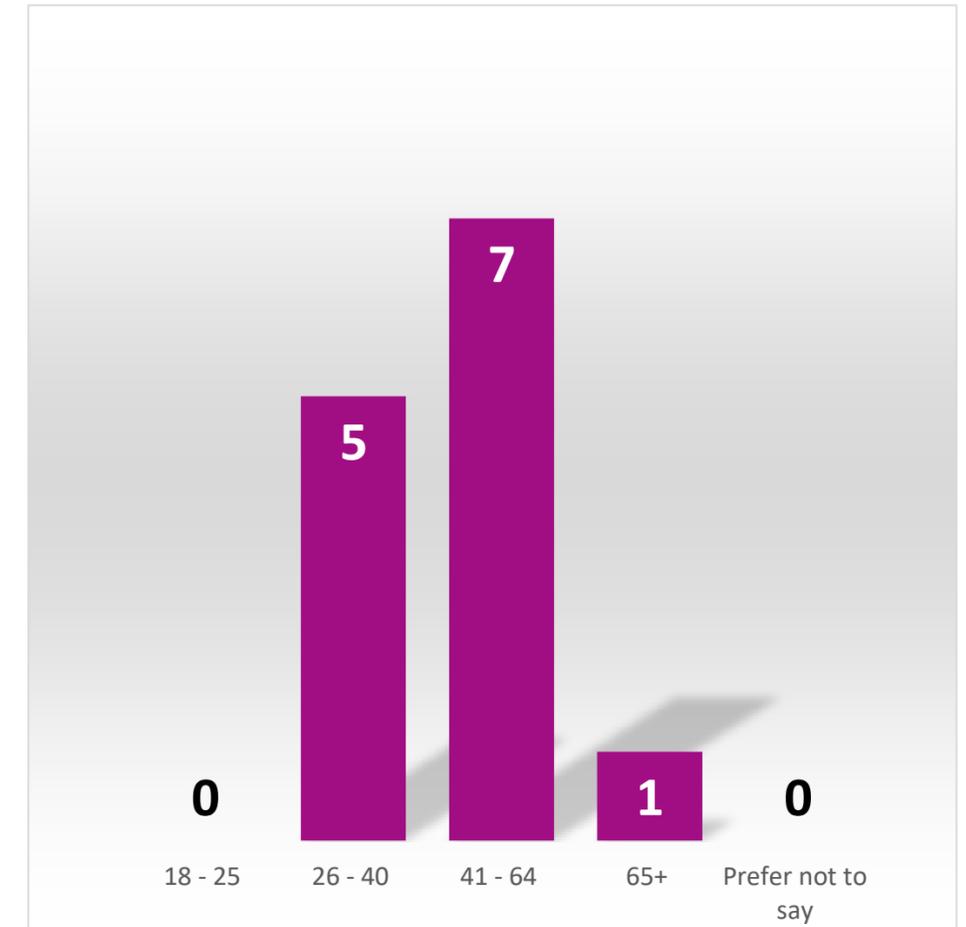
Rutland sex comparison:
 Female – **Census 2021: 48.7% (Café: 46.15%)**
 Male – **Census 2021: 51.3% (Café: 53.84%)**

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: 92.03%)**
 Other ethnic group – **Census 2021: 0.5% (Café: 0%)**

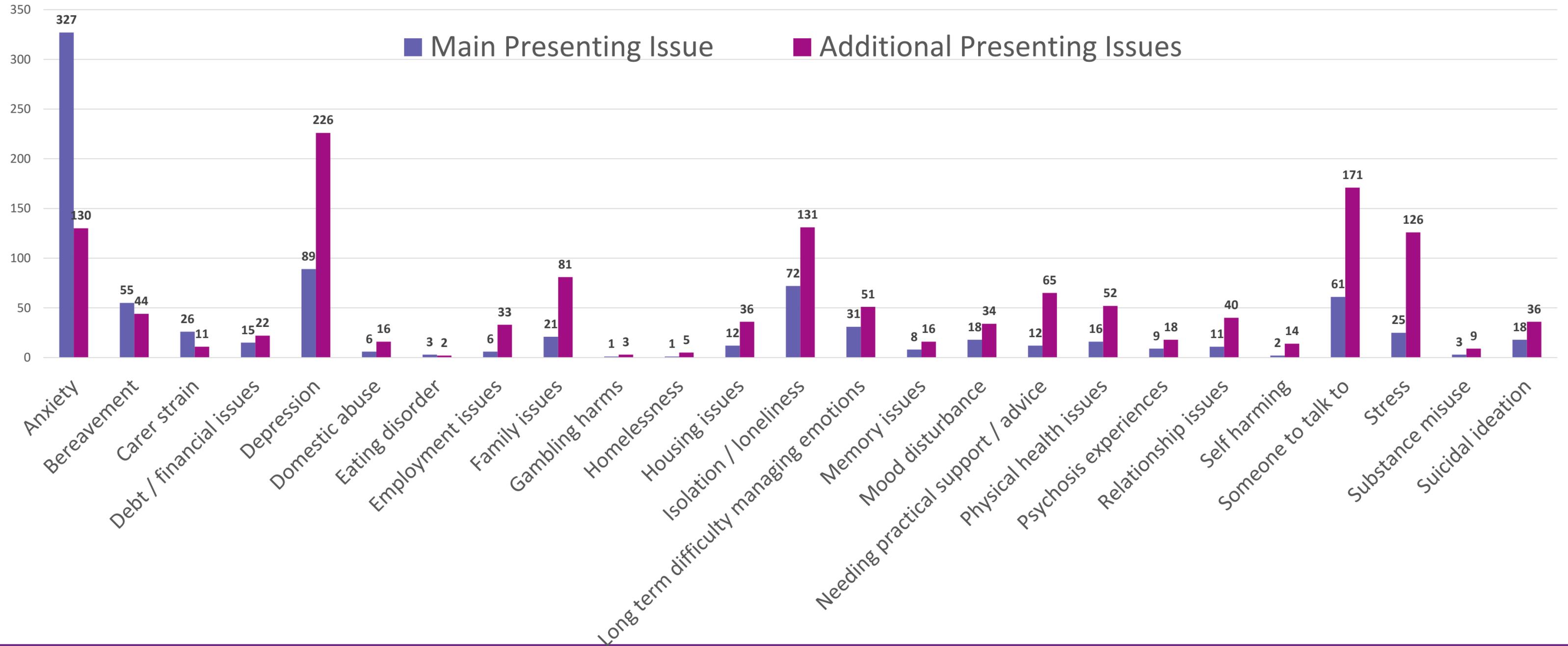
Age



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: 38.46%)**
 40-64 year olds – **Census 2021: 32.7% (Café: 53.84%)**
 65+ year olds – **Census 2021: 25.6% (Café: 7.69%)**



Presenting Issues

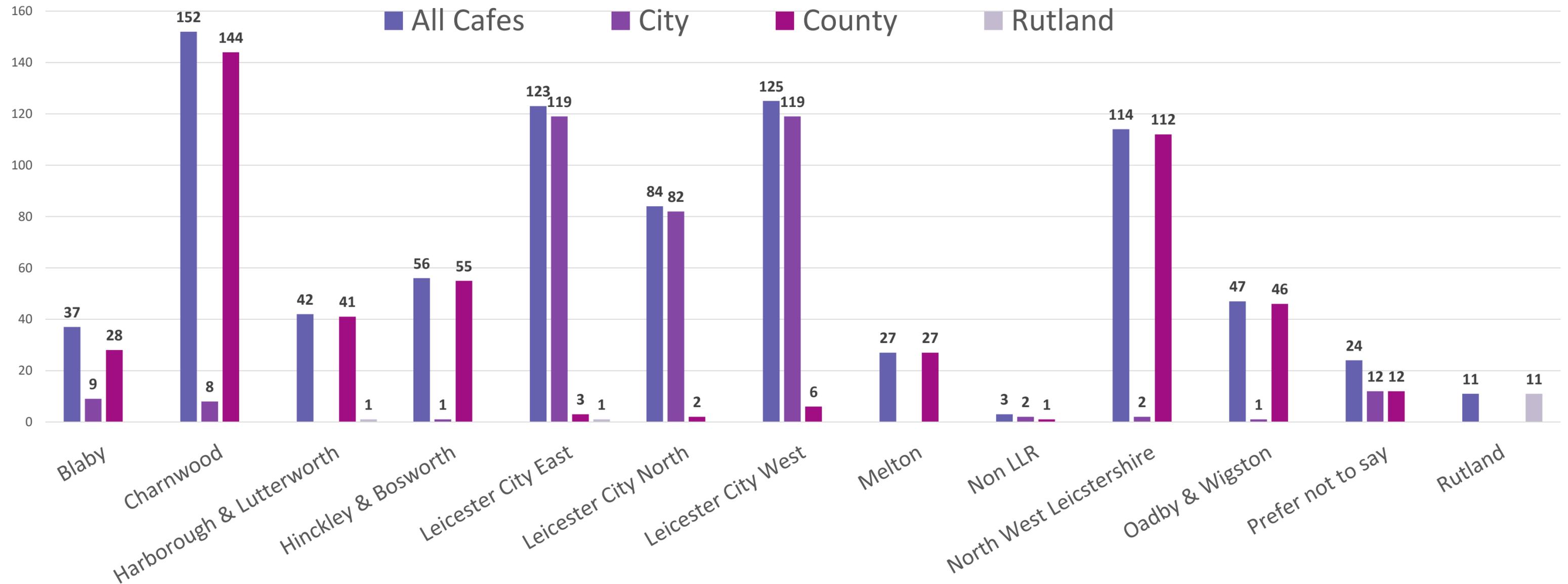


Data for all Neighbourhood Mental Health Cafes January 2026 (excluding universities)

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



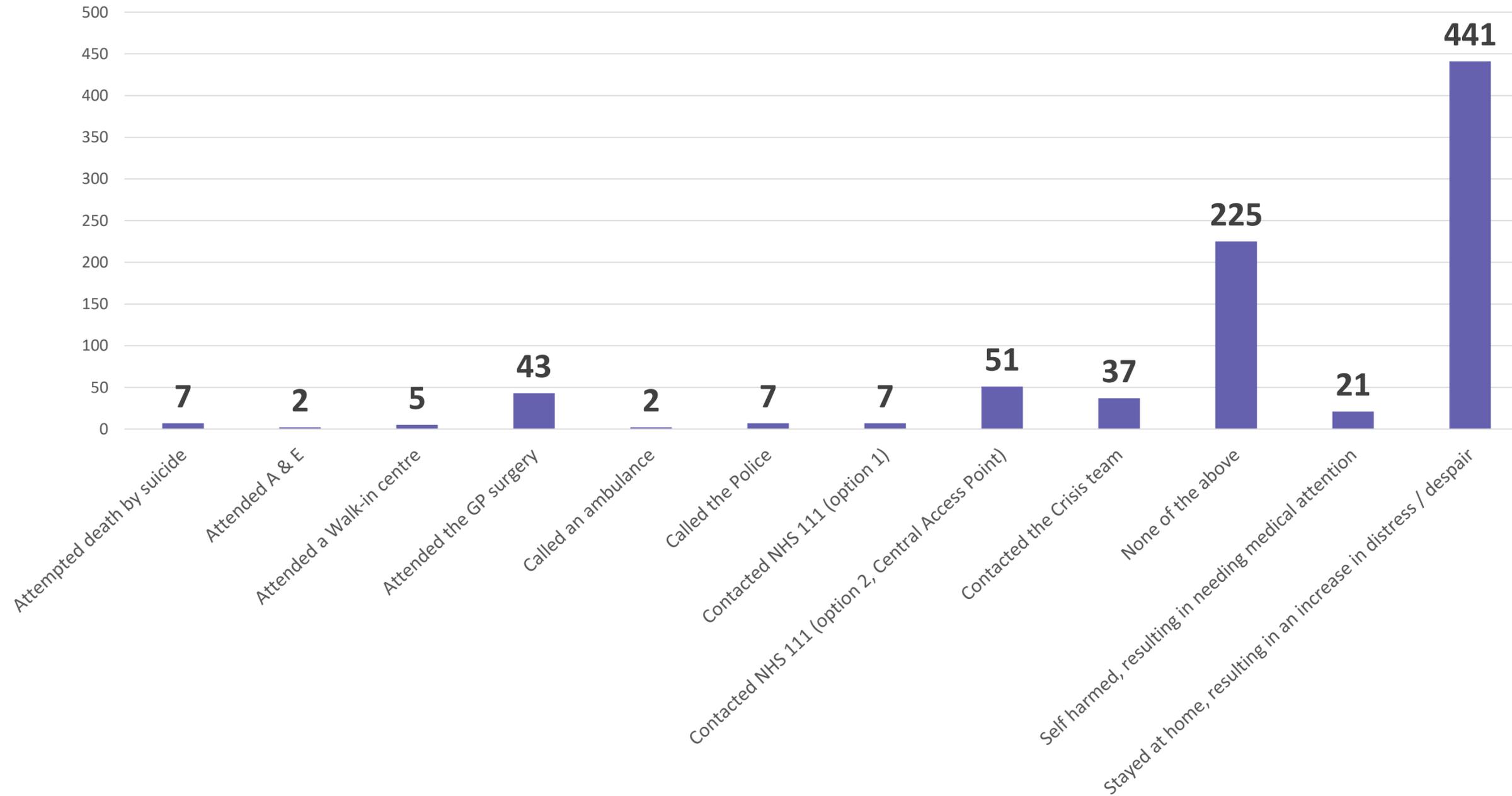
To visit the café people travelled from...



Data for all Neighbourhood Mental Health Cafes January 2026 (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 - £455

A&E - £274

Ambulance - £834

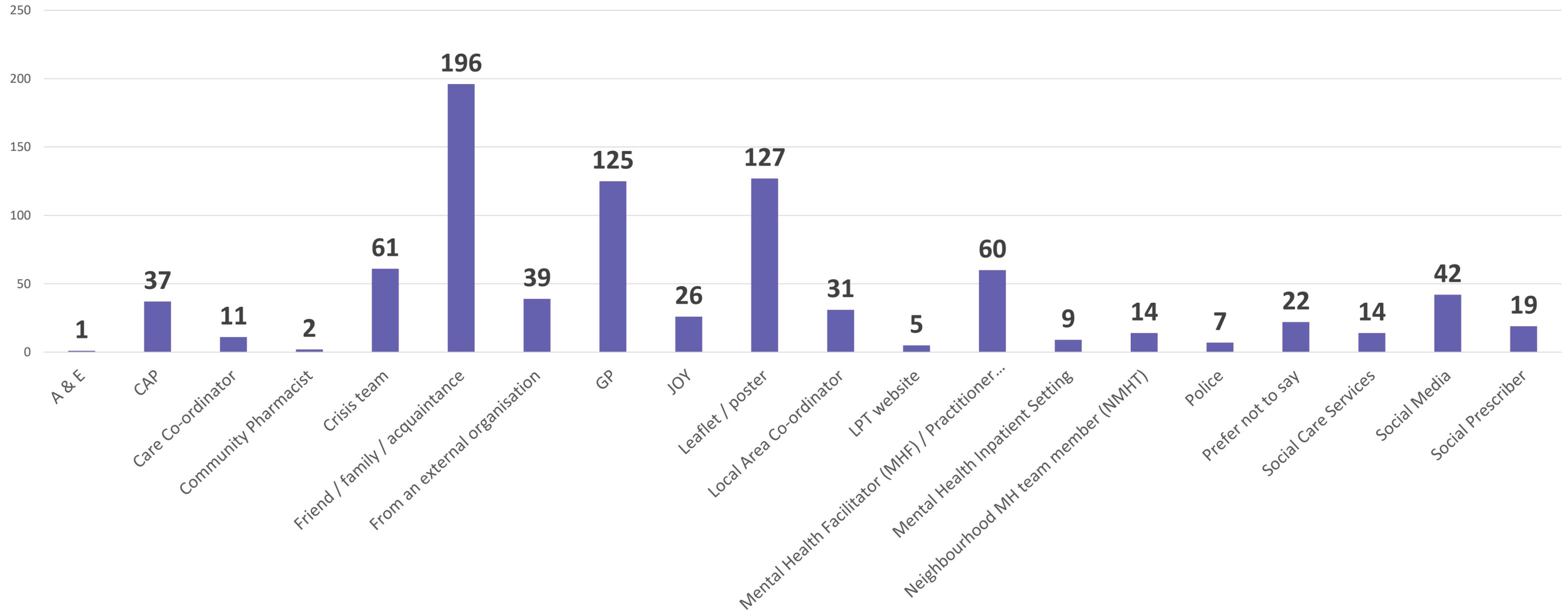
GP appointment - £2,107

Excluding, Crisis Team, 111 calls)

Data for all Neighbourhood Mental Health Cafes January 2026 (excluding universities)



How individual heard about the cafe...

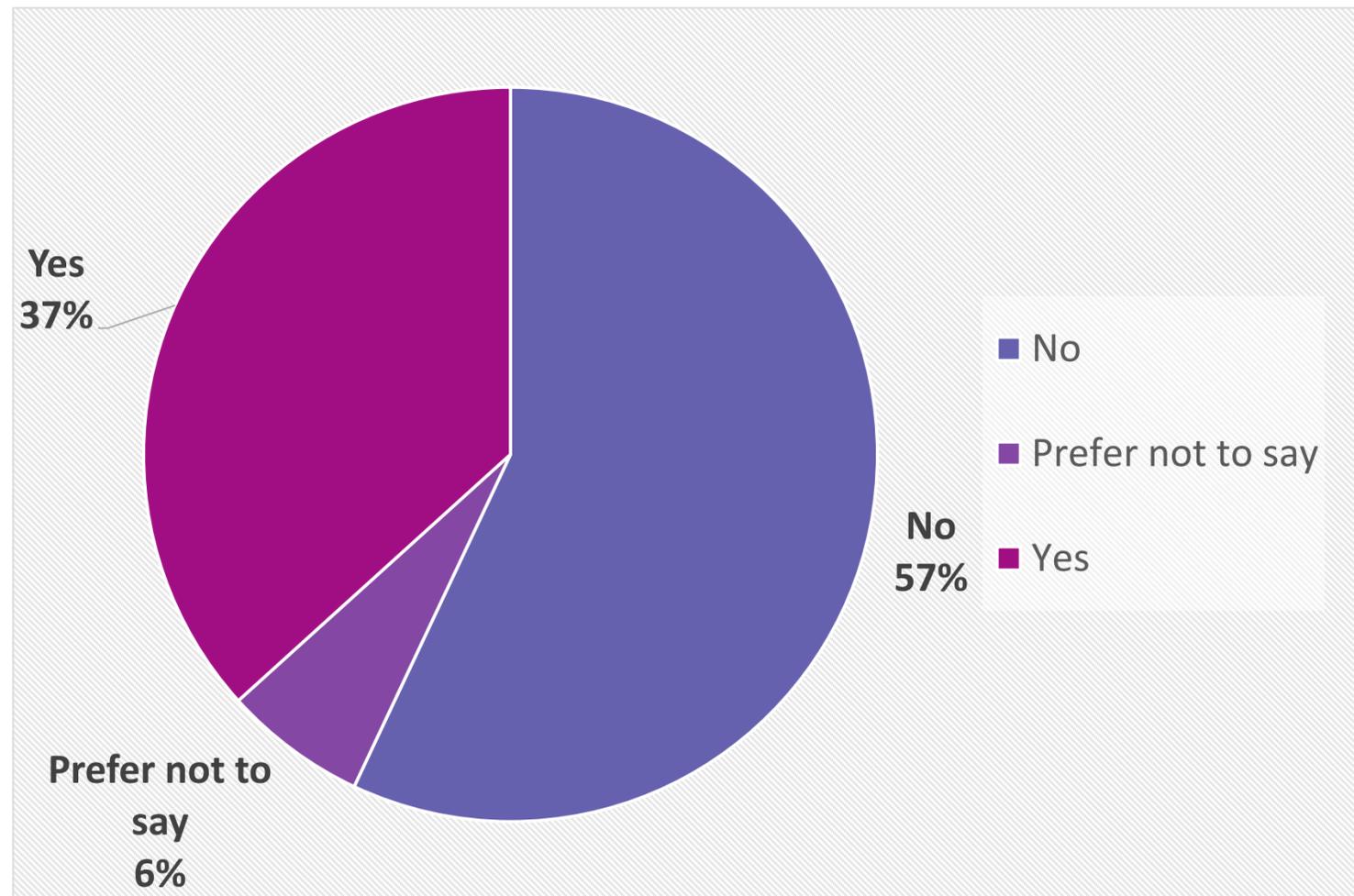


Data for all Neighbourhood Mental Health Cafes January 2026 (excluding universities)

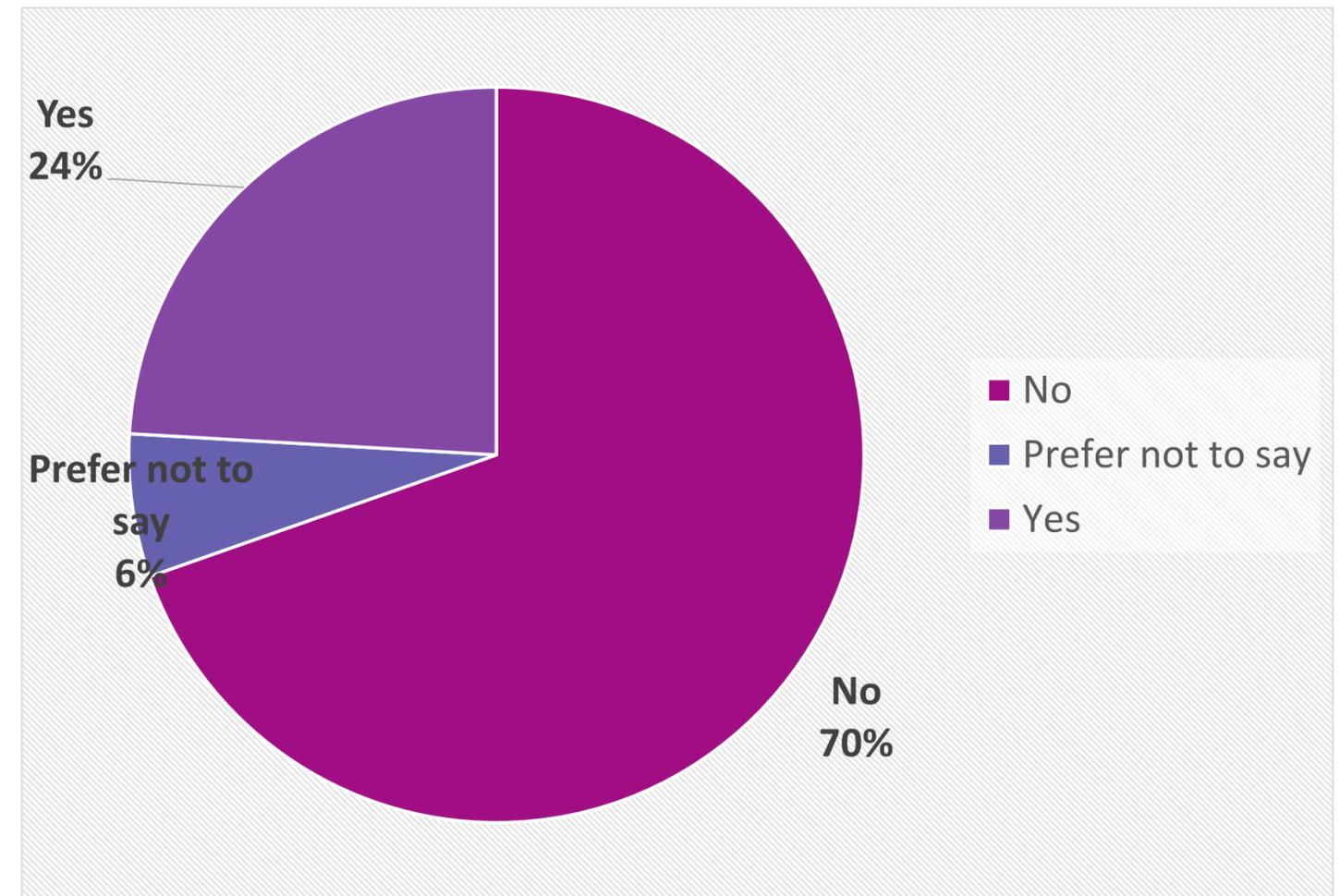


Demographics

Do you consider yourself to have a disability?



Do you consider yourself neurodivergent?



If yes...

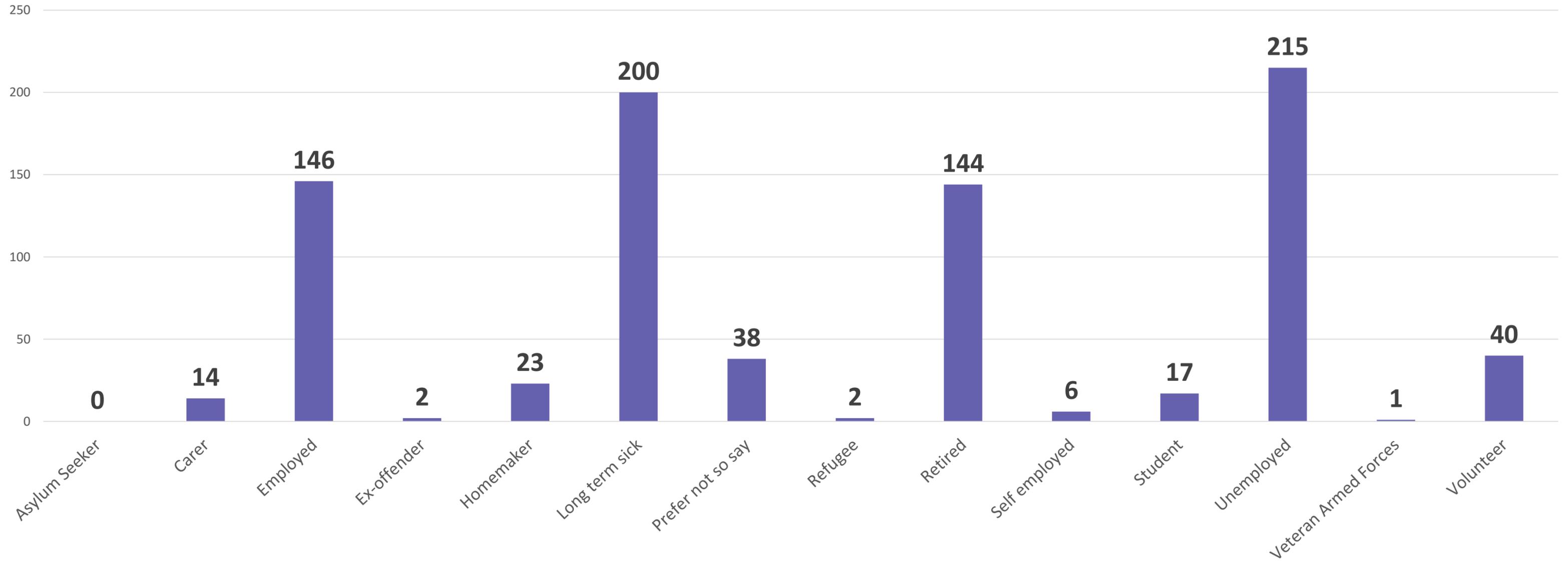
64 individuals – ADHD

72 individuals – Autism (including Aspergers Syndrome)

67 individuals – Other



Demographics



Data for all Neighbourhood Mental Health Cafes January 2026 (excluding universities)



Main outcome for individuals attending



Data for all Neighbourhood Mental Health Cafes January 2026 (excluding universities)

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



Outputs for individuals attending

288 people
received 1:1 support

344 people accessed
group/social support

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



University Mental Health Café Data

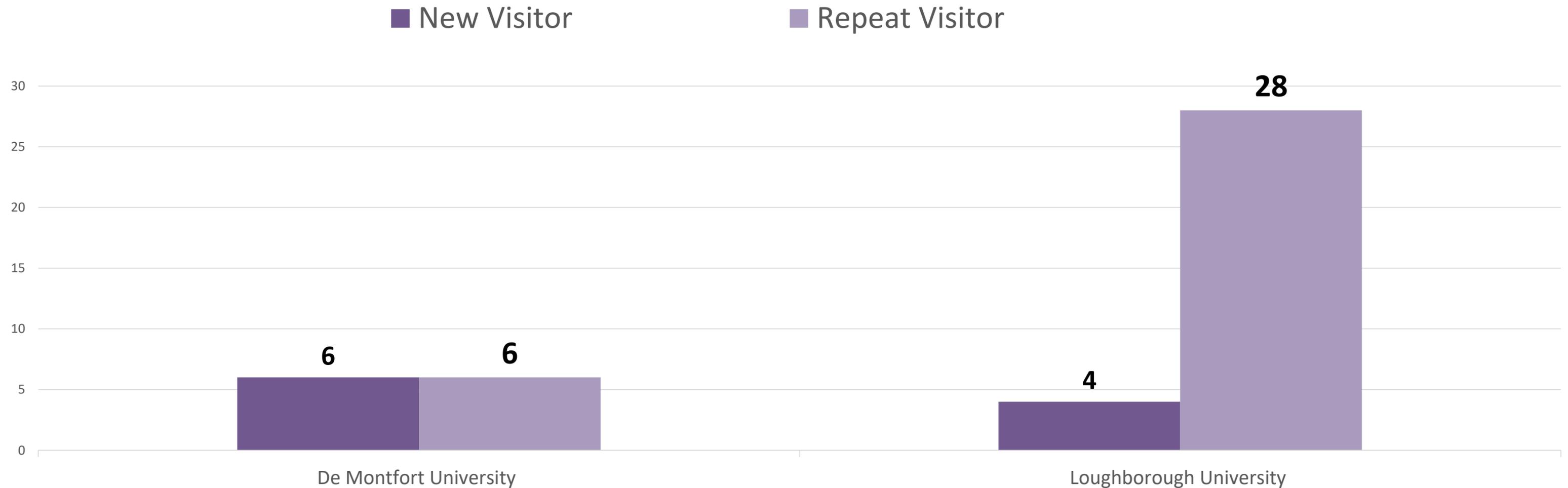


Neighbourhood
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University Café Contacts Breakdown

44 Café visits with University Mental Health Cafes in January 2026

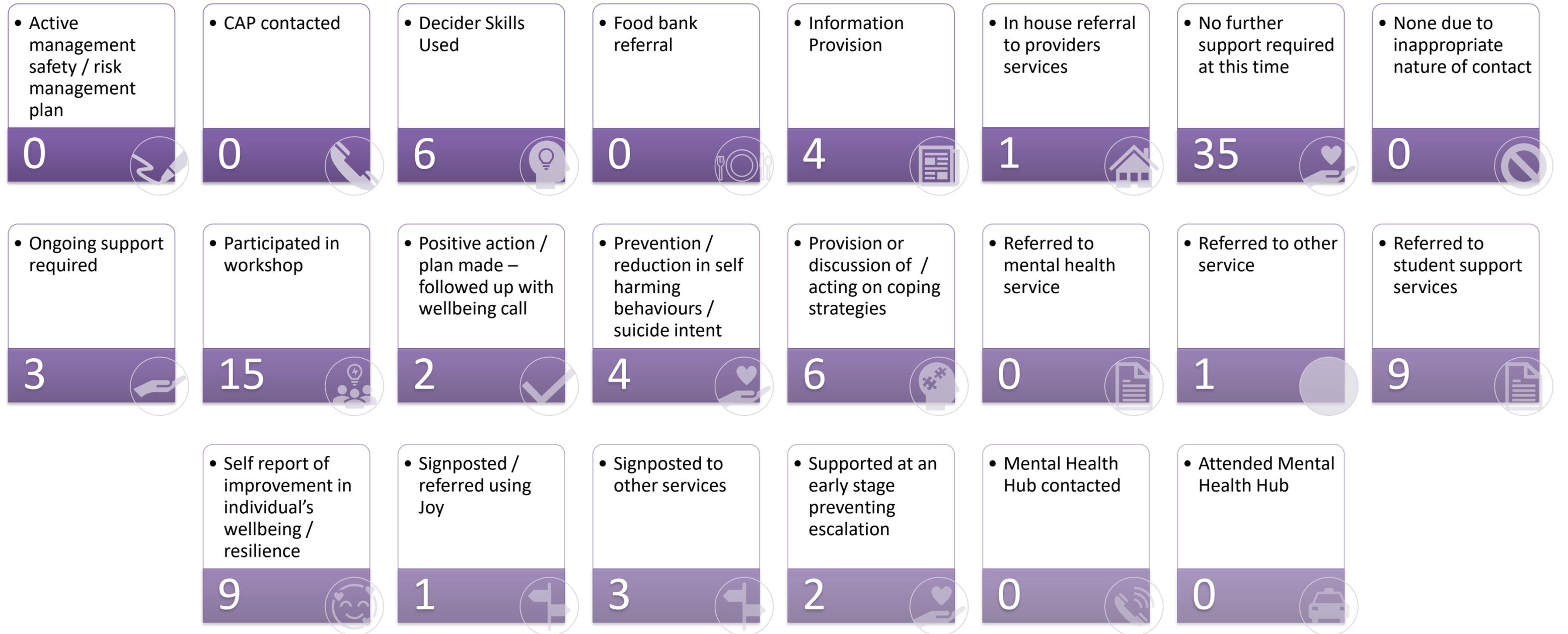


Data for January 2026– University Mental Health Cafes Only

University of Leicester opening beginning December 25



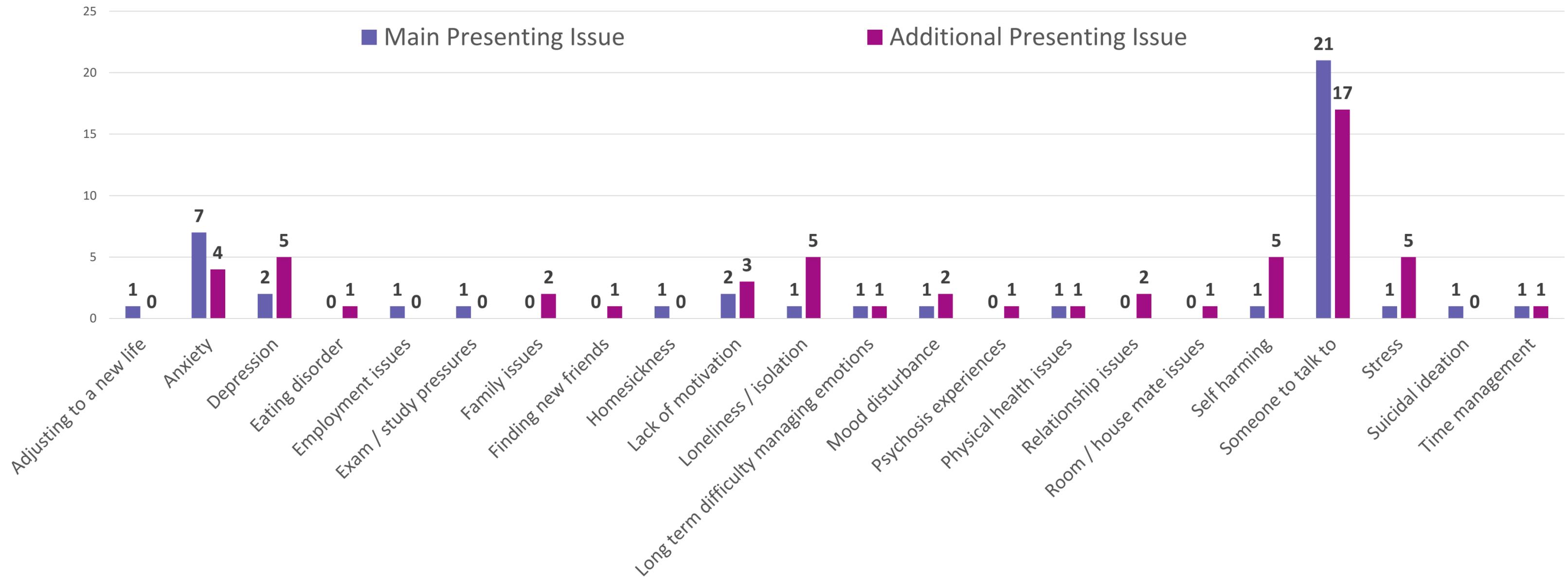
Main outcome for individuals attending



Data for University Neighbourhood Mental Health Cafes January 2026
 NB: up to 3 outcomes provided for each visitor per visit



Presenting Issues

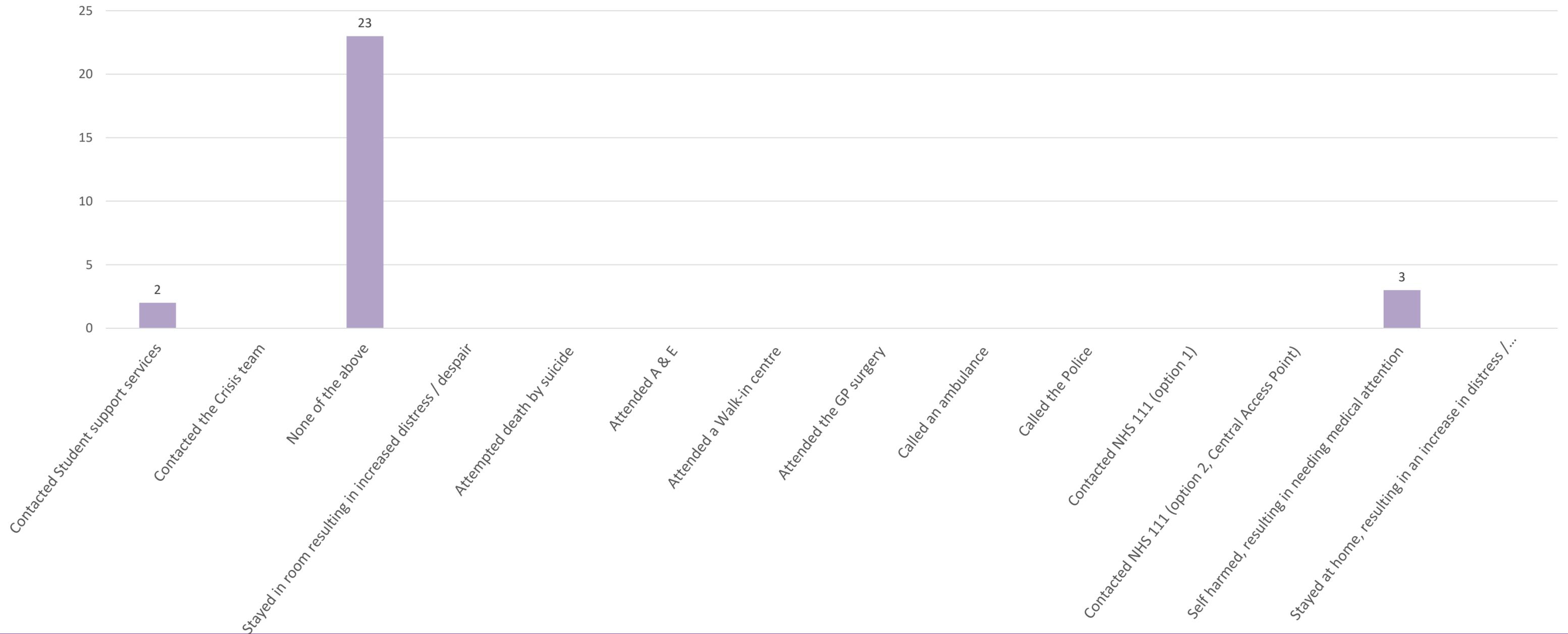


Data for January 2026 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



Attended Café instead of...

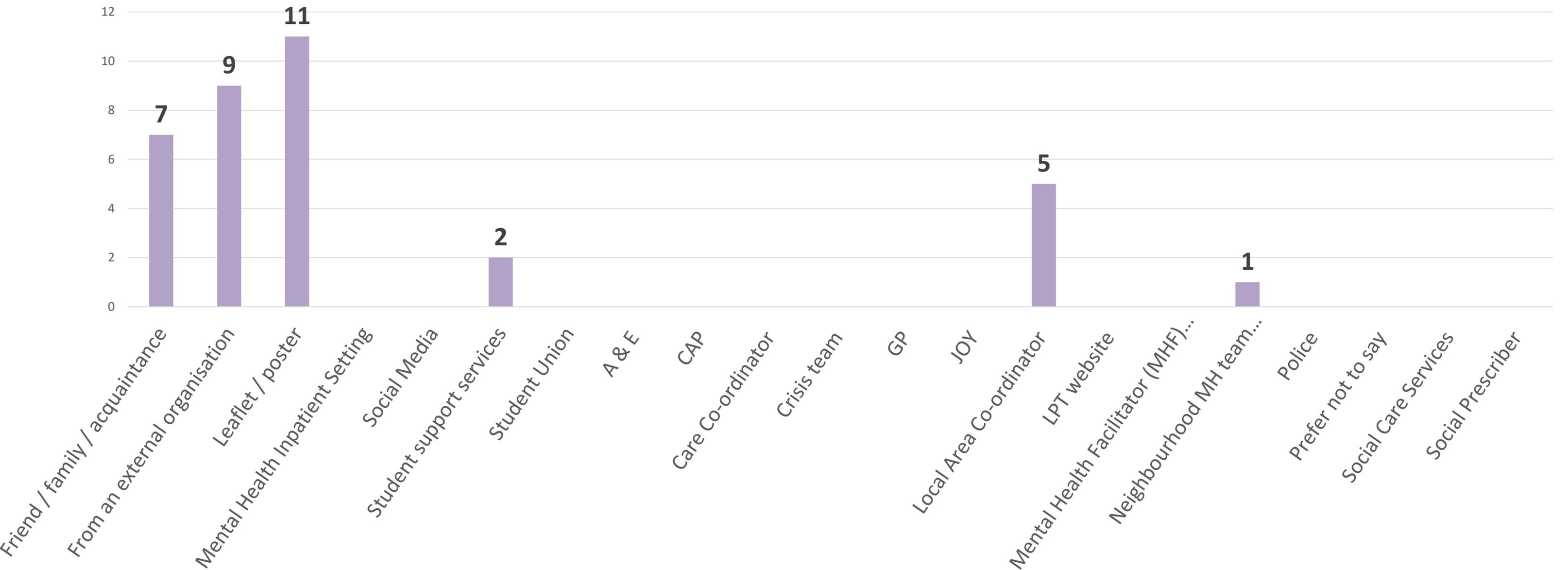


Data for January 2026 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



How individual heard about the cafe...



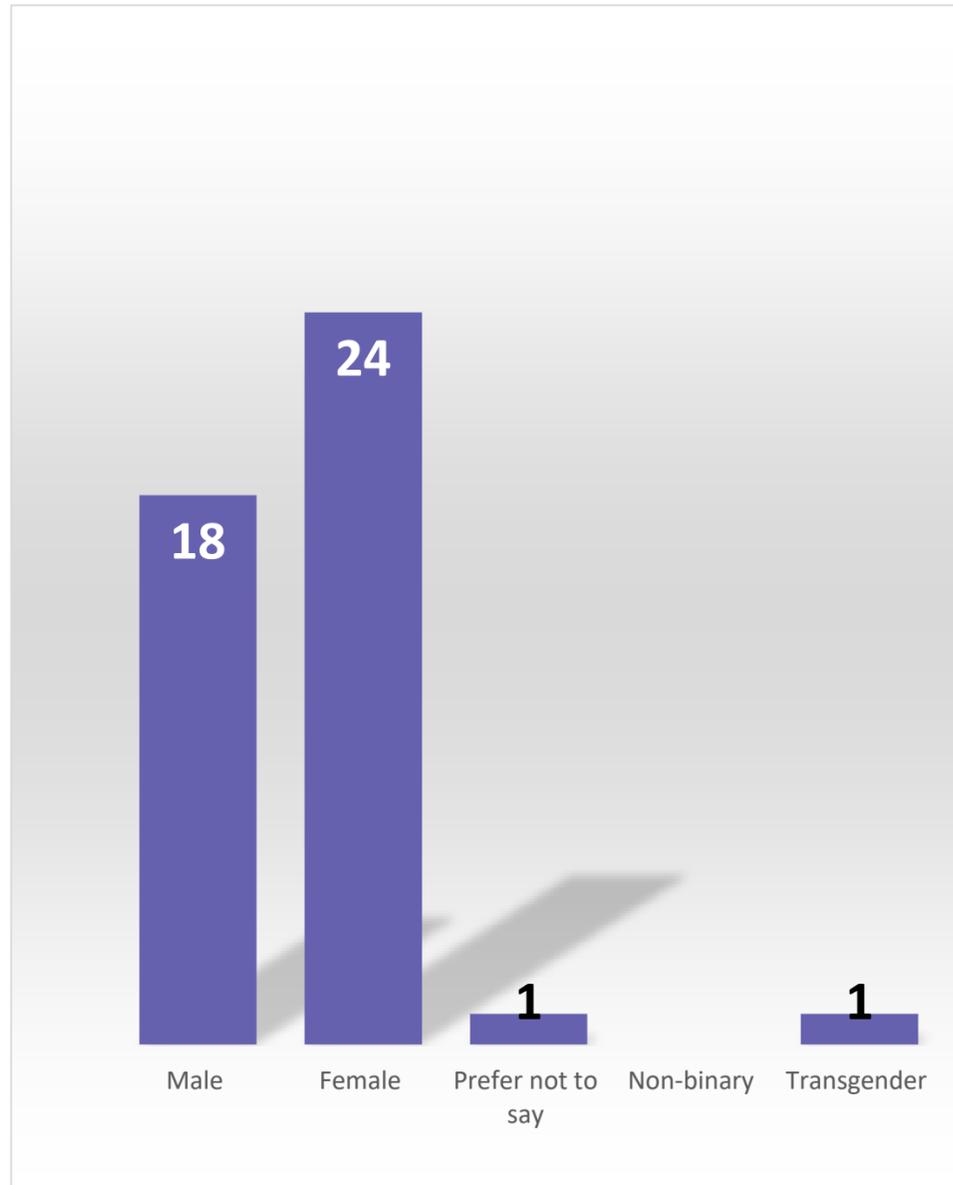
Data for January 2026 – University Mental Health Cafes Only

NB: Data does not include engagement contacts

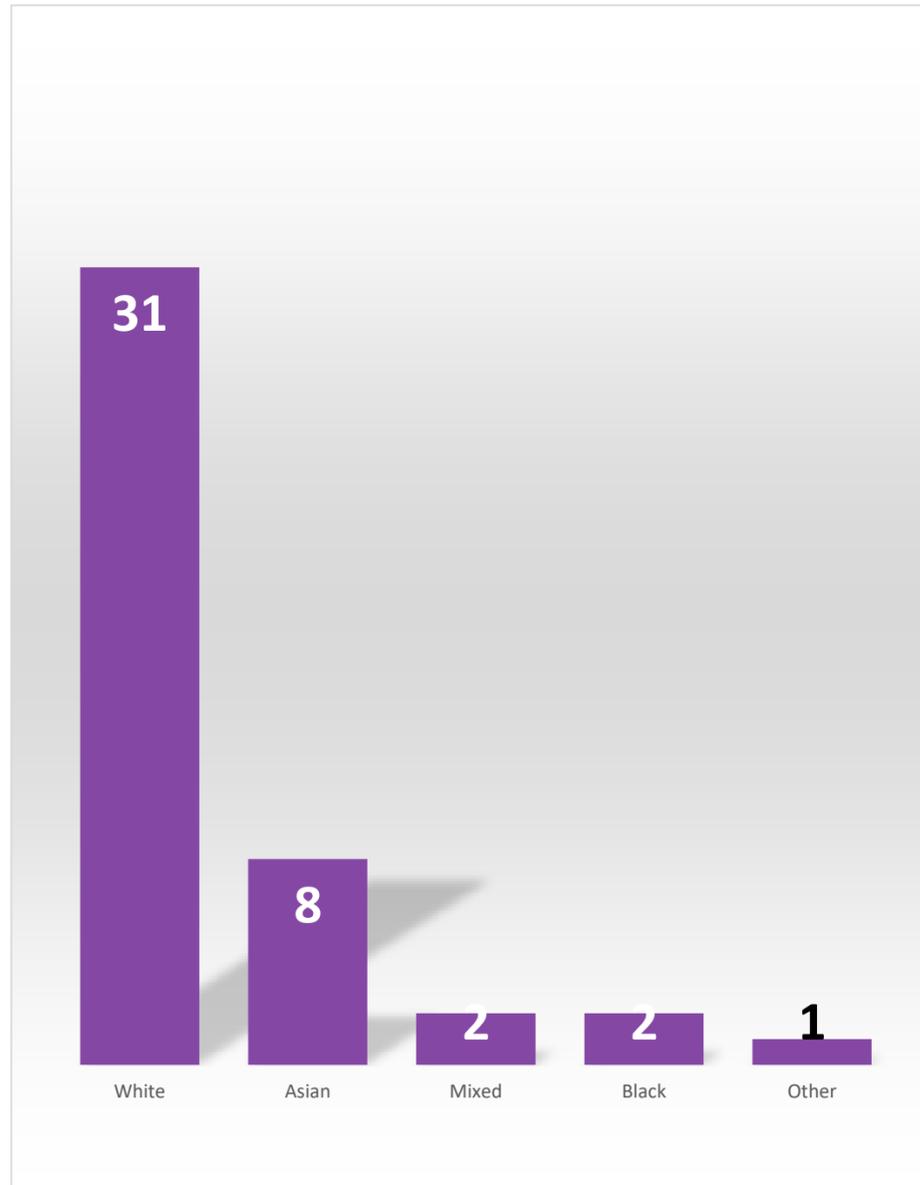


Demographics

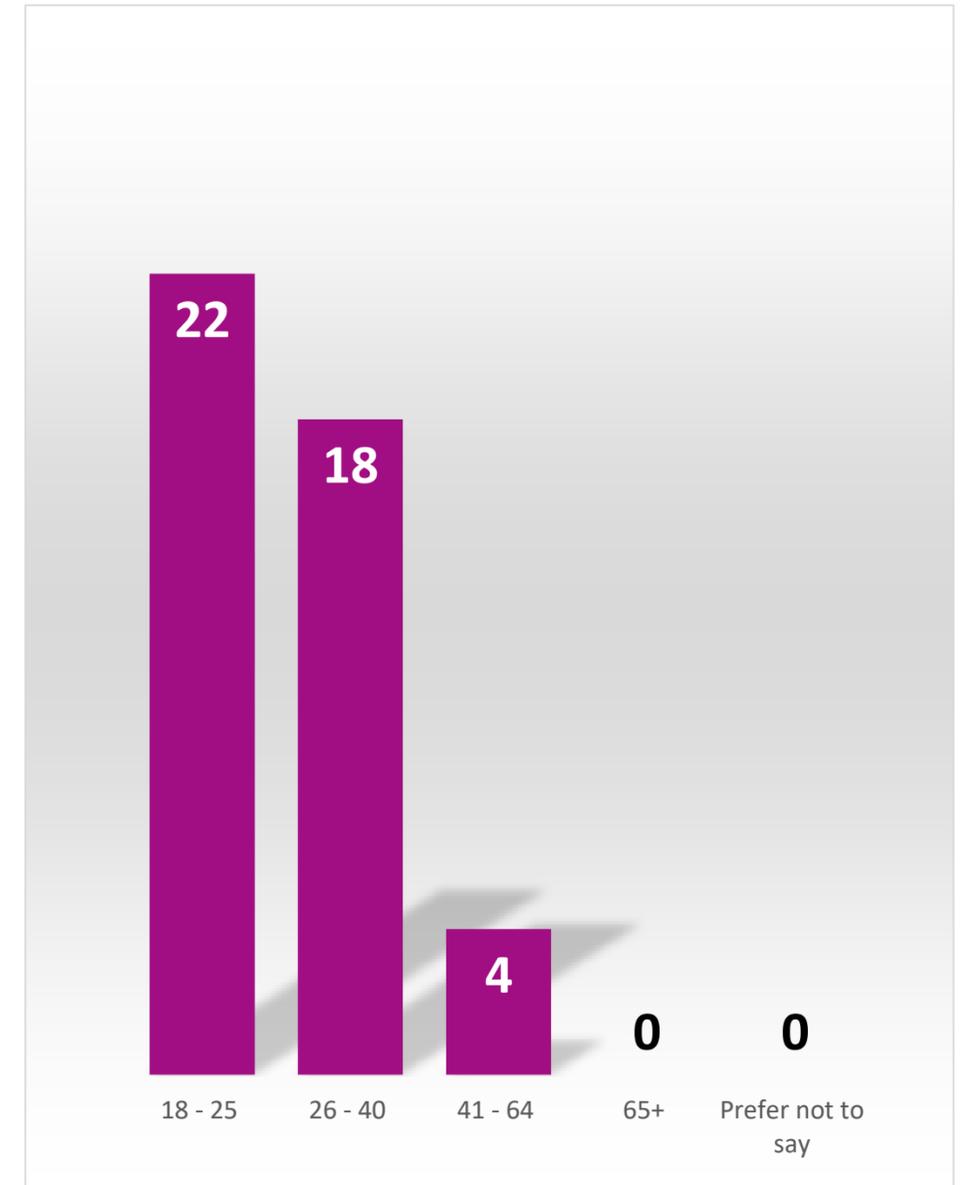
Gender



Ethnicity



Age



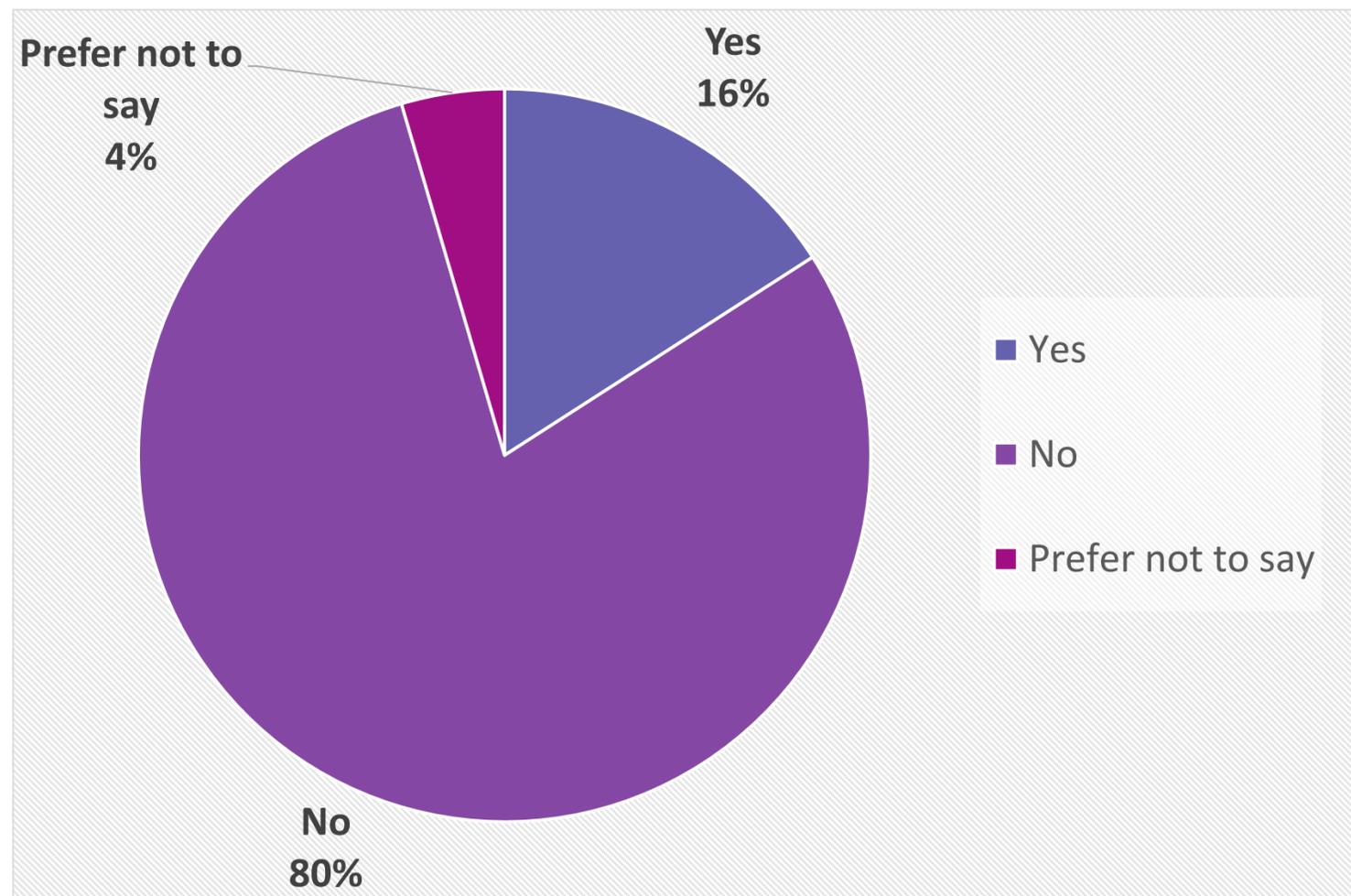
Data for January 2026 – University Mental Health Cafes Only

NB: Data does not include engagement contacts

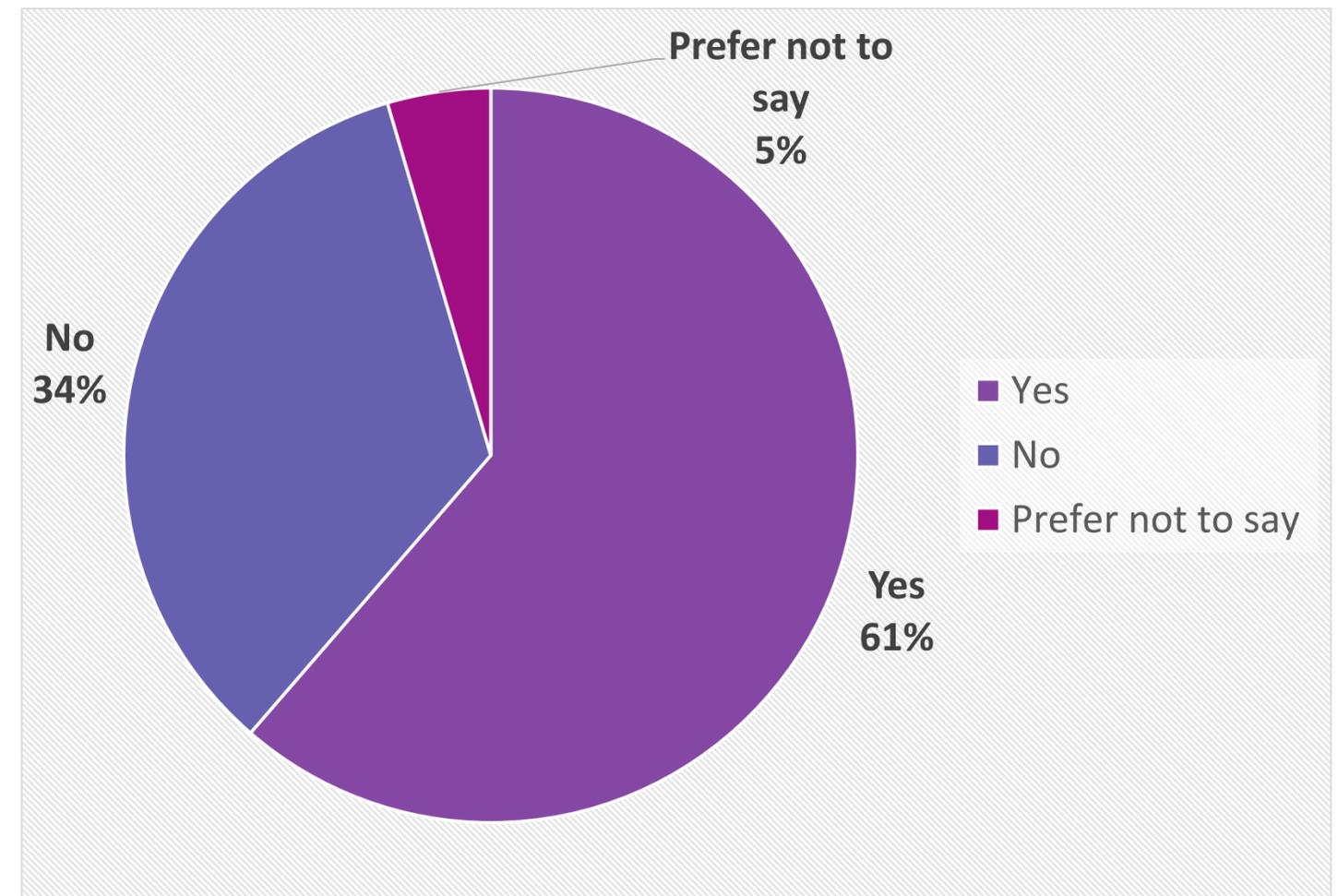


Demographics

Do you consider yourself to have a disability?



Do you consider yourself neurodivergent?



If yes...

16 individuals – ADHD

8 individuals – Autism (including Aspergers Syndrome)

3 individuals – Other

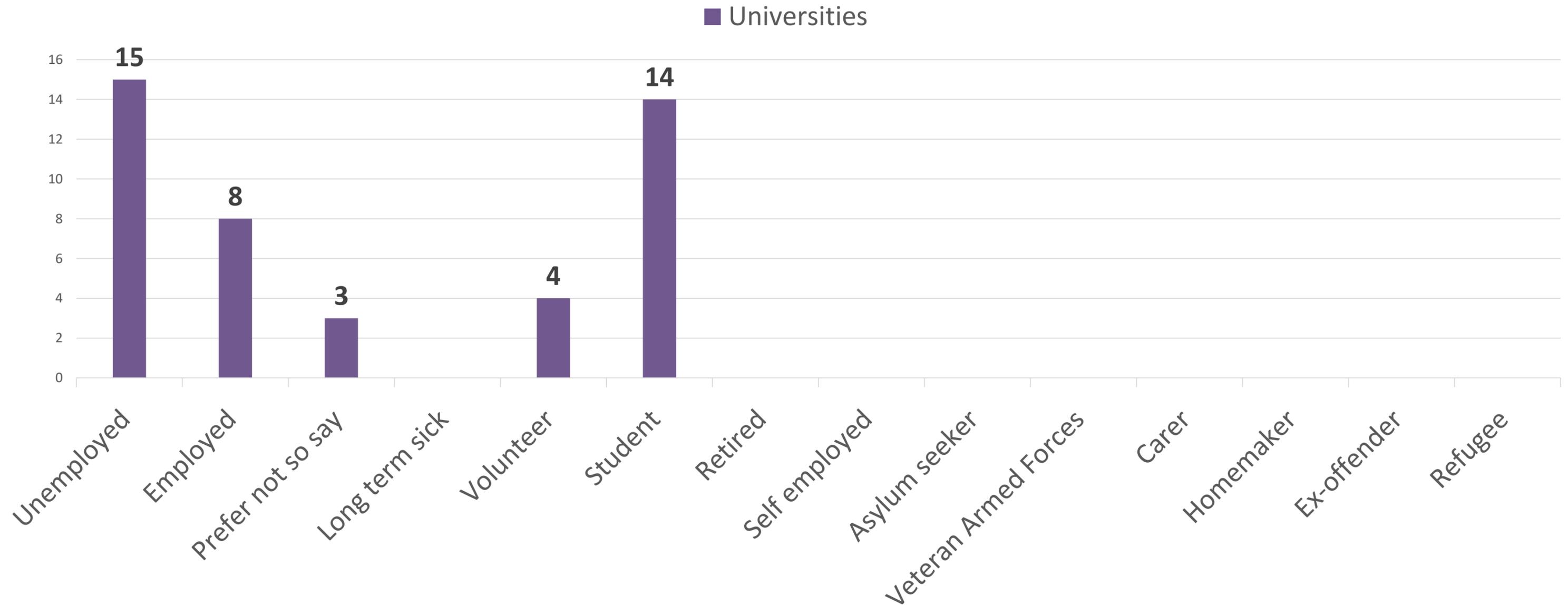
Data for January 2026 – University Mental Health Cafes Only

NB: Data does not include engagement contacts



Demographics

Status



Data for January 2026 – 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 ...

On his first visit, David chatted with another café visitor who he already knew and then had a 1:1 conversation with café staff. Over the following weeks, he became a regular attendee, accessing multiple 1:1 sessions. During this time, David shared that he was experiencing significant stress while awaiting a court date and was anxious about the outcome. He disclosed suicidal thoughts, and staff worked with him to develop coping strategies and practical distractions to use during difficult moments.

Staff provided consistent, non-judgemental support, reassuring David that he was welcome regardless of his circumstances. This helped the café become a stable and trusted part of his weekly support network. On one occasion, David's mother also attended the café for a 1:1 session, as she was struggling with her own mental health while supporting her son.

Support and Outcomes

David now knows he can access weekly 1:1 support at the café while awaiting his court date. He has been provided with relevant resources and clear information about emergency support if his mental health deteriorates. He values the peer support offered by the café and the opportunity to socialise, relax, and distract himself through activities such as colouring, over a free hot drink.

By offering a safe, judgement-free space, the café enables David to step away from his worries for a few hours each week, supporting his emotional wellbeing during a highly stressful period.

Cafe Impact ...

The individual attended the Mental Health Café for the first time following a visit to her GP. She presented as highly distressed and erratic, describing her life as feeling “a mess,” particularly since the loss of her husband the previous year.

Staff provided a calm, empathetic listening space. Although she declined a 1:1 conversation, she chose to take part in a group workshop, where she was able to offload, share her experiences, and feel heard by others. Her primary need was to express how much she was struggling and to be listened to without judgement.

Staff signposted her to CRUSE bereavement support and completed an internal referral for counselling. She was also supported to access community groups that could offer additional emotional and social support.

Support and Outcomes

The service user expressed gratitude for the support received, although she voiced concern about “taking up space.” She reported feeling heard and valued in the calm café environment and left feeling more hopeful about engaging with the services and support options offered.