

Neighbourhood Mental Health Café Data April 2026



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Neighbourhood Mental Health Cafés

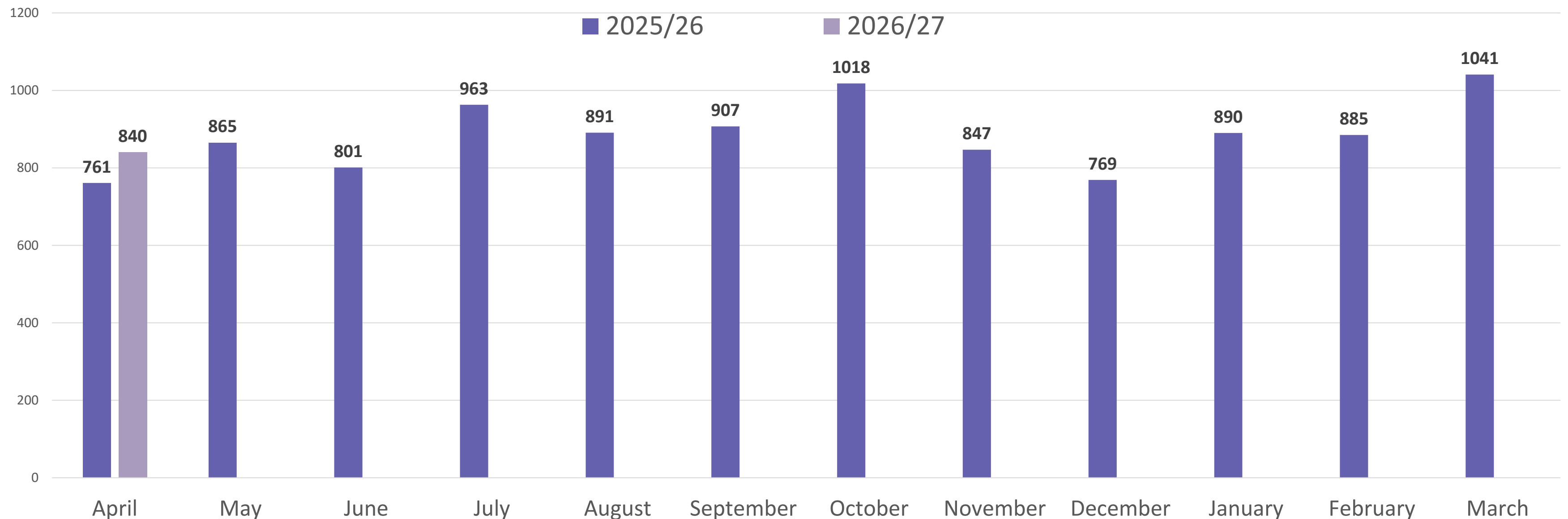
40 sessions being delivered by 15 different VCSE partners
across Leicester, Leicestershire & Rutland



Attendance & Reach Total Contacts

840 contacts made with Neighbourhood Mental Health Cafes across Leicester, Leicestershire & Rutland in April 2026

99 new contacts, 741 repeat contacts



Comparison data for all Neighbourhood Mental Health Cafes 2025/26 & 2026/27

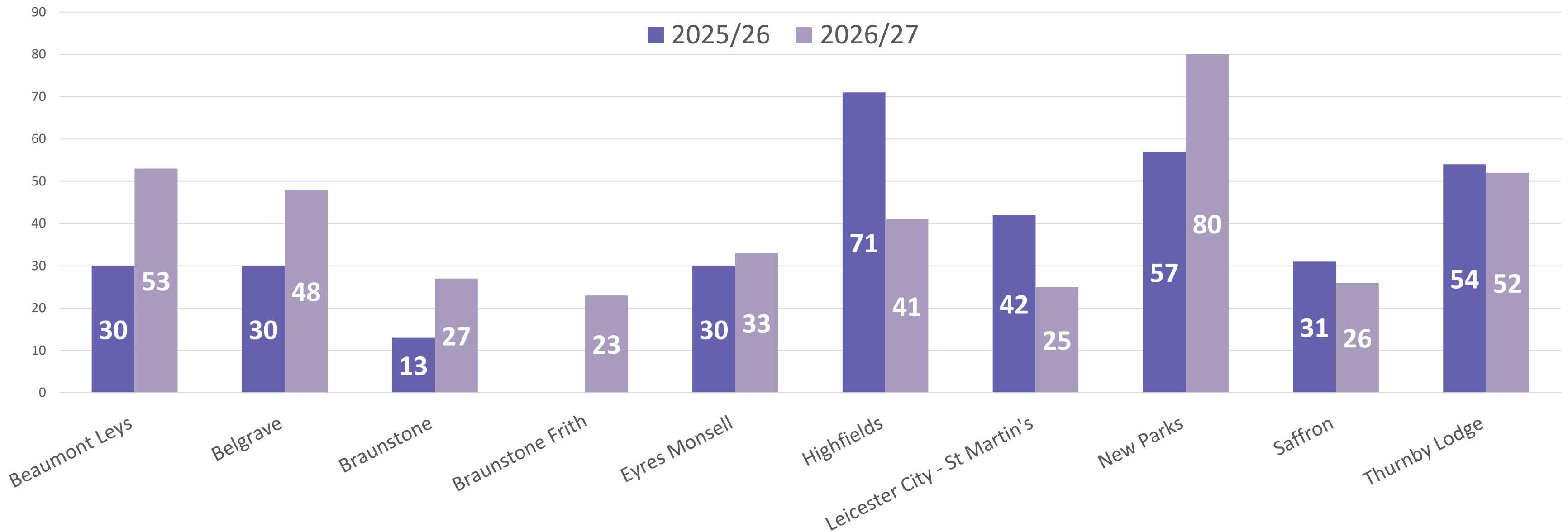
KPI 1.2: Attendance per session: Number of people attending each café session. Recorded by staff. Used to monitor demand and plan capacity. **Target:** 100% attendance recorded; monthly totals reported.



Attendance & Reach April City Contacts

408 contacts made with City Neighbourhood Mental Health Cafes in April 2026

52 new contacts, 356 repeat contacts



Comparison data for City Neighbourhood Mental Health Cafes

- April 2025/26 & 2026/27

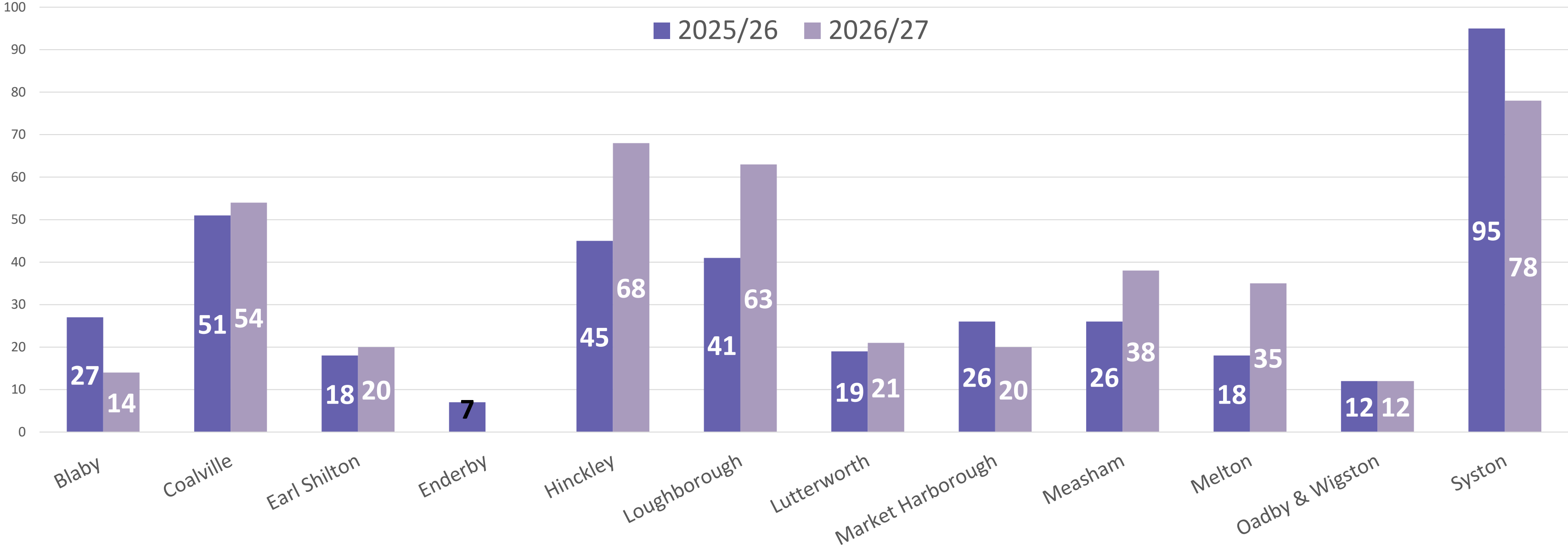
KPI 1.2: Attendance per session: Number of people attending each café session. Recorded by staff. Used to monitor demand and plan capacity. **Target:** 100% attendance recorded; monthly totals reported.



Attendance & Reach April County Contacts

370 contacts made with County Neighbourhood Mental Health Cafes in April 2026

44 new contacts, 326 repeat contacts



Comparison data for County Neighbourhood Mental Health Cafes
 - Enderby café is currently closed & due to reopen in July

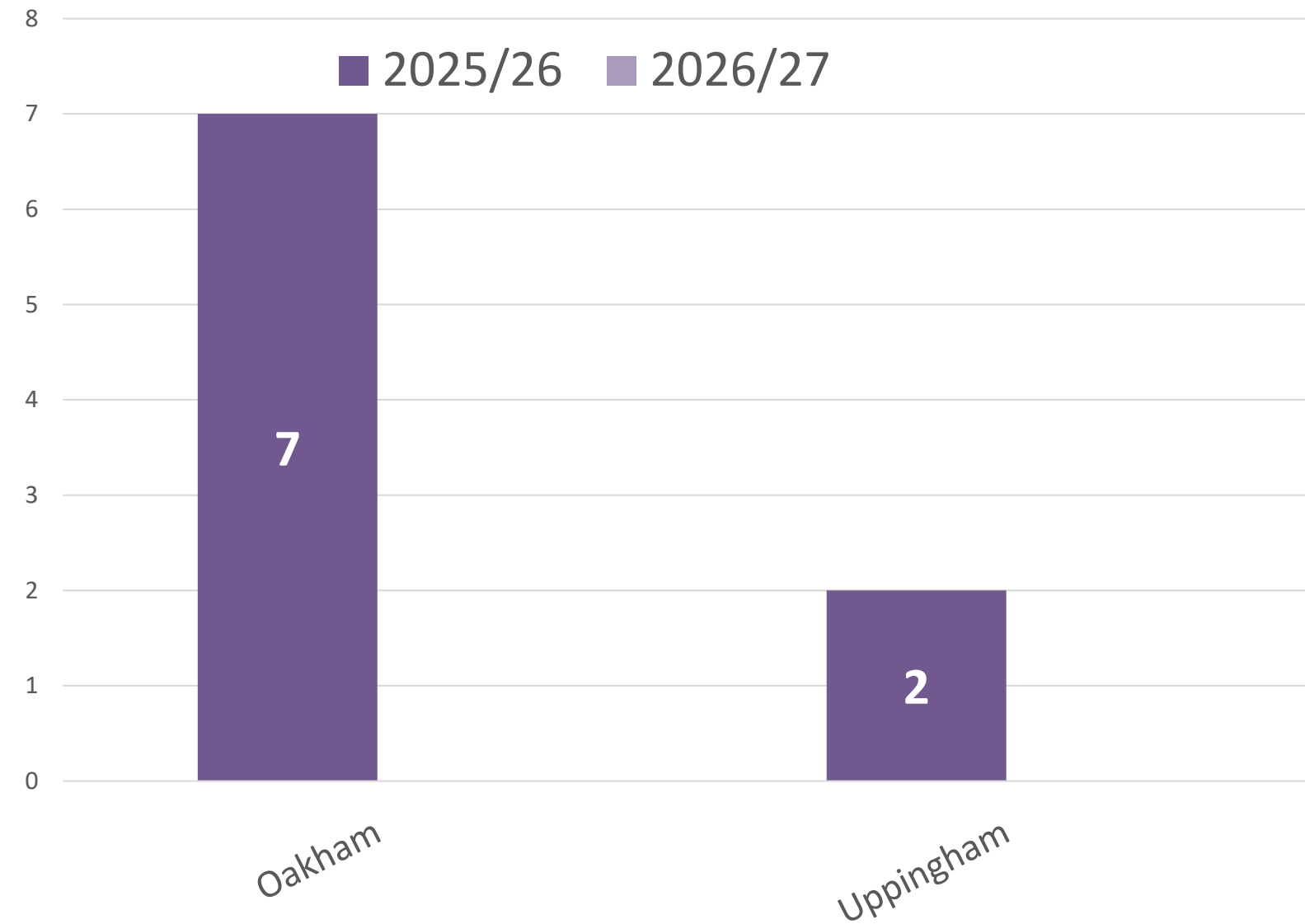
- April 2025/26 & 2026/27

KPI 1.2: Attendance per session: Number of people attending each café session. Recorded by staff. Used to monitor demand and plan capacity. **Target:** 100% attendance recorded; monthly totals reported.



Attendance & Reach April Rutland Contacts

232 contacts made with Rutland Neighbourhood Mental Health Cafes in April 2026



Rutland cafés were delivered by Peppers until 31 March 2025. An application process is currently underway to appoint a new provider.

In the interim, Rural Community Council have delivered an outreach service during April 2026. This included a presence outside Tesco in Rutland using their coffee van to raise awareness of the Neighbourhood Mental Health Café Scheme. During April they have spoken & given information to 232 people.

The café is scheduled to reopen on 6 May, offering face-to-face support from Oakham Library.

Comparison data for Rutland Neighbourhood Mental Health Cafes

- April 2025/26 & 2026/27

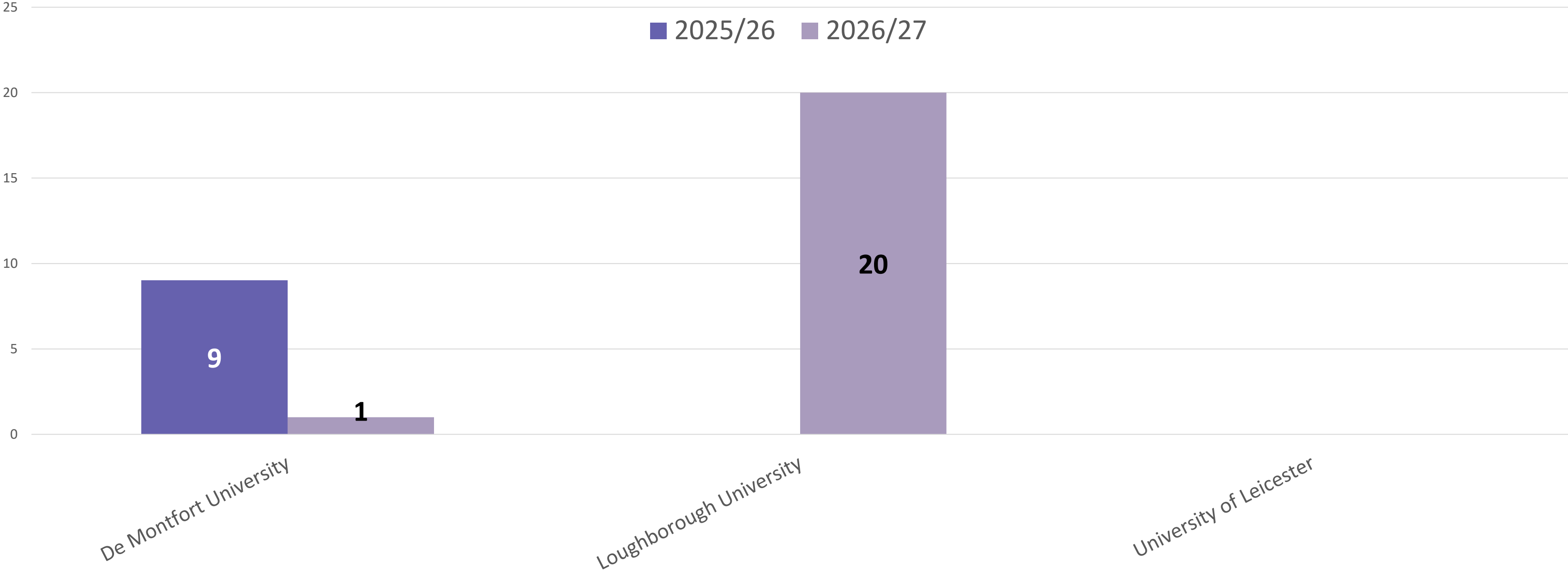
KPI 1.2: Attendance per session: Number of people attending each café session. Recorded by staff. Used to monitor demand and plan capacity. **Target:** 100% attendance recorded; monthly totals reported.



Attendance & Reach University Contacts

21 contacts made with University Neighbourhood Mental Health Cafes in April 2026

3 new contacts, 18 repeat contacts



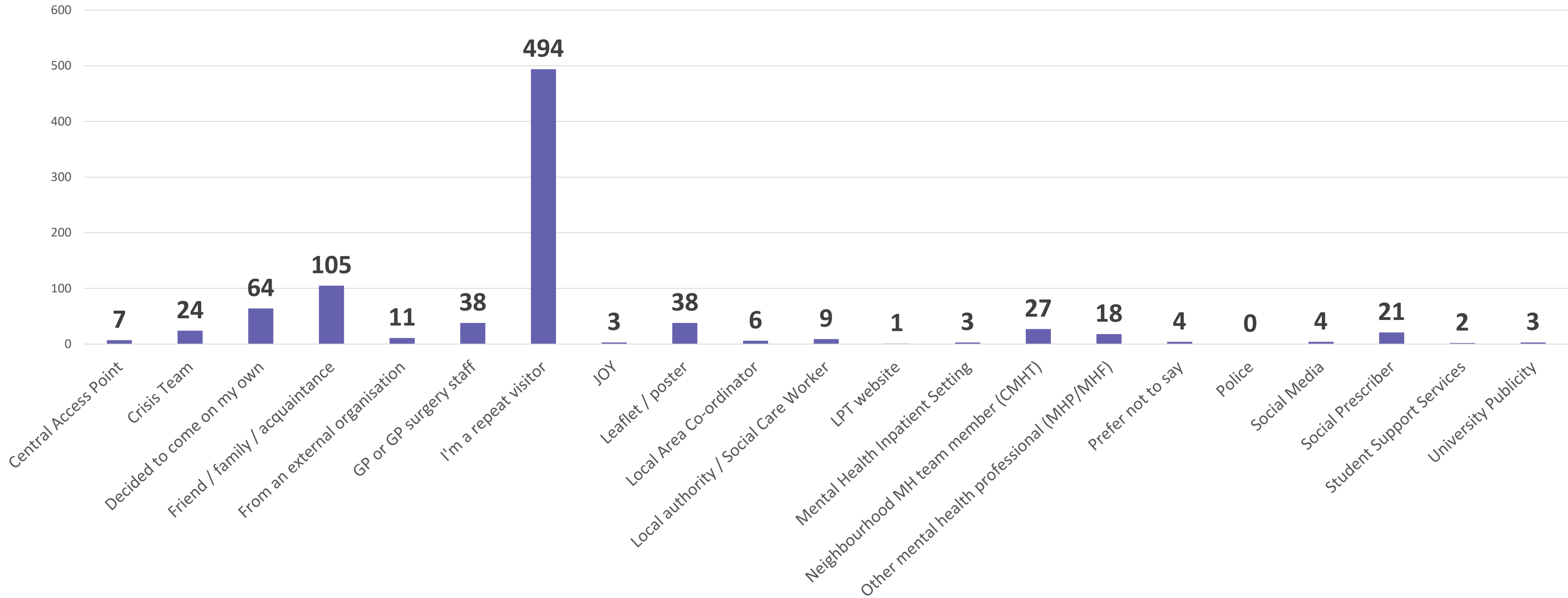
Comparison data for University Neighbourhood Mental Health Cafes
- Universities have been closed for Easter holidays

- April 2025/26 & 2026/27

KPI 1.2: Attendance per session: Number of people attending each café session. Recorded by staff. Used to monitor demand and plan capacity. **Target:** 100% attendance recorded; monthly totals reported.



Attendance & Reach Referral Sources

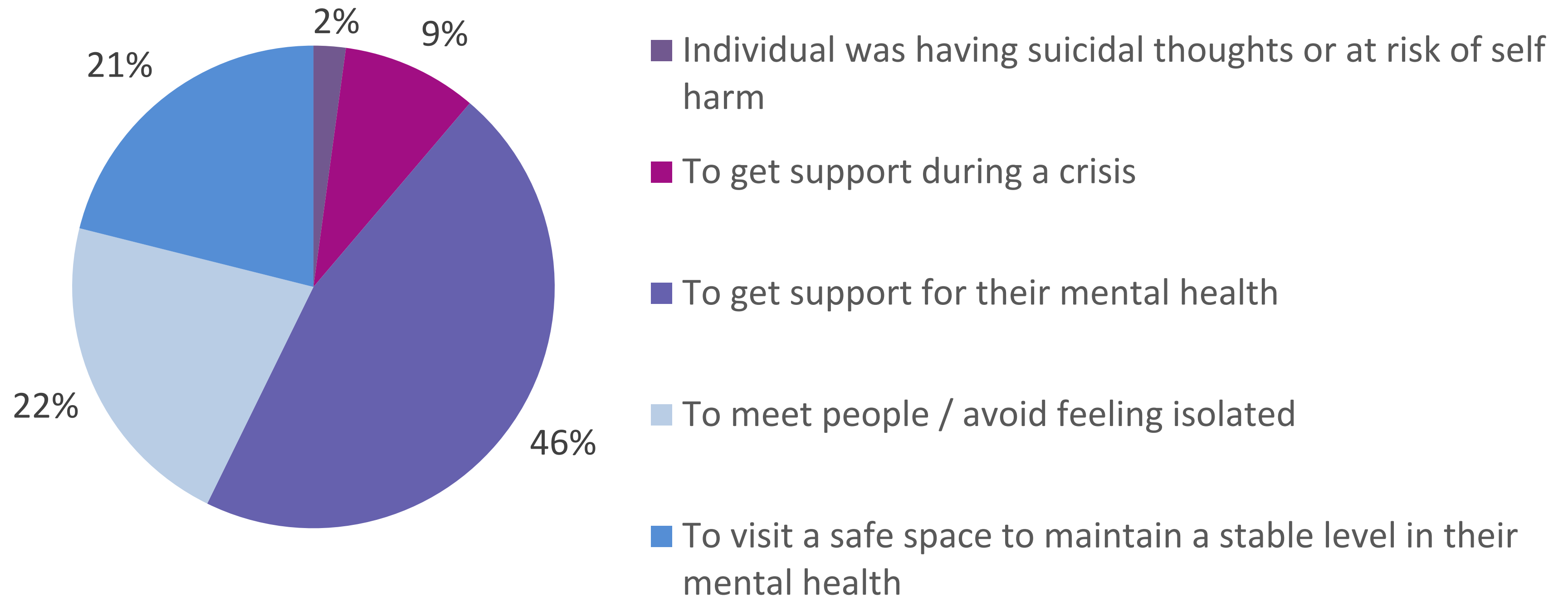


Data for all Neighbourhood Mental Health Cafes April 2026

KPI 1.3: Referral sources: Where attendees are referred from (e.g. self-referral, GP, CMHT, VCSE). Recorded by staff at each visit. Used to understand access routes, service reach, and partner engagement. **Target:** 100% referral source recorded; monthly breakdown and trend review.



Attendance & Reach Reasons for Access

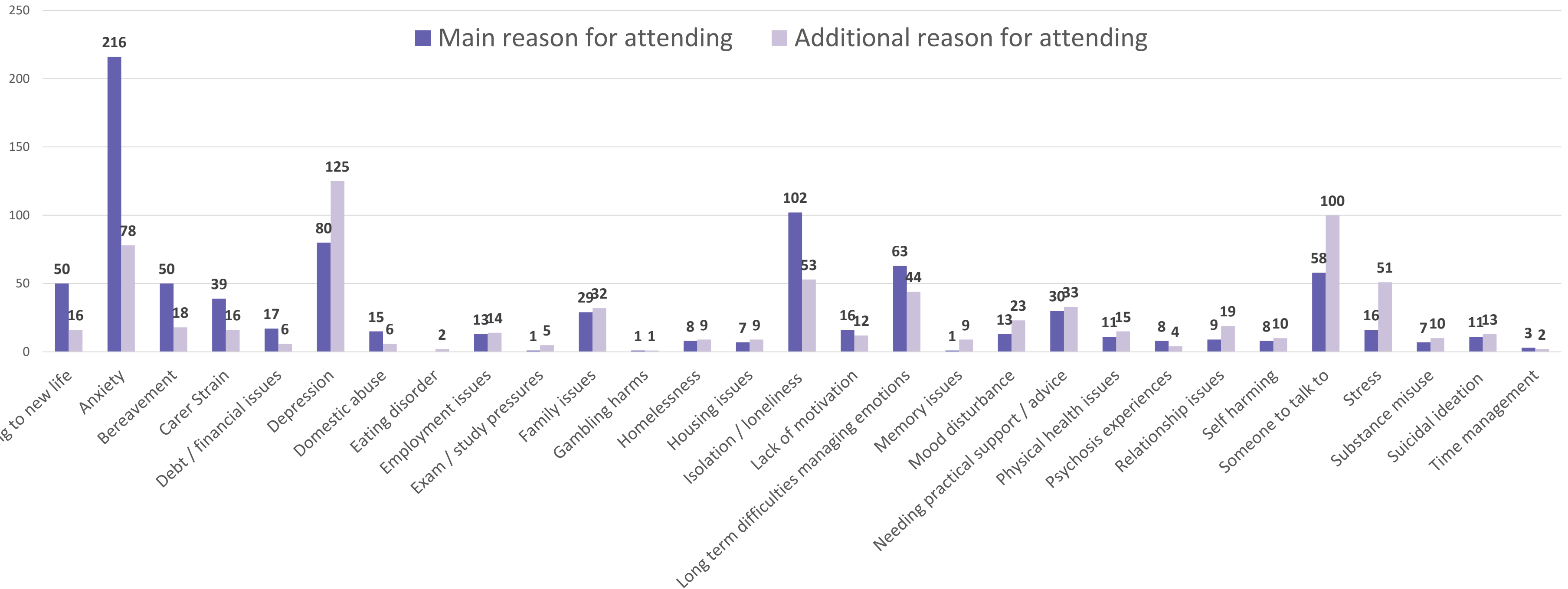


Data for all Neighbourhood Mental Health Cafes April 2026

KPI 1.4: Reasons for access: Why people attend the café (e.g., mental health support, social support/isolation, crisis support, suicidal thoughts, other). Recorded by staff using monitoring forms. Used to understand service need, identify trends, and inform service delivery and workshops. **Target:** 90%+ of visitors have a recorded reason for attendance; monthly reporting on patterns and trends.



Attendance & Reach Reason for Access



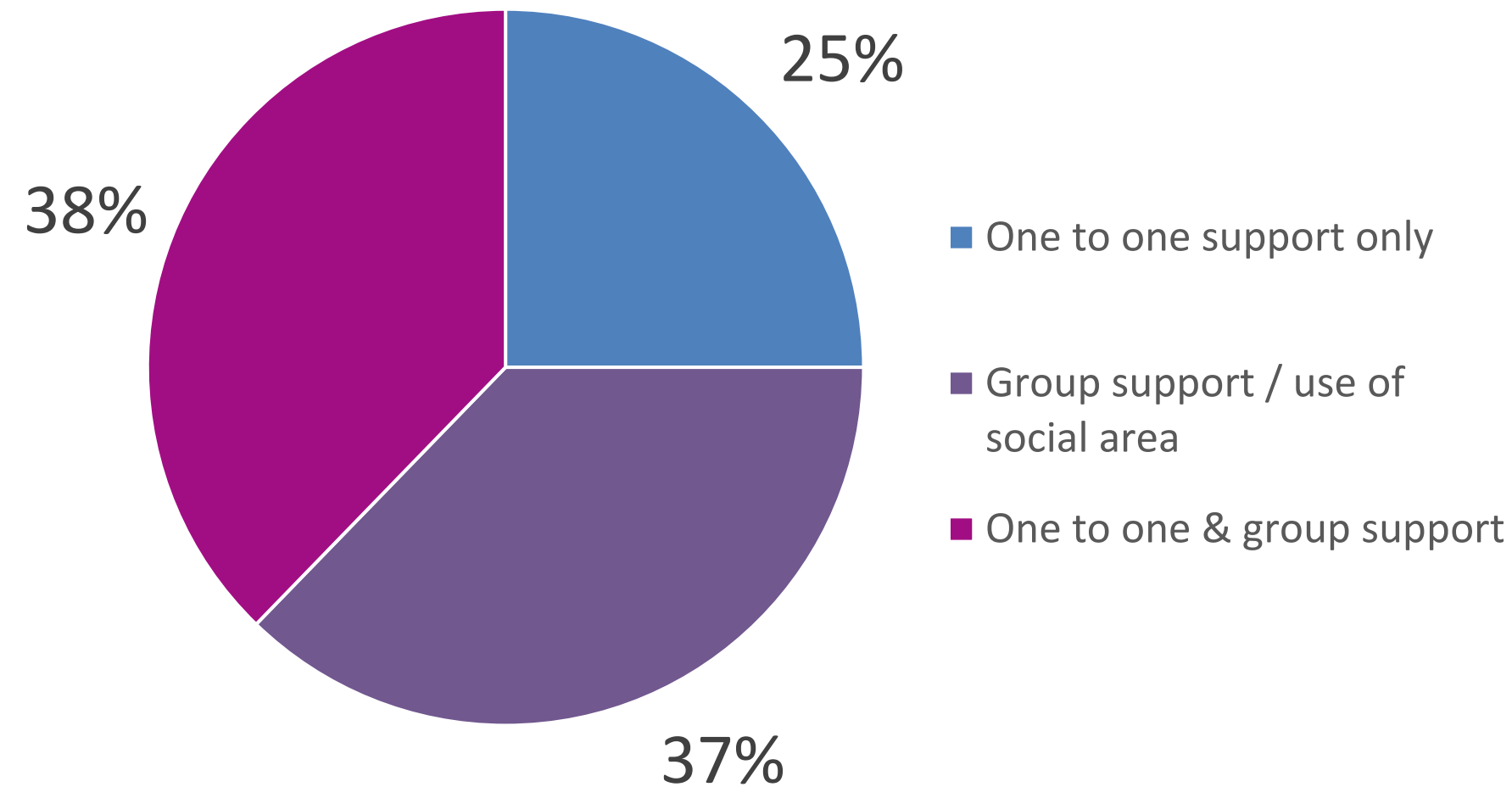
Data for all Neighbourhood Mental Health Cafes April 2026

KPI 1.4: Reasons for access: Why people attend the café (e.g., mental health support, social support/isolation, crisis support, suicidal thoughts, other). Recorded by staff using monitoring forms. Used to understand service need, identify trends, and inform service delivery and workshops. **Target:** 90%+ of visitors have a recorded reason for attendance; monthly reporting on patterns and trends.



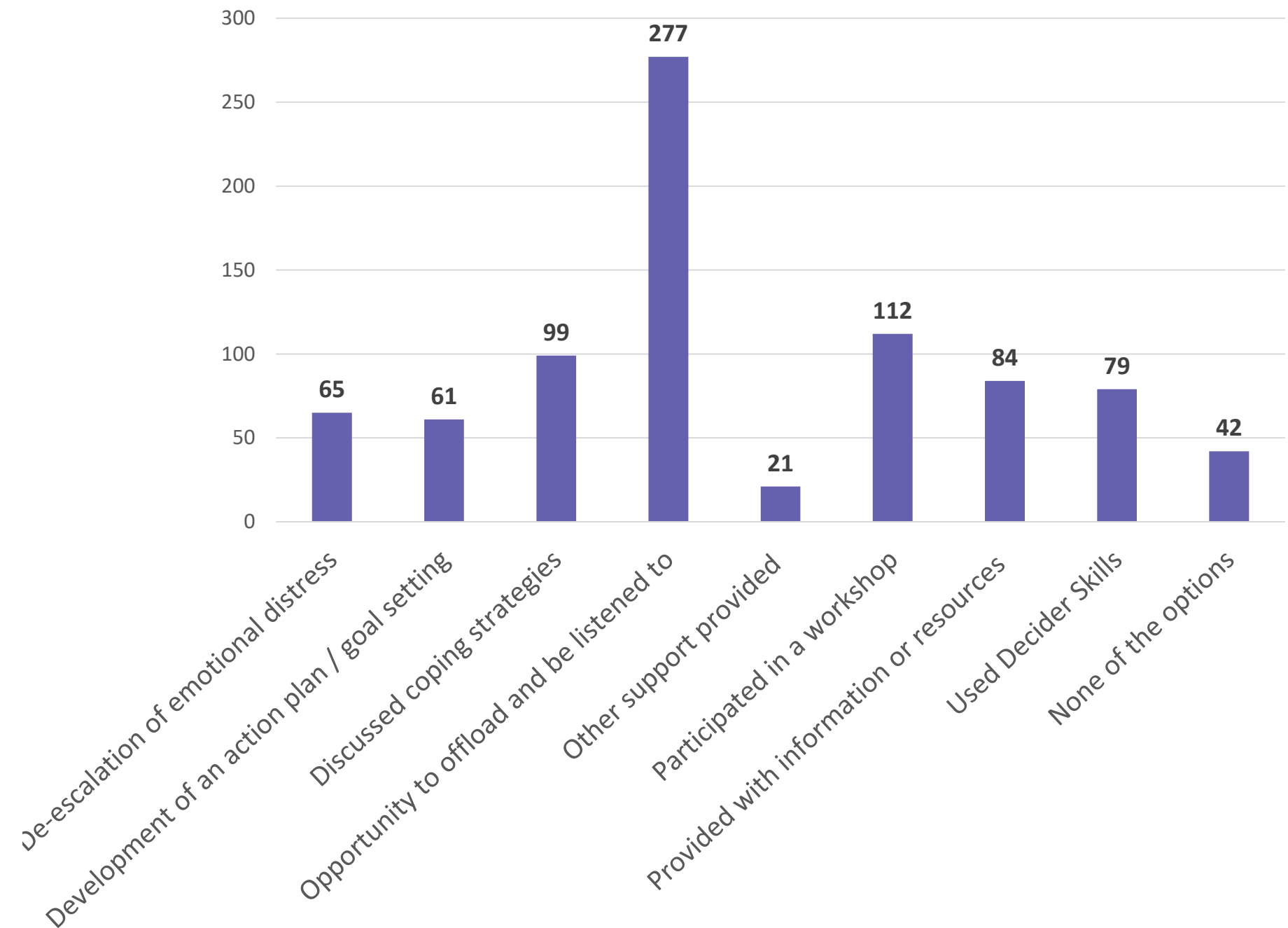
Support Provided

Support coverage



527 One to one's delivered (62.7%)

Type of support received



Data for all Neighbourhood Mental Health Cafes April 2026

KPI 2.1: Support coverage: Proportion of attendees receiving one-to-one support. Recorded by staff. Used to ensure access to individual support as part of the core service. **Target:** ≥65% of attendees receive 1:1 support each month (where appropriate).

KPI 2.2: Type of support received: What support attendees receive (e.g. 1:1 emotional support, safety planning, coping strategies, signposting). Recorded by staff. Used to ensure a full range of support is delivered and to identify trends in need. **Target:** 100% of attendees have support type recorded; monthly reporting on coverage.



Outcomes & Wellbeing

Improved Wellbeing

82.8% of individuals reported feeling a little better or much better, mostly or very safe after support received from their café visit



“I’m struggling with my mental health! Coming here and getting the support helps me get through the day. Thank you for providing a safe place to come to!”

“I struggle to interact with people. The NMHC gives me a safe space to talk to people and reduces my isolation.”

“This service is so worth the funding they get. The best mental health service I’ve come across in years as someone who has bipolar and seeks support services. The lady’s that work here are fantastic and I’m really grateful that this service exists as it’s supporting me so well through really difficult times.”

“Good service and works well for me and my needs!”

“I wouldn't know what to do without places like the MH cafe to go to, people to talk to and listen. It's my lifeline.”

“The cafe provides a space where I can meet and speak to people. Otherwise I can go days without speaking to anyone.”

“It’s good to talk to other people and share / talk about daily stresses. Talking helps you stop things swirling around in your head”.

“Having someone to talk things through with helps me to have a different perspective”.

Data for all Neighbourhood Mental Health Cafes April 2026

KPI 3.1: Improved wellbeing: Attendees’ self-reported wellbeing after receiving café support. Recorded through feedback forms. Used to measure the impact of support on emotional wellbeing and distress. **Target:** ≥80% of attendees report feeling slightly or much better after support each month.



Outcomes & Wellbeing

Next Steps / Signposting



112

positive action/plans made & followed up with a wellbeing call



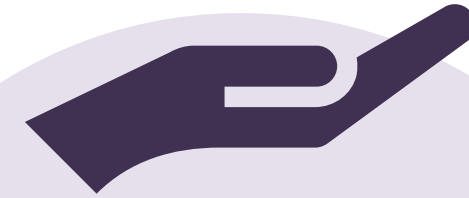
4

referrals were made to Student Support Services



11

referrals to the Central Access Point



585

individuals required ongoing support was required



67

individuals were referred or signposted to another service(s)



23

individuals were referred to Providers in-house service(s)

200

contacts did not need any further support at this time

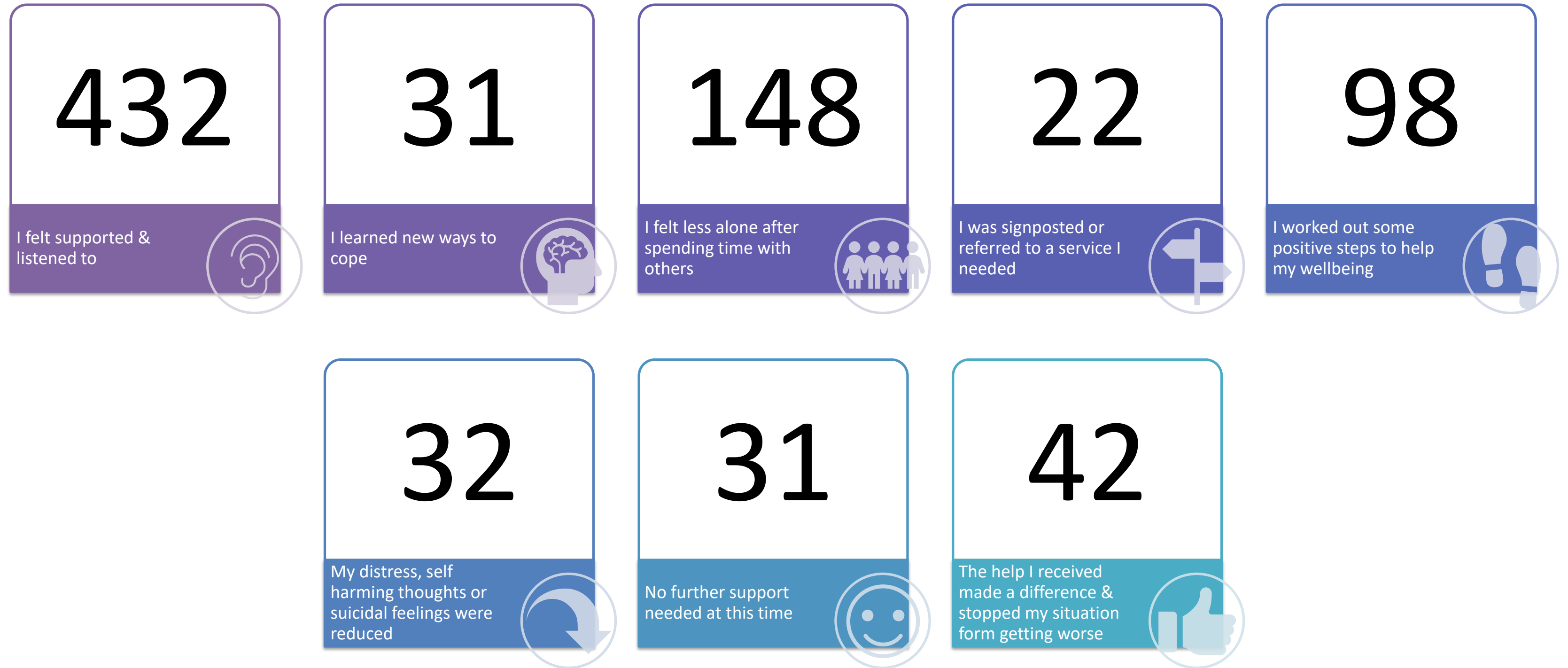
Data for all Neighbourhood Mental Health Cafes April 2026

KPI 3.2: Clear next steps / signposting: Attendees leave with clear advice, action plans, or referrals. Recorded by staff. Used to support continuity of care and recovery.
Target: ≥70% of attendees receive clear next steps each month.



Outcomes & Wellbeing

How visit helped

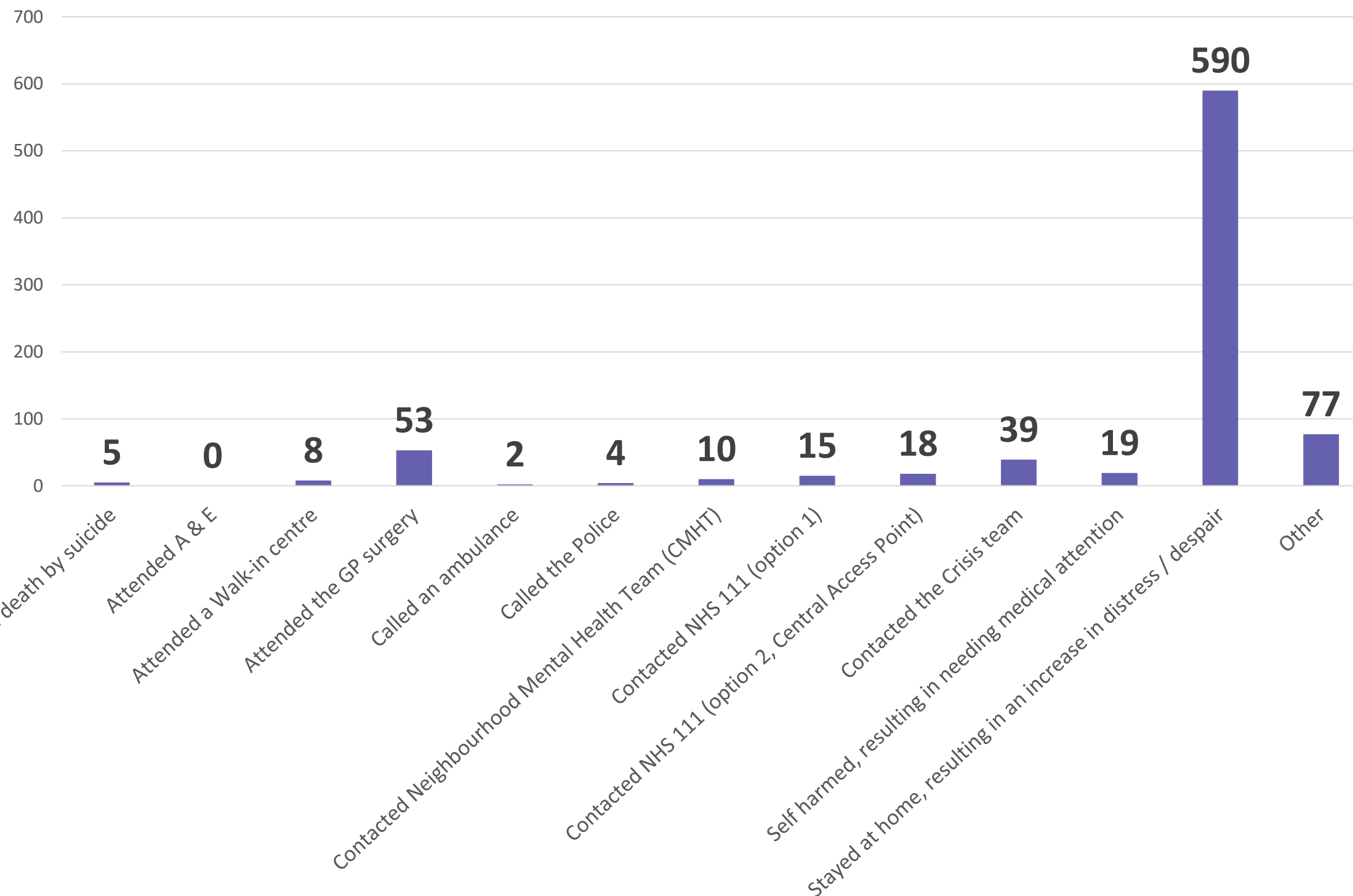


Data for all Neighbourhood Mental Health Cafes April 2026

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Target: ≥70% of attendees receive clear next steps each month.



System Impact – Diversion from Urgent Services



People who said “other” said they would have:

- Gone to the pub
- Stayed at home and been lonely & isolated
- Rang The Samaritans
- Demanded carer attention & stressed her out
- Used substances
- Gone shopping & spent money I haven't got
- Stayed in bed
- Gone for a walk

Financial Impact

NHS Service	Unit Cost	Diverted Spend
Urgent Care / Walk in Centre	£91	£728
A&E	Min £137	
Ambulance – See & Treat	£364	£728
GP appointment	£49	£2,597
Crisis Team	£357	£13,923
Community Mental Health Team	£279	£2,790
Central Access Point	£185	£3,330

<https://www.england.nhs.uk/costing-in-the-nhs/national-cost-collection/>

Data for all Neighbourhood Mental Health Cafes April 2026

KPI 4.1: Diversion from urgent services: Whether attendees report they would otherwise have used services such as A&E, GP, CAP, Crisis Team, or CMHT. Recorded by staff during visits. Used to understand the café's impact on reducing pressure on urgent and statutory services. **Target:** ≥35% of attendees report diversion from at least one urgent or statutory service each month.



System Impact – Appropriate Escalation

Bradgate Mental Health Hub

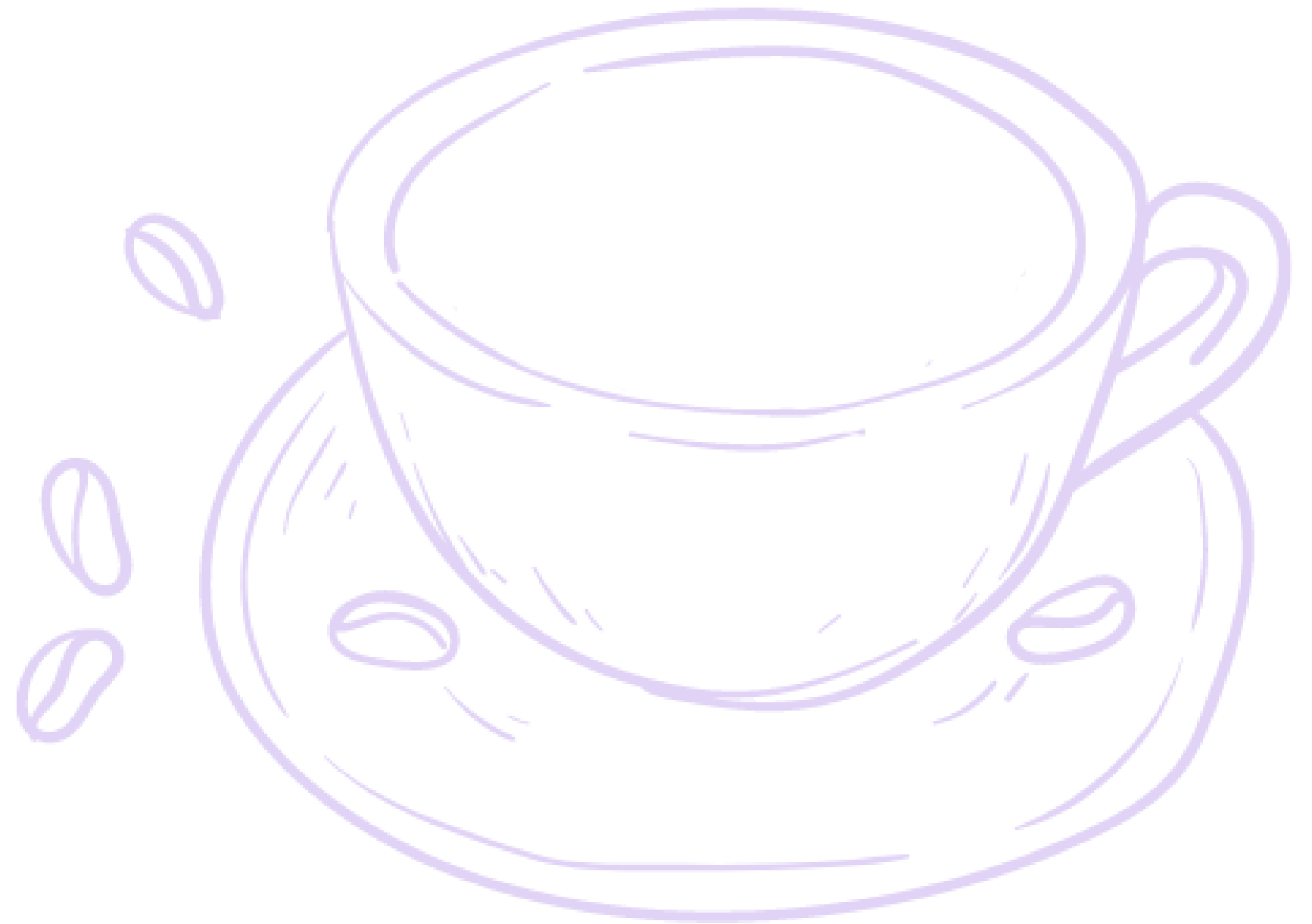
The Hub was contacted **twice** with **one** individual attending for an assessment

Central Access Point

11 referrals were to made to the Central Access Point

Safeguarding

3 safeguarding referrals were made



Data for all Neighbourhood Mental Health Cafes April 2026

KPI 4.2: Appropriate escalation: High-risk attendees are safely referred to specialist or statutory services when needed. Recorded by staff. Used to maintain safety and ensure correct escalation procedures are followed. **Target:** ≤10% of attendees require escalation each month, with 100% following documented procedures.



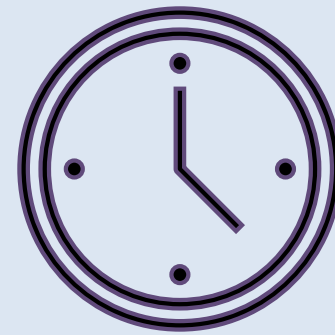
Service Availability & Delivery

154

sessions delivered out of possible 172 (90%)

All cafes were closed on Good Friday & Easter Monday

Enderby café is currently closed due to having a change of provider & going through an application process



533

hours of support delivered

136

Sessions delivered were face to face (88%)

18

Sessions were delivered following contingency plans including telephone and online support

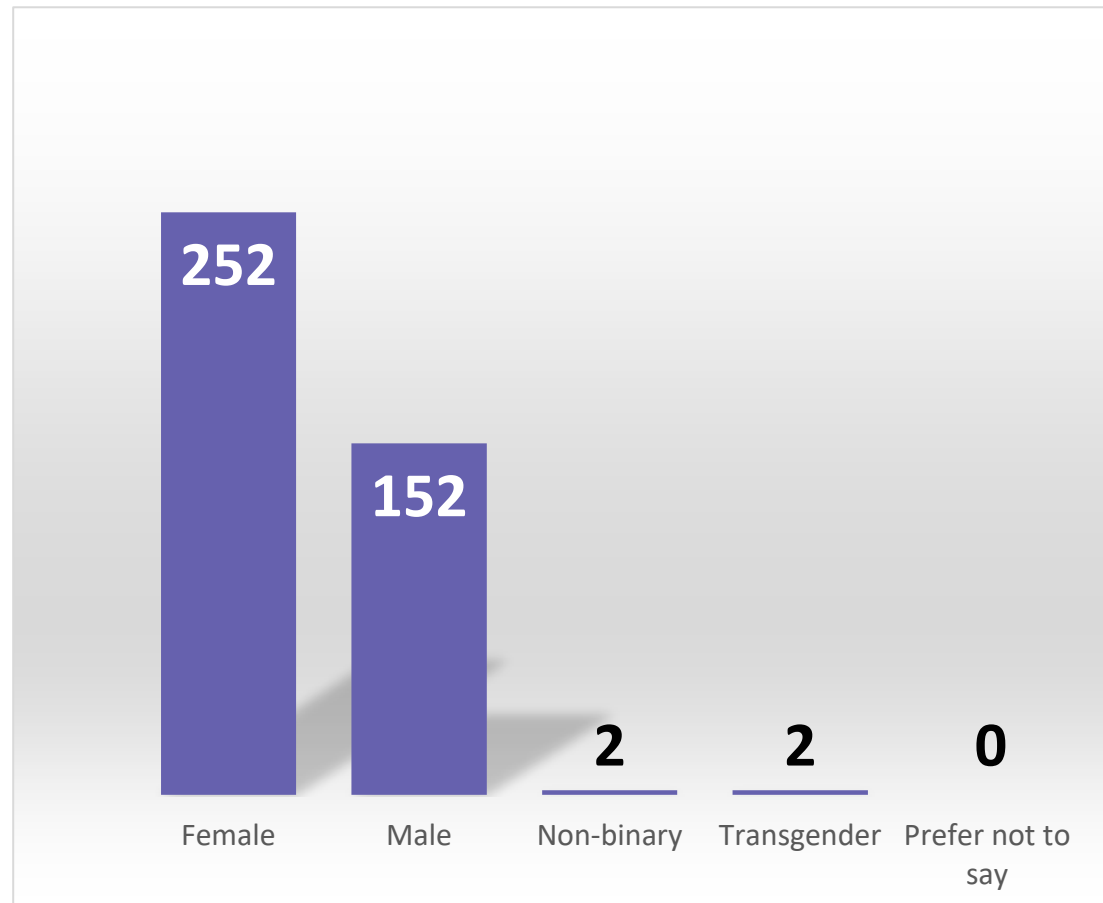
Data for all Neighbourhood Mental Health Cafes April 2026

KPI 6.3: Service availability and face-to-face delivery: Scheduled café sessions are delivered reliably, with most support provided face-to-face. Recorded through monthly café reports. Used to maintain accessibility, service reliability, and community-based support. **Target:** ≥95% of scheduled sessions delivered and ≥90% delivered face-to-face each month.

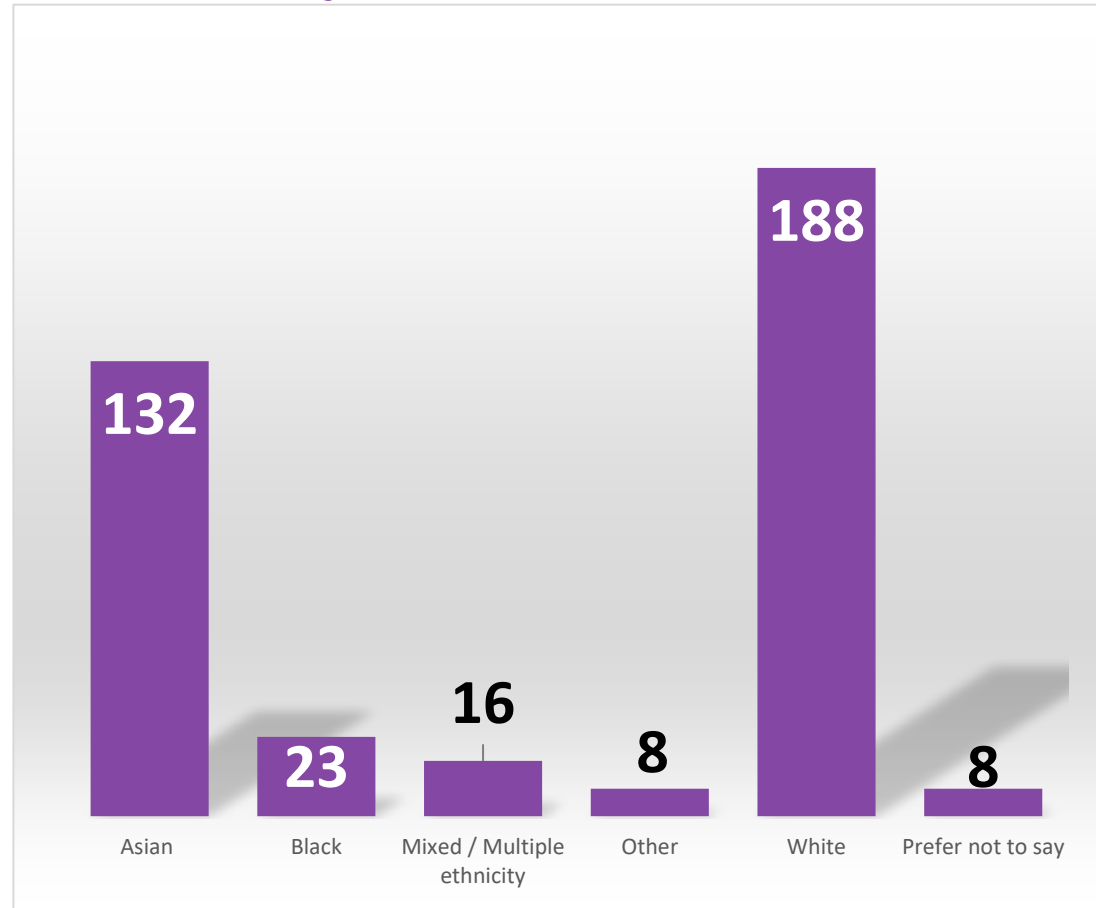


Demographic Coverage City Cafes

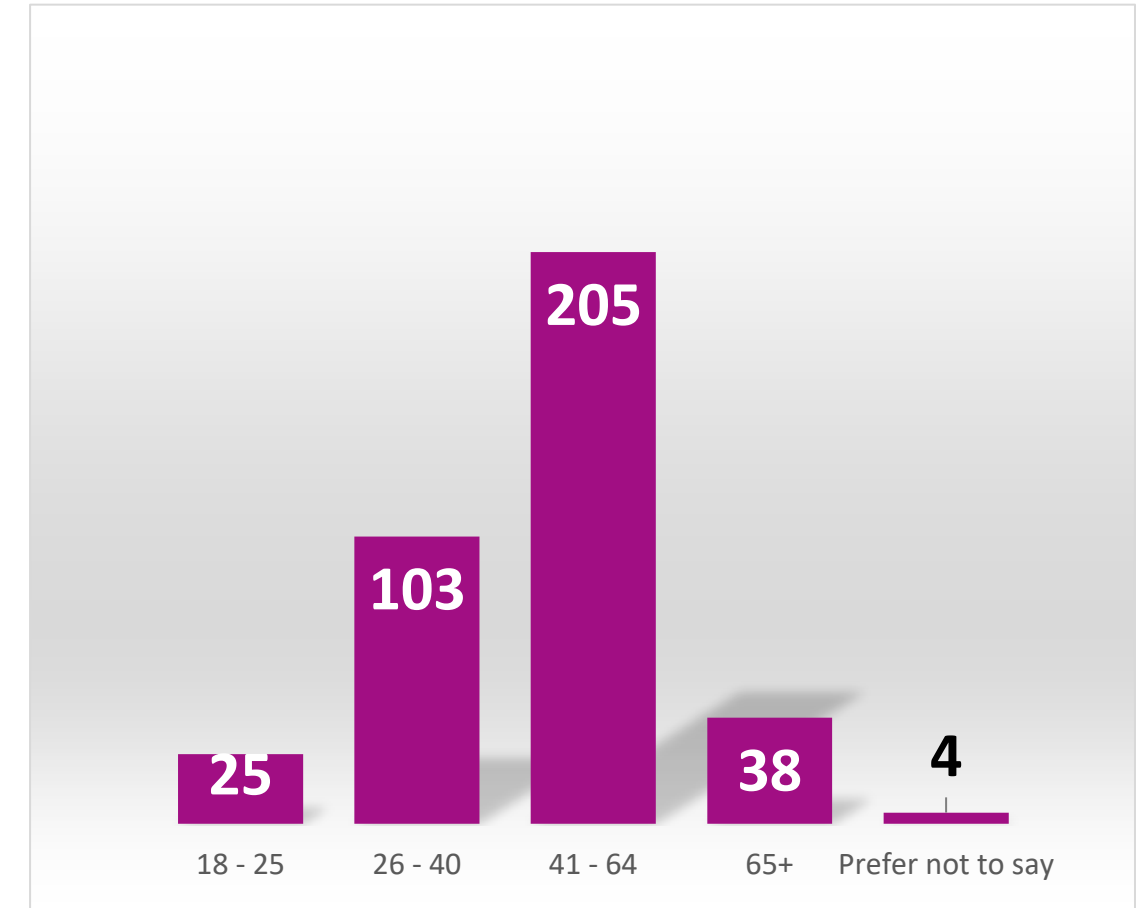
Gender



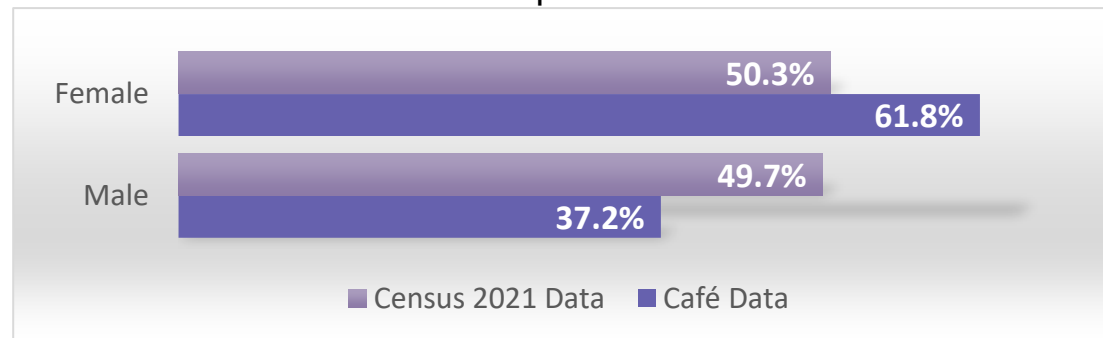
Ethnicity



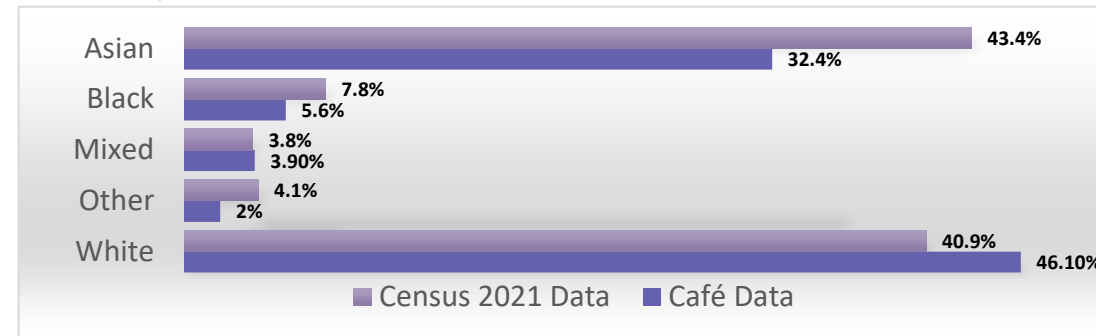
Age



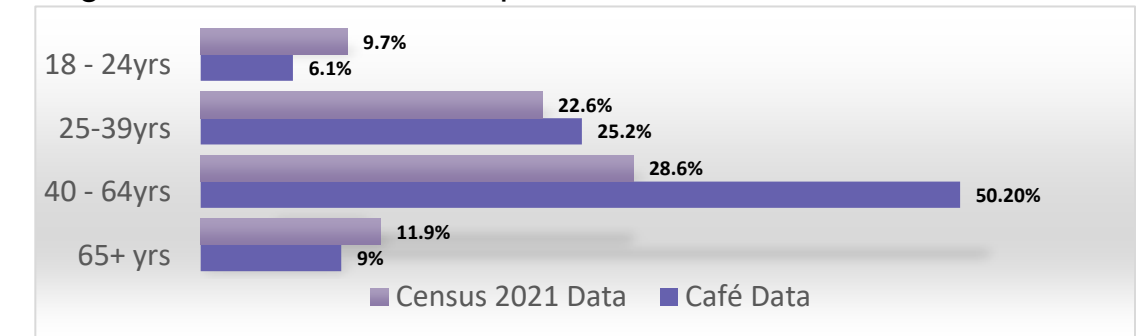
Gender Breakdown: Café compared to Census



Ethnicity Breakdown: Café compared to Census



Age Breakdown: Café compared to Census



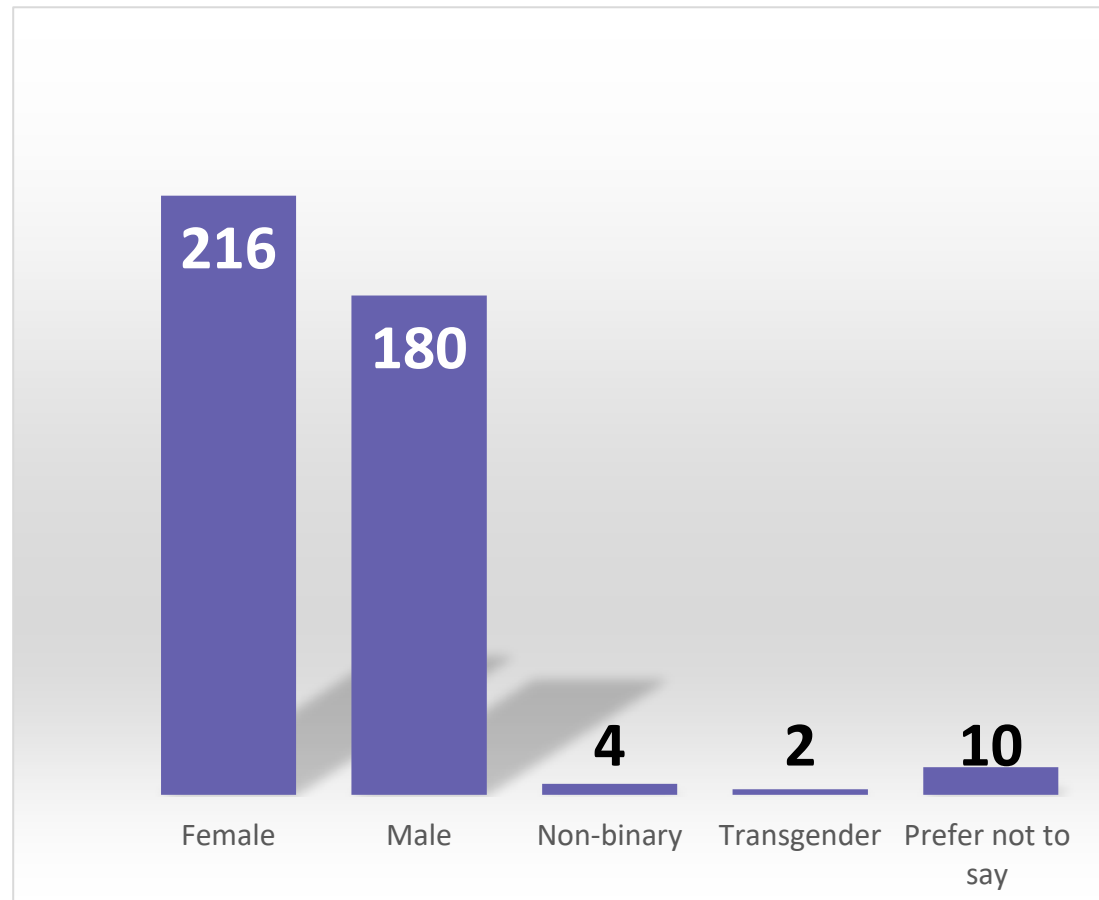
Data for City Neighbourhood Mental Health Cafes April 2026

KPI 8.1: Demographic coverage: Demographic information of café attendees (e.g. age, gender, ethnicity, disability, neurodiversity, sexual orientation). Recorded by staff as part of routine monitoring. Used to ensure the café is accessible, inclusive, and reflective of the local community. **Target:** ≥95% of attendees have demographic information recorded each month.

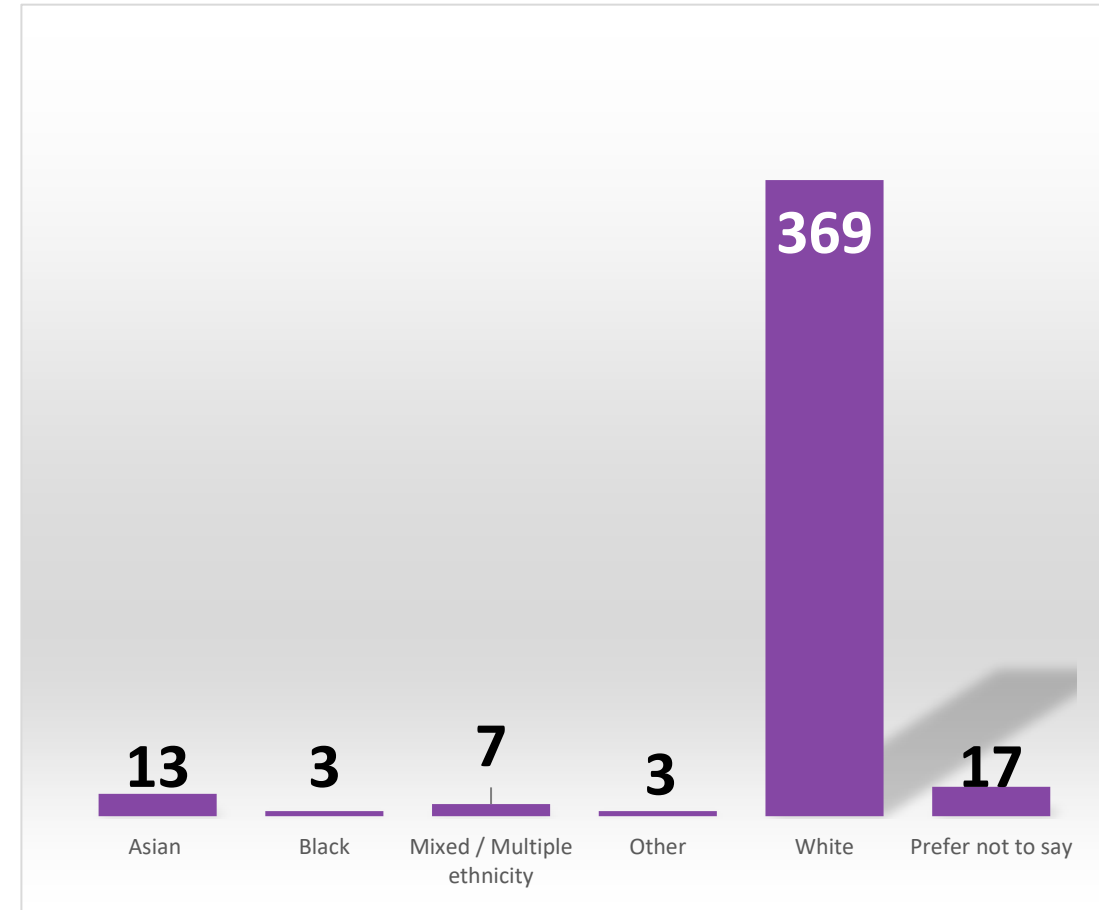


Demographic Coverage County Cafes

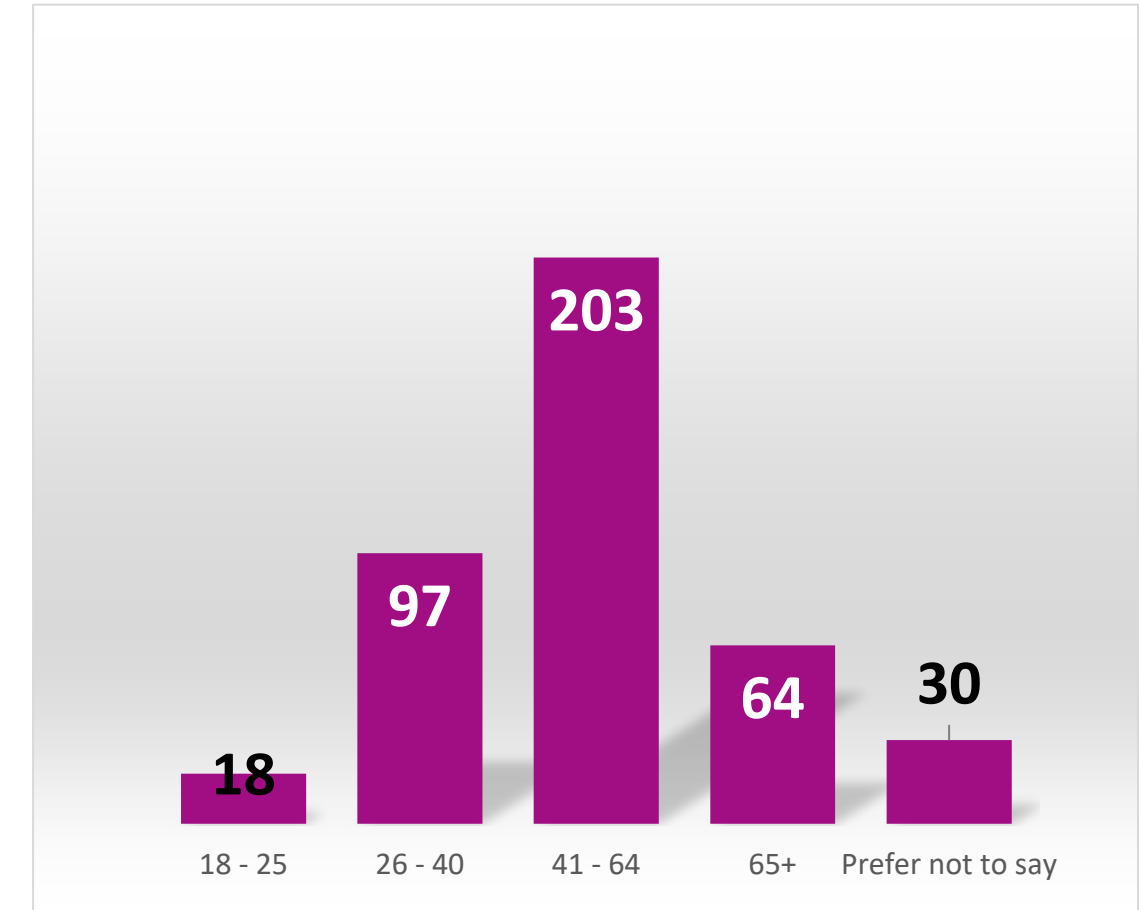
Gender



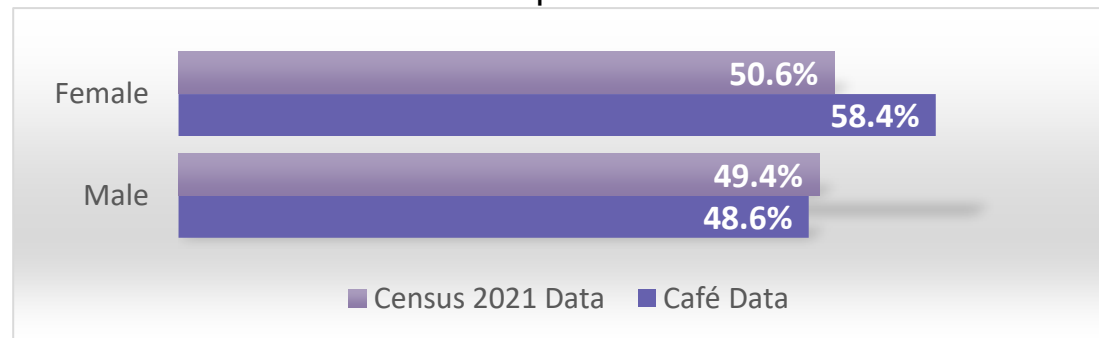
Ethnicity



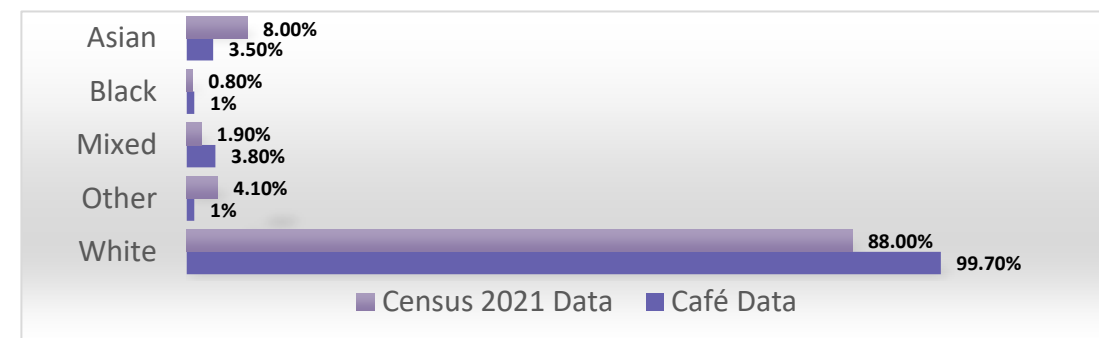
Age



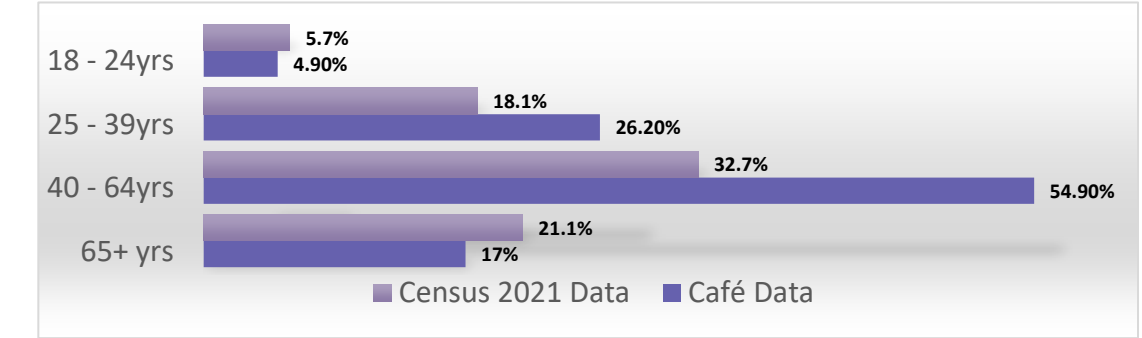
Gender Breakdown: Café compared to Census



Ethnicity Breakdown: Café compared to Census



Age Breakdown: Café compared to Census



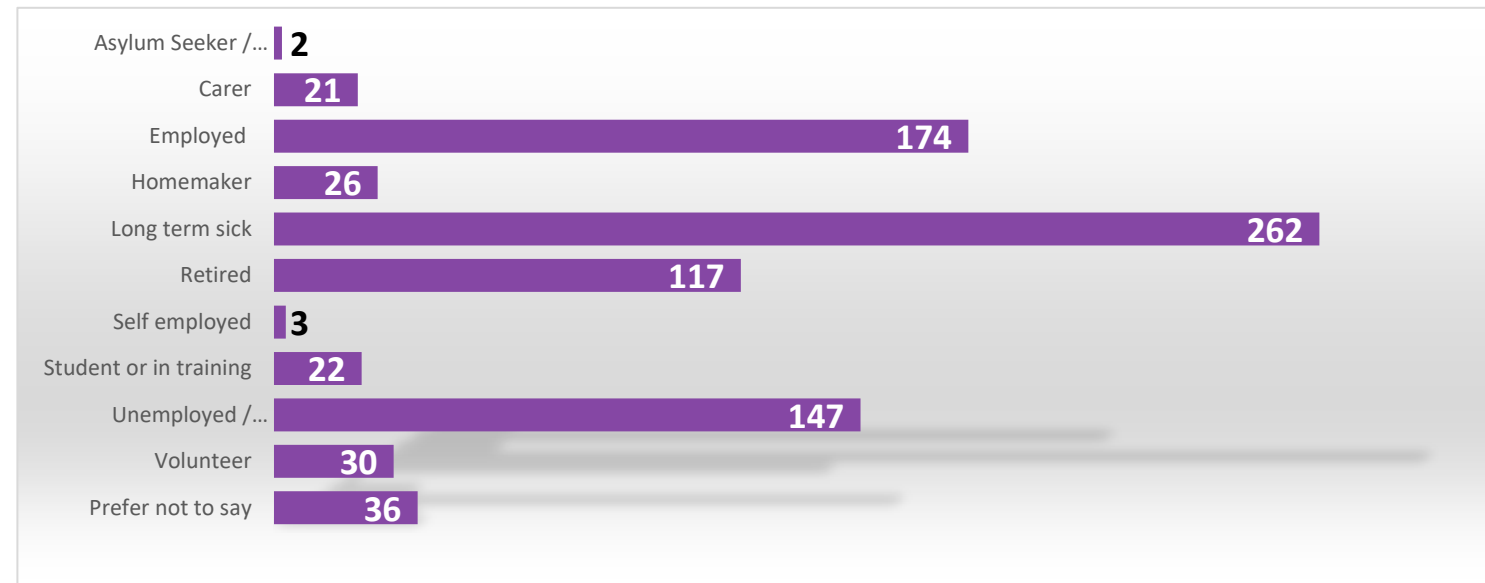
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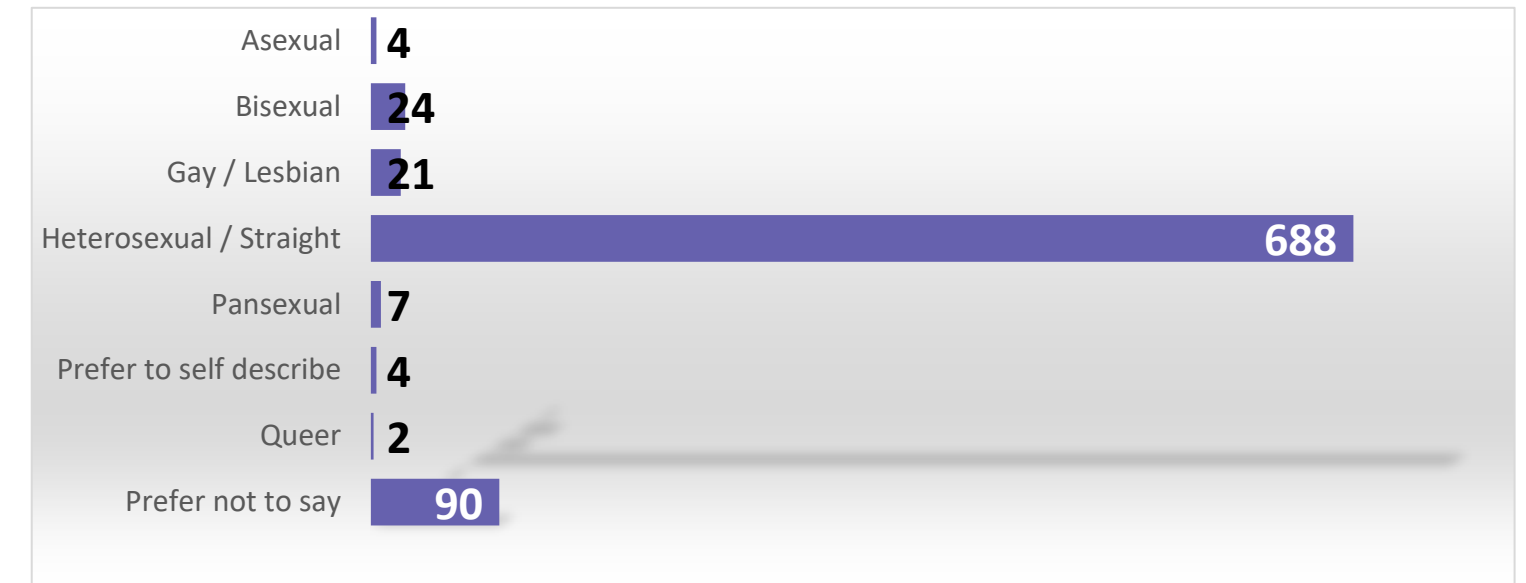


Demographic Coverage - All Cafes

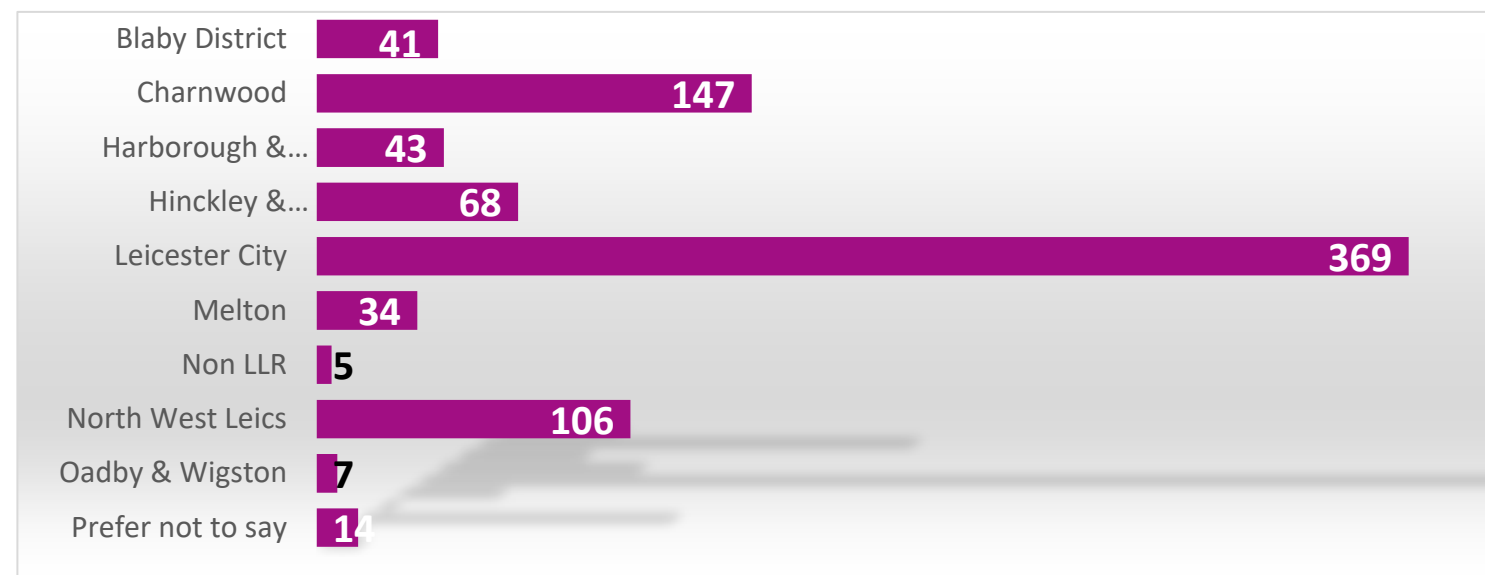
Visitors Main Situation



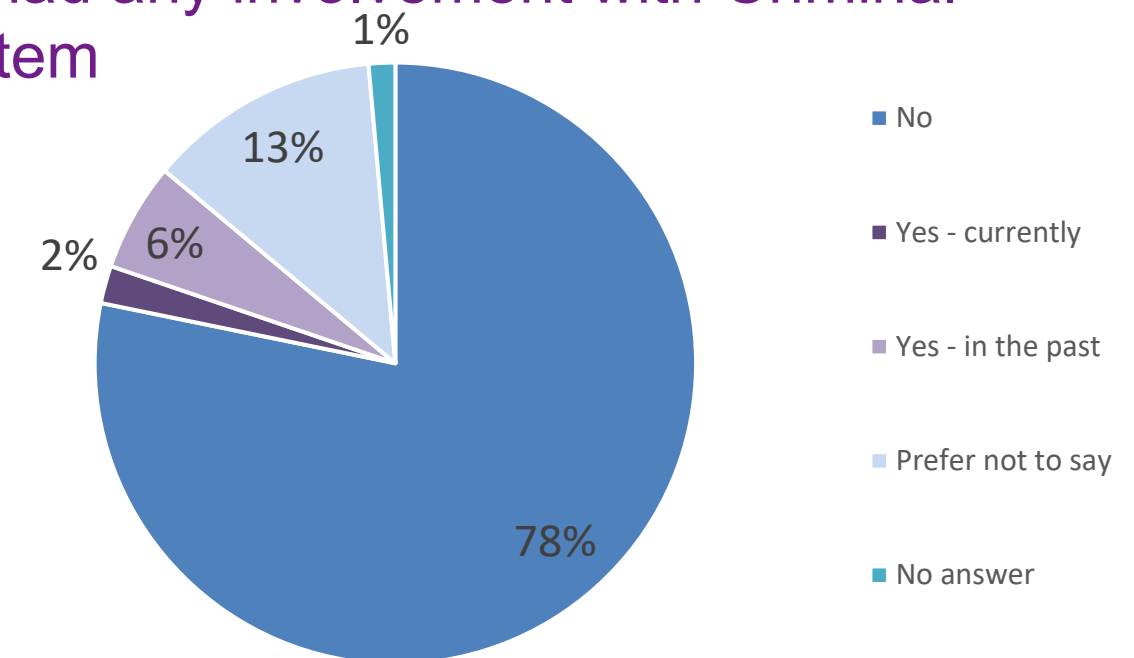
Sexual Orientation



Where Visitor Lives



Has visitor had any involvement with Criminal Justice System



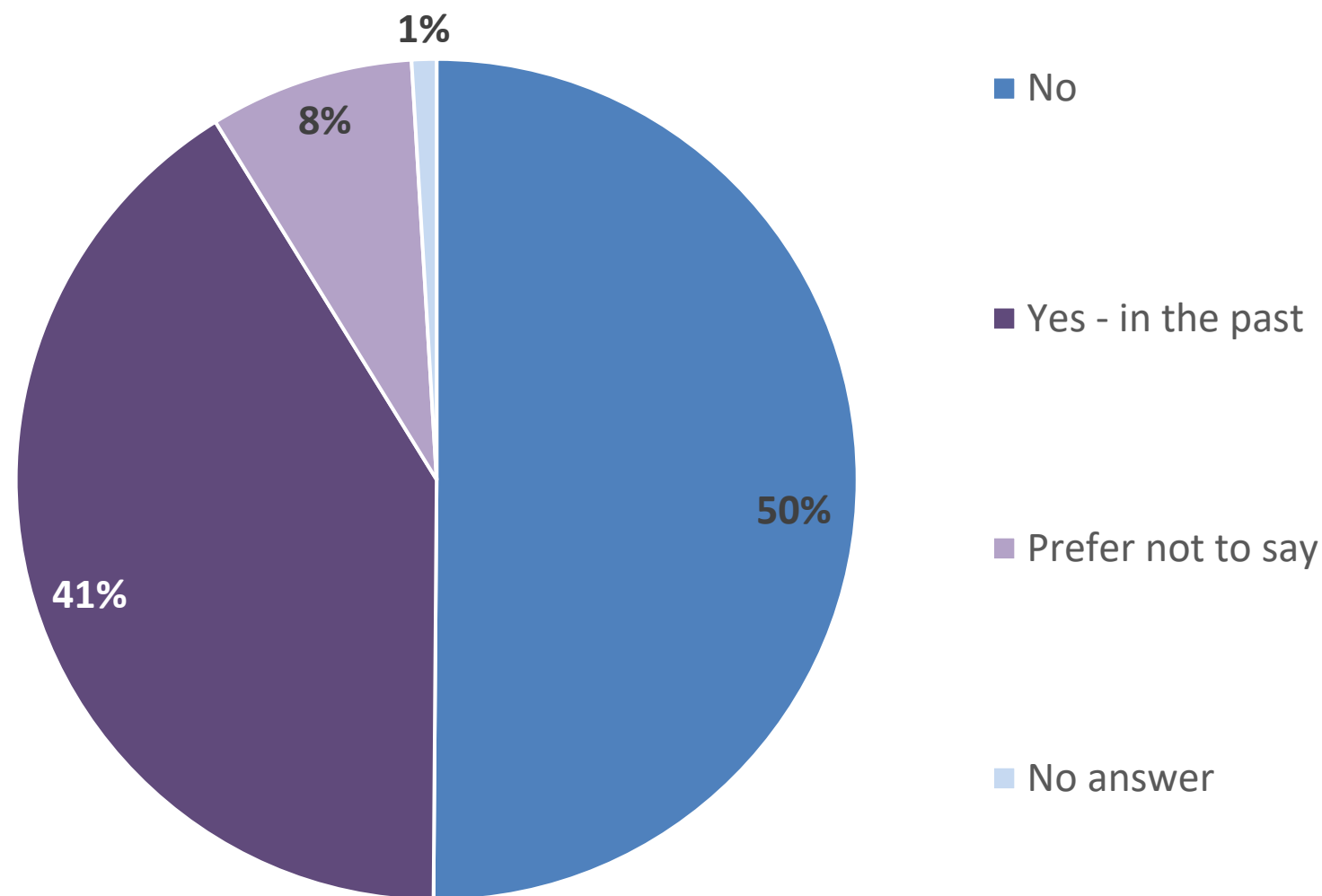
Data for All Neighbourhood Mental Health Cafes April 2026

KPI 8.2: Demographic coverage: Demographic information of café attendees (e.g. age, gender, ethnicity, disability, neurodiversity, sexual orientation). Recorded by staff as part of routine monitoring. Used to ensure the café is accessible, inclusive, and reflective of the local community. **Target:** ≥95% of attendees have demographic information recorded each month.

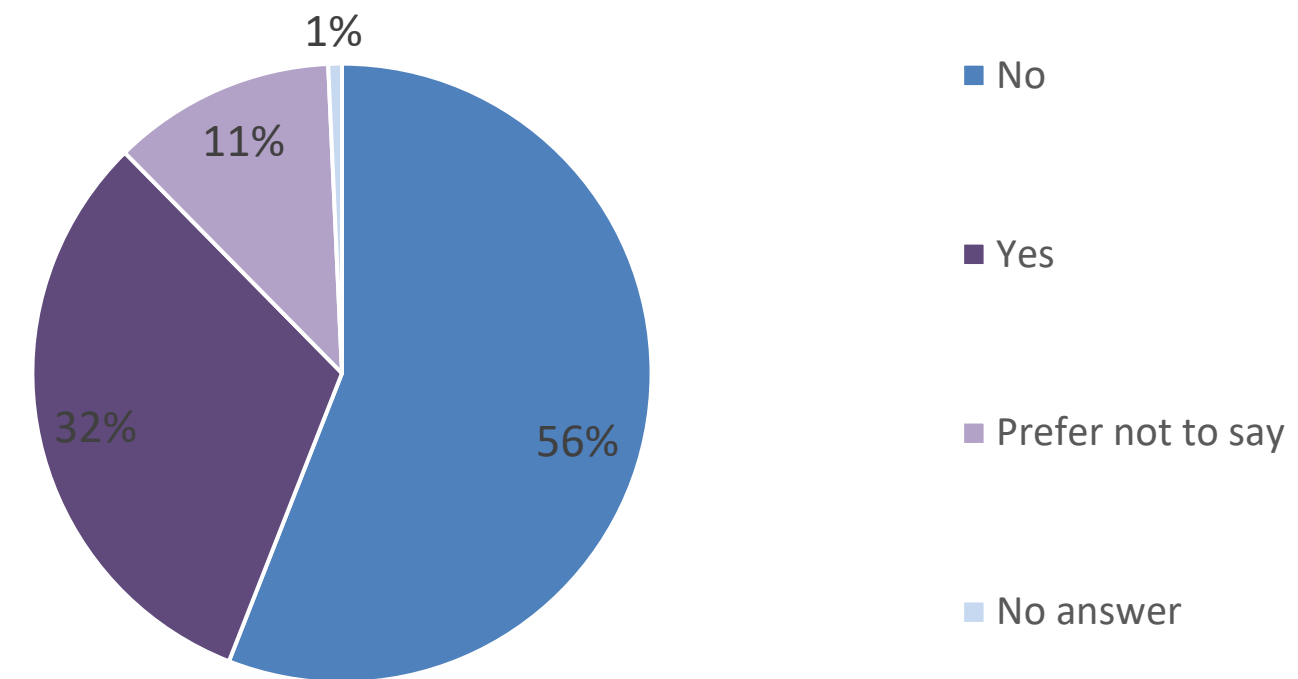


Demographic Coverage - All Cafes

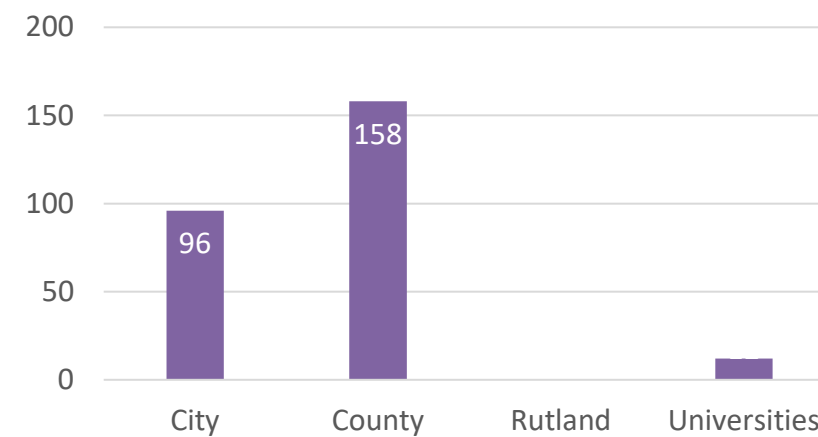
Does the visitor consider themselves to have a disability?



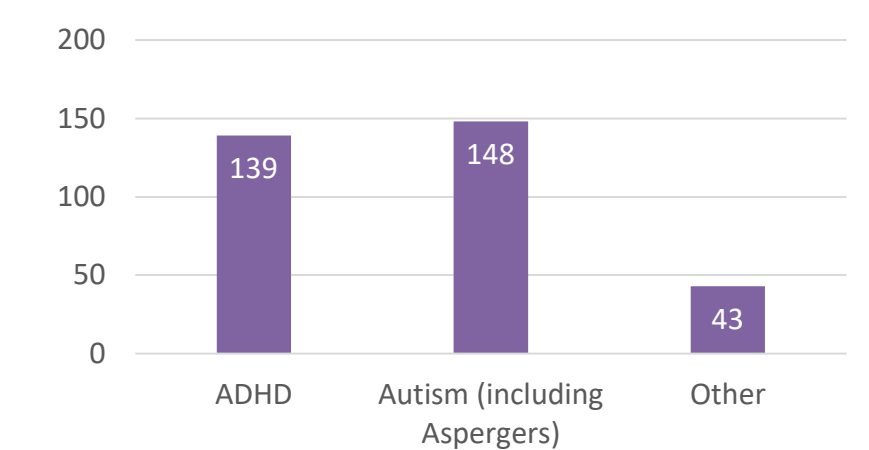
Does the visitor consider themselves to be neurodivergent?



Distribution of neurodiverse visitors across café locations



Individuals described themselves as having...



Data for All Neighbourhood Mental Health Cafes April 2026

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For more information please contact:

Sarah.jones353@nhs.net

Birju.vaja2@nhs.net



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope