

Leicester City Neighbourhood Mental Health Café Data

April 2024 – September 2025



Neighbourhood
Mental Health
Cafés

For times when you're struggling to cope

Neighbourhood Mental Health Cafés

20 sessions being delivered by 9 different VCSE partners

from 13 venues across Leicester



Maryam's story



Alex's story



Café Locations

City NMHCs

Beaumont Leys NMHC – provided by ZamZam Unlimited

Mondays, 9am – 12 noon,
Barley Croft Community Centre, Malham Close, Beaumont Leys, LE4 0UT
Fridays, 6pm – 9pm
Christ The King Church, Beaumont Way, Beaumont Leys, LE4 1DS

Belgrave NMHC – provided by the Peepul Centre

Wednesdays, 2pm – 7pm, Peepul Centre, Orchardson Avenue, Leicester, LE4 6DP

Braunstone NMHC – provided by LLR Mind

Tuesdays, 1pm – 4pm and Sundays, 4pm – 7pm
The Grove Community Hub, Cort Crescent, Leicester, LE3 1QZ

DeMontfort University NMHC – provided by LLR Mind

Mondays, 3pm – 5pm and Fridays, 12 noon – 4pm,
De Montfort Student Union, Campus Centre Building, Mill Lane, Leicester, LE2 7DR

Leicester University NMHC – provided by LLR Mind

Mondays 12 noon – 2pm and Thursdays, 12 noon – 4pm, Leicester Student Union, Percy Gee Building, University of Leicester, University Rd, Leicester, LE1 7RH

Eyres Monsell NMHC – provided by EMCYP

Wednesdays, 5.45pm – 8.45pm and Thursdays, 12 noon – 3pm
Eyres Monsell Young Peoples Club, 170 Whitteney Dr, Leicester LE2 9AQ

Highfields NMHC – provided by Jamila's Legacy

Tuesdays, 9.30am – 12.30pm Merlyn Vaz Centre, 1 Spinney Hill Road, Leicester, LE5 3GH
Thursdays, 2pm – 5pm, Highfields Library, 98 Melbourne Road, Leicester, LE2 0DS

Thurnby Lodge NMHC – provided by Jamila's Legacy CIC

Every Wednesday, 10.30am – 1.30pm and Fridays, and 3pm – 6pm
Thurnby Lodge Community Centre, Thurncourt Road, Leicester, LE5 2NG

Leicester City NMHC – provided by Turning Point

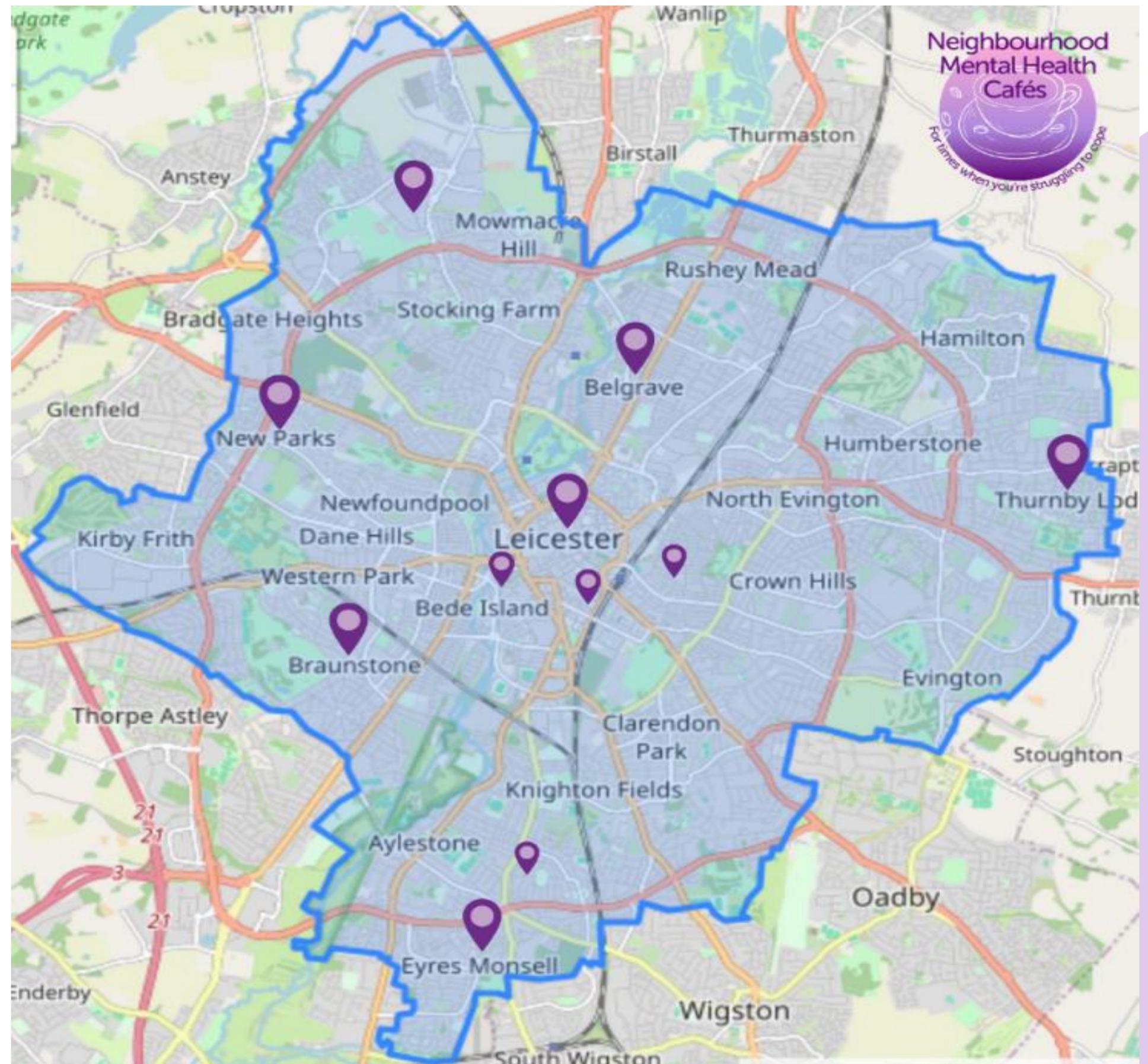
Tuesdays, 12 noon – 6pm
David Wilson Foundation Centre, St Martin's House, 7 Peacock Lane, Leicester, LE1 5PZ

New Parks NMHC – provided by Team Hub

Thursdays, 12.30pm – 5.30pm and Saturdays, 11.30am – 4.30pm
Team Hub, New Parks Community Centre, St Oswald Road, Leicester, LE3 6RU

Saffron NMHC (Saff Caff) – provided by Saffron Lane Neighbourhood Council

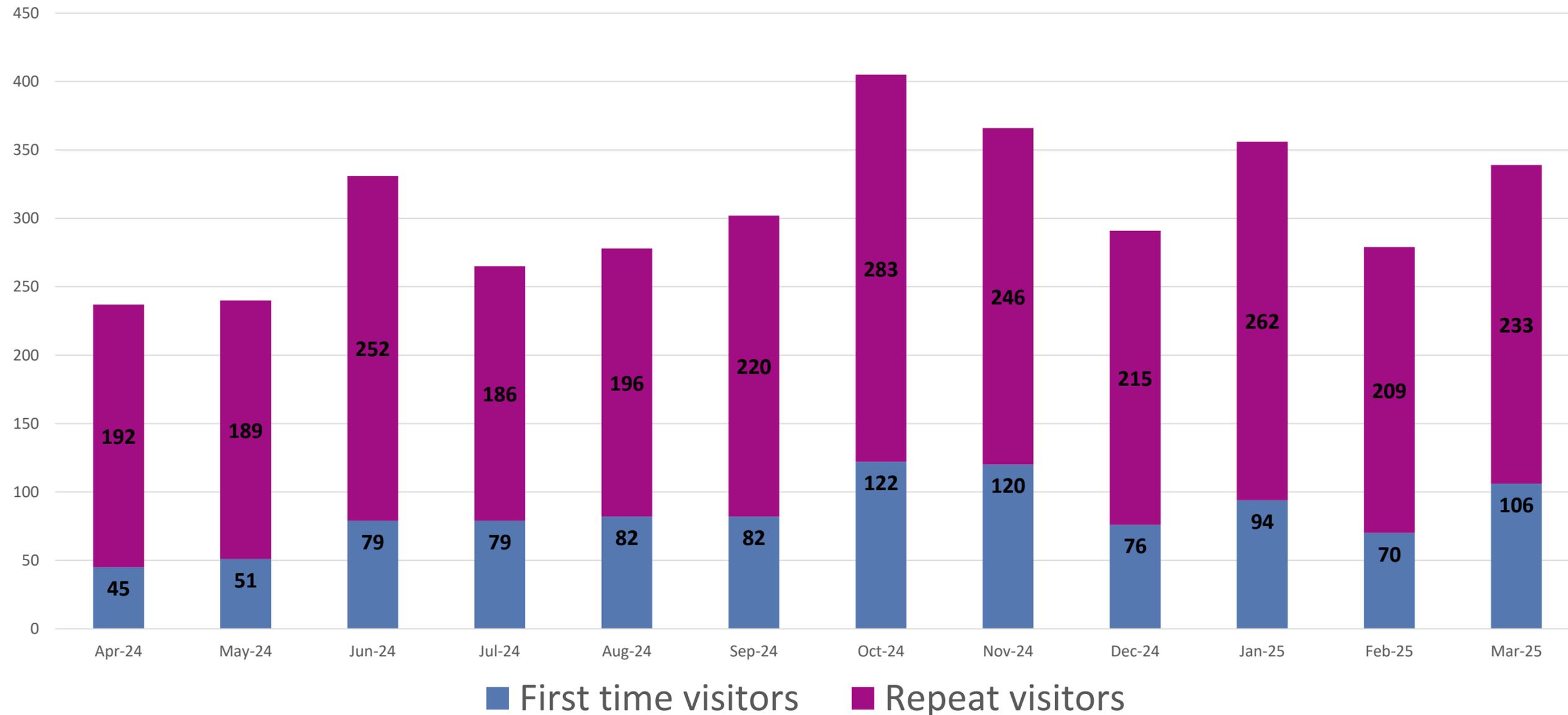
Tuesdays, 10am – 4pm, Saff Caff, Heathcott Road, Leicester, LE2 6LS



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<p>Beaumont Leys <i>Zam Zam Unlimited in partnership with Amitai Counselling</i> Barley Croft Community Centre 9am – 12 noon</p>	<p>Highfields <i>Jamila’s Legacy</i> Merlyn Vas Centre 9.30am – 12.30pm</p> <p>Leicester City <i>Turning Point</i> St Martins House 9.30am – 4.30pm</p>	<p>Thurnby Lodge <i>Jamila’s Legacy</i> Thurnby Lodge Community Centre 10.30am – 1.30pm</p>	<p>University of Leicester <i>LLR Mind</i> University of Leicester Student Union 12noon – 4pm</p>	<p>De Montfort University <i>LLR Mind</i> De Montfort Student Union 1pm - 5pm</p>	<p>New Parks <i>Team Hub</i> At Team Hub 11.30am – 4.30pm</p>	
<p>University of Leicester <i>LLR Mind</i> University of Leicester Student Union 12noon - 2pm</p>	<p>Saffron <i>Saffron Lane Neighbourhood Council</i> Saff Caff 10am – 4pm</p>	<p>Belgrave <i>The Peepul Centre</i> Peepul Centre 1.30pm – 7.30pm</p>	<p>Eyres Monsell <i>EMCYP</i> Eyres Monsell Young Peoples Club 12noon - 3pm</p>	<p>Thurnby Lodge <i>Jamila’s Legacy</i> Thurnby Lodge Community Centre 2pm – 5pm</p>		
<p>De Montfort University <i>LLR Mind</i> De Montfort Student Union 3pm - 5pm</p>	<p>Braunstone <i>LLR Mind in partnership with Leicester City in the Community</i> The Grove Community Hub 1 – 4pm</p>	<p>Eyres Monsell <i>EMCYP</i> Eyres Monsell Young Peoples Club 5.45pm – 8.45pm</p>	<p>New Parks <i>Team Hub</i> At Team Hub 12.30 – 5.30pm</p>	<p>Beaumont Leys <i>Zam Zam Unlimited in partnership with Amitai Counselling</i> Christ The King Church 6pm - 9pm</p>		<p>Braunstone <i>LLR Mind in partnership with Leicester City in the Community</i> The Grove Community Hub 4 – 7pm</p>
			<p>Highfields <i>Jamila’s Legacy</i> Highfields Library 3pm – 6pm</p>	<p>University of Leicester <i>LLR Mind</i> University of Leicester Student Union 7pm - 9pm</p>		

Contacts

3689 visits to City Neighbourhood Mental Health Cafés April 2024 – March 2025



How people accessed café?



In person - 2836



Phone - 672



Text - 141



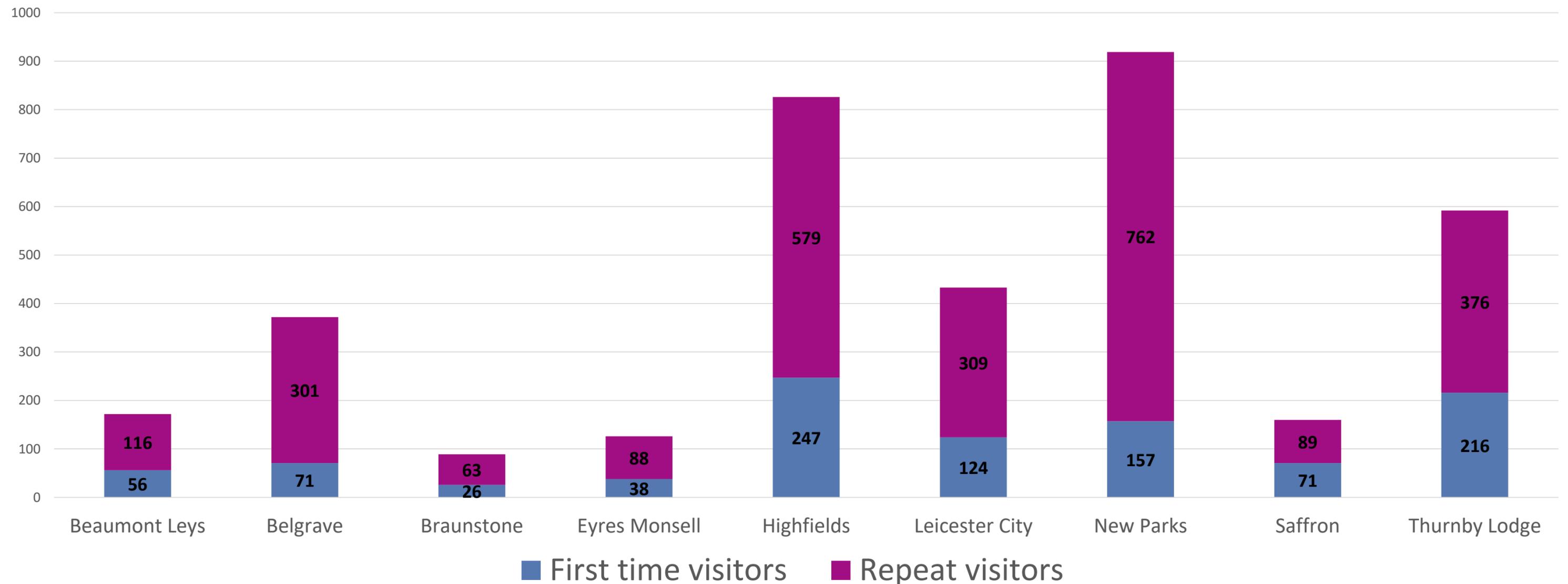
Online / Email - 28

City Neighbourhood Mental Health Cafes
Data for 1st April 24 – 31st March 25

N.B: There has been some changes in providers and additional cafes opened in 24, which is reflected in the data. Thurnby Lodge opened in May, Universities in July, Eyres Monsell, Beaumont Leys in September and Braunstone in October



Café Contacts Breakdown by locality

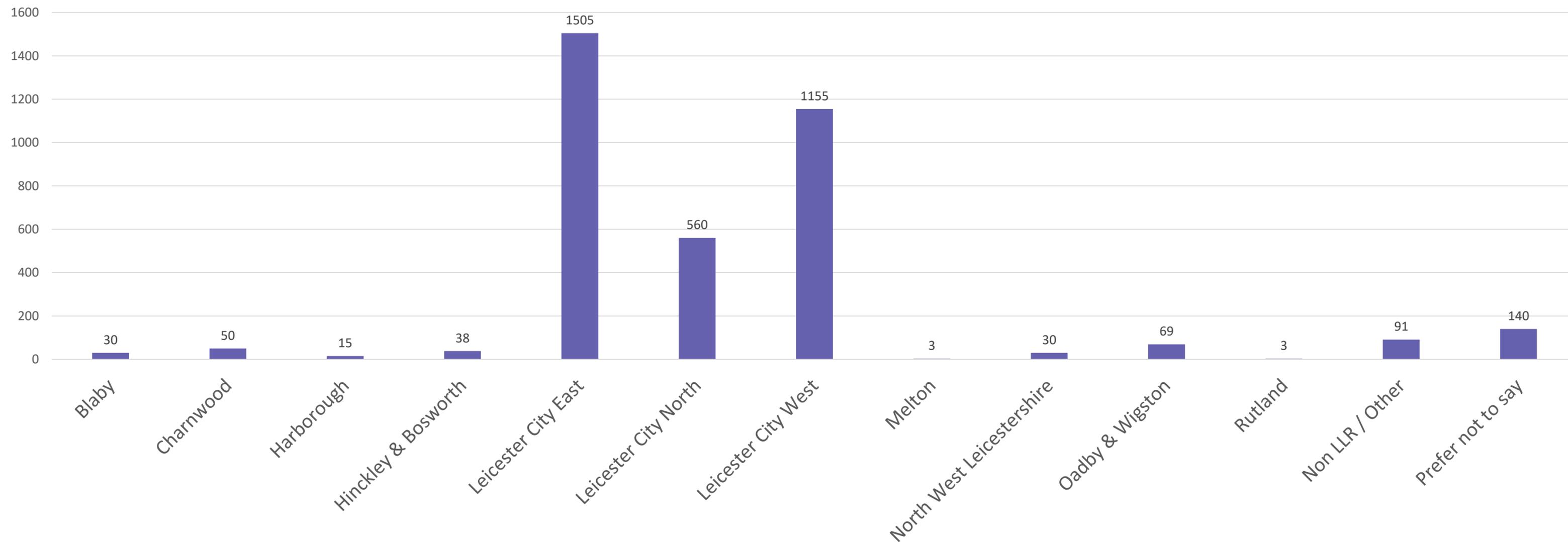


City Neighbourhood Mental Health Cafes
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To visit the café people travelled from...

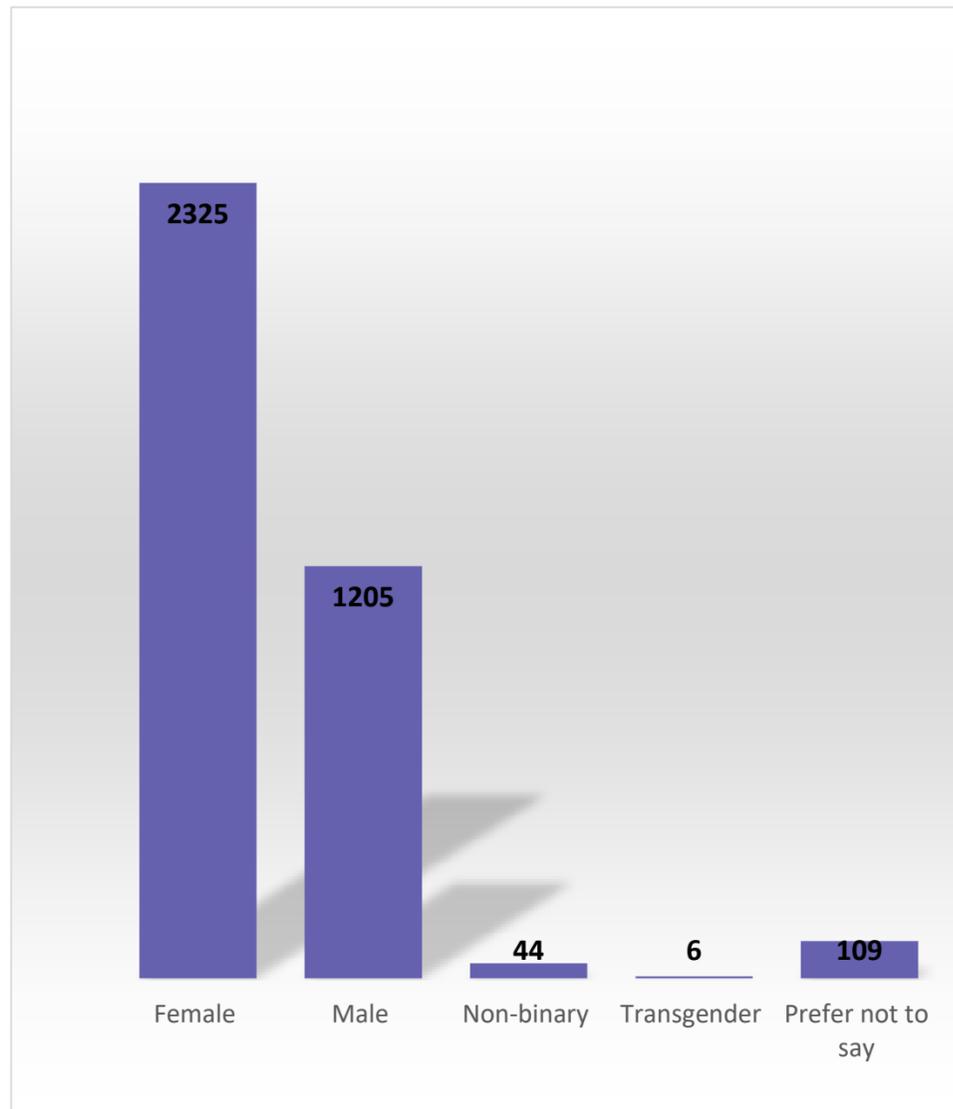


City Neighbourhood Mental Health Cafes
Data for 1st April 24 – 31st March 25

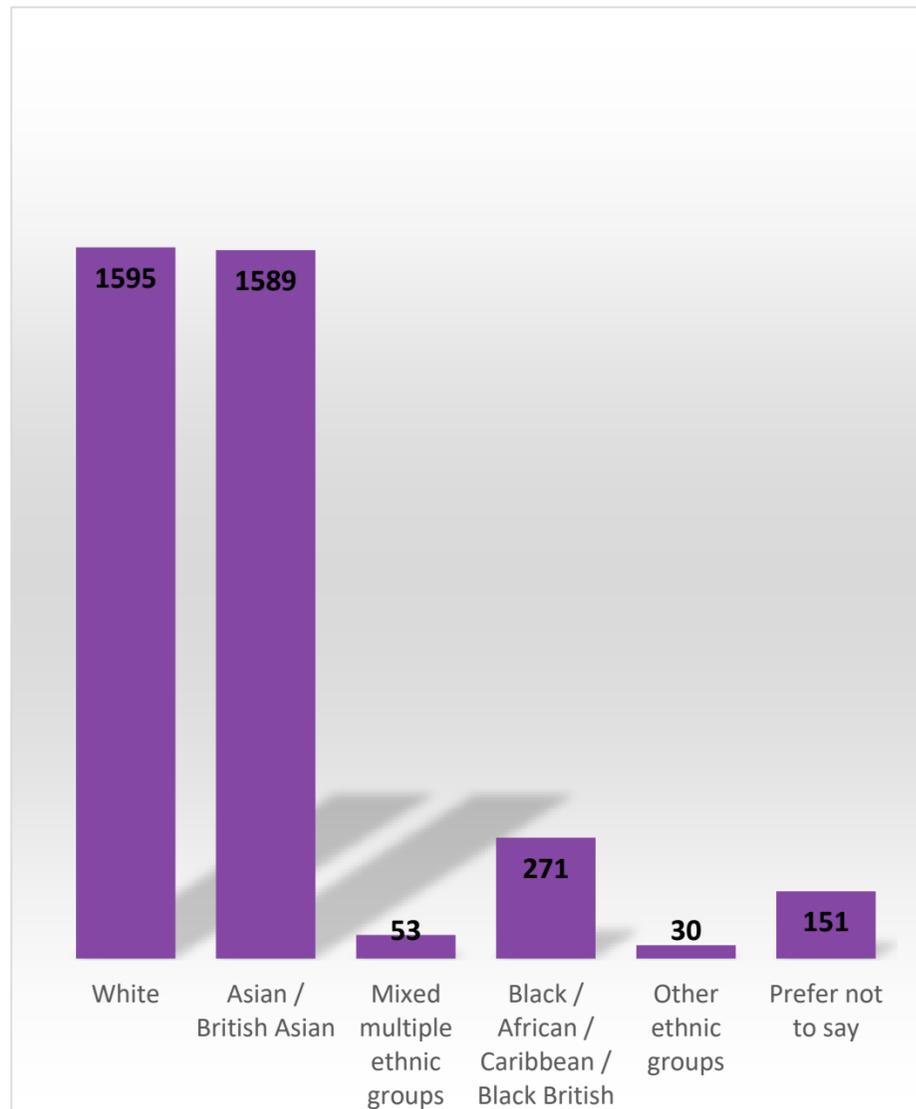


Demographics

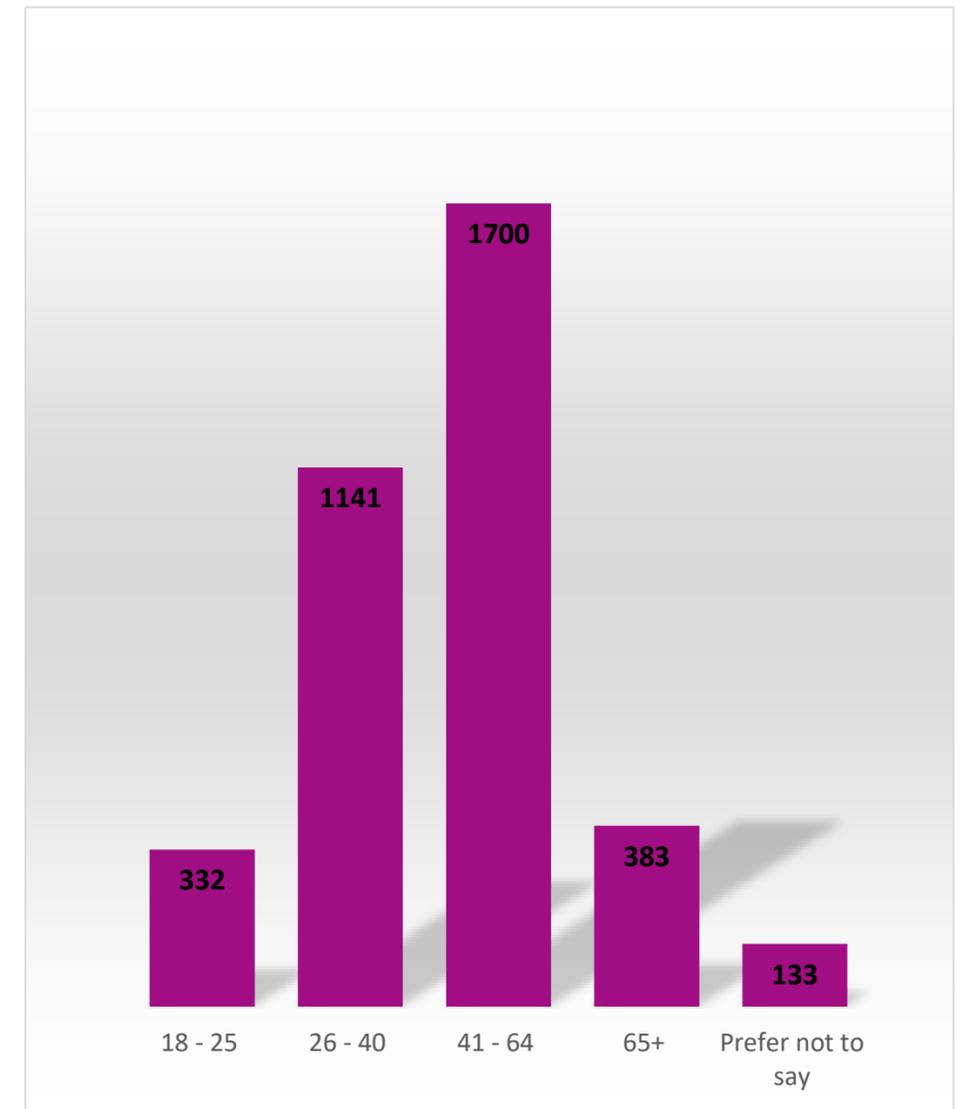
Gender



Ethnicity



Age



City Neighbourhood Mental Health Cafes

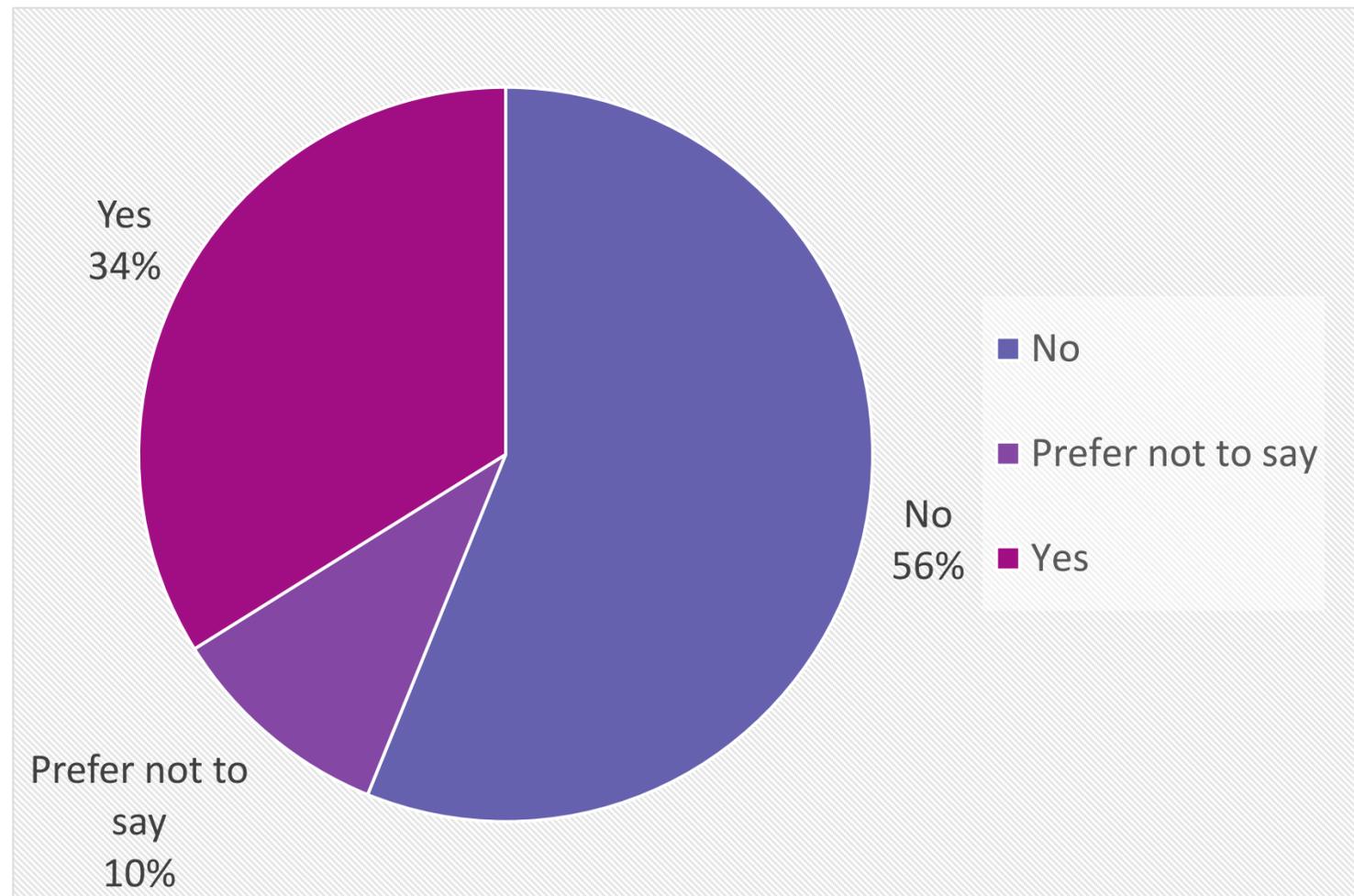
How data compares to ethnicity in Leicester data:

White 41% (café – 43.23%) Asian 43% (café – 43.07%), Black 4% (café – 7.35%)

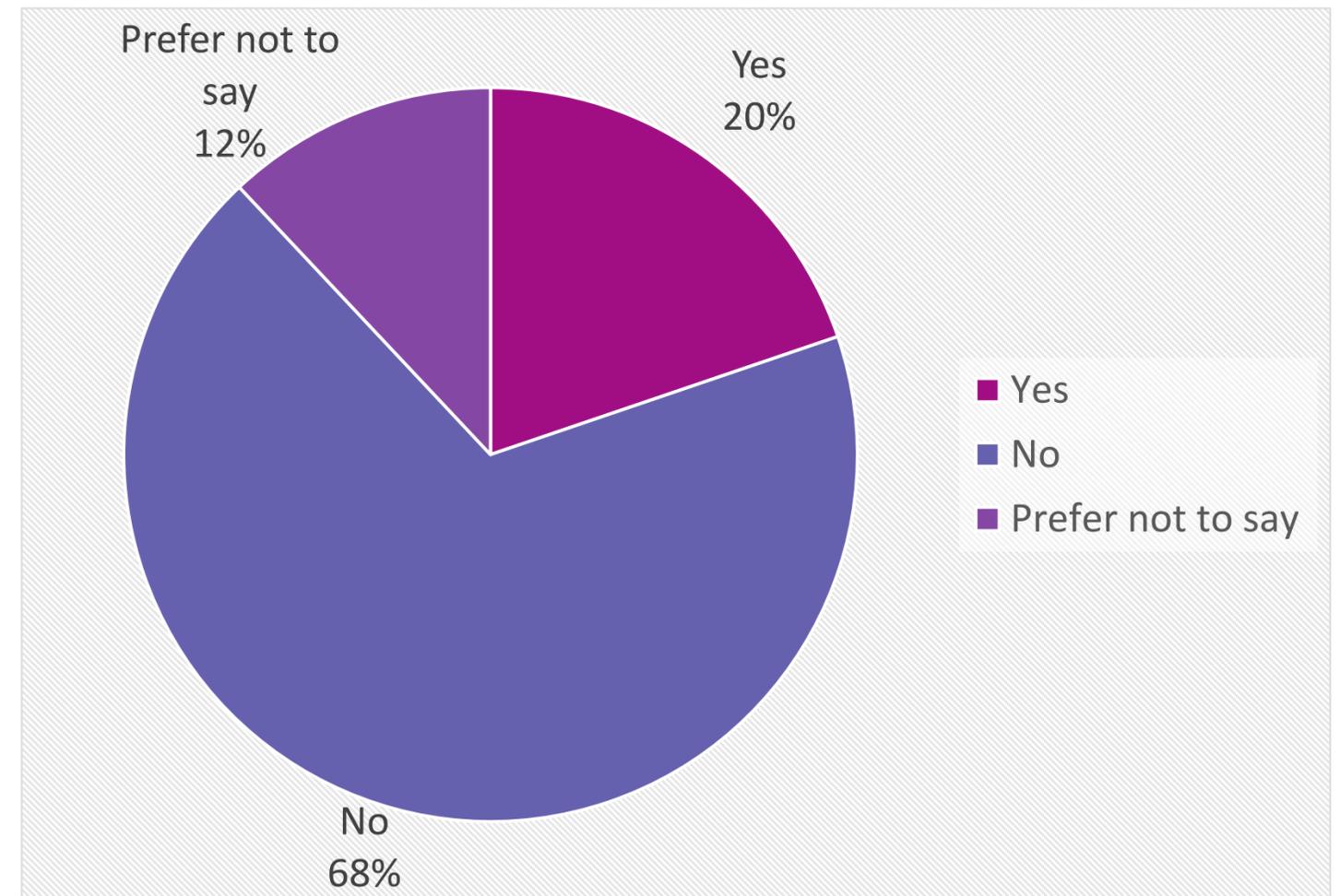


Demographics

Do you consider yourself to have a disability?

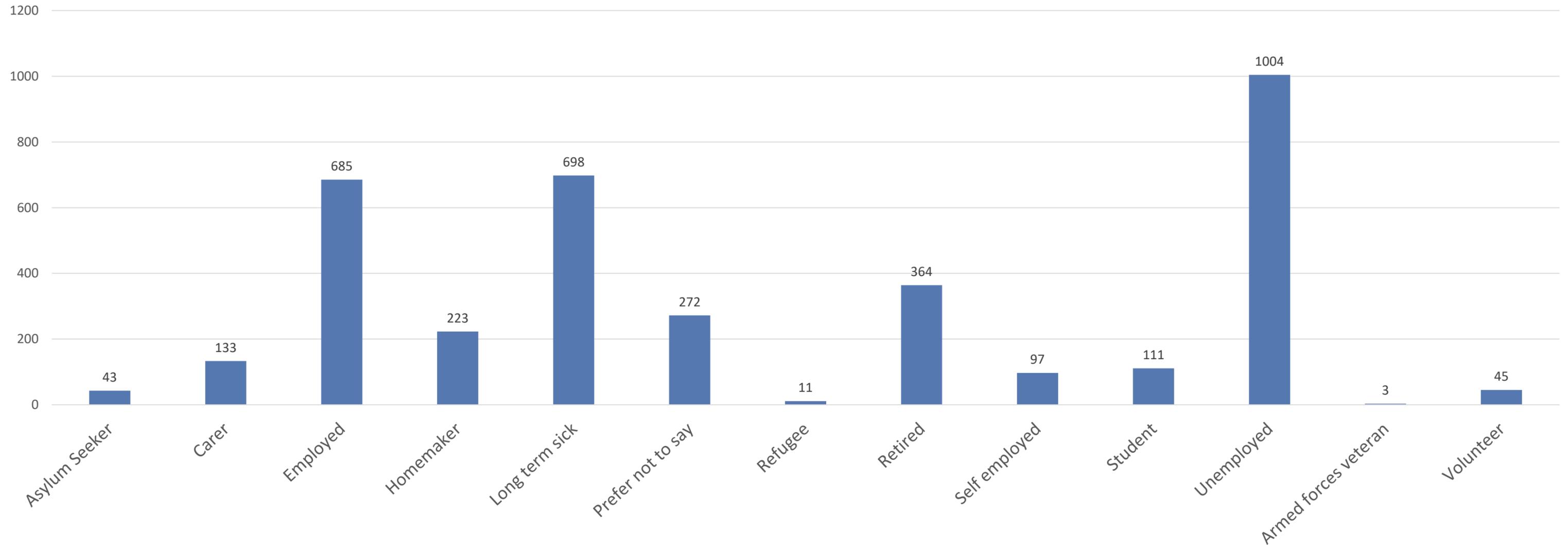


Do you consider yourself to be neurodiverse?

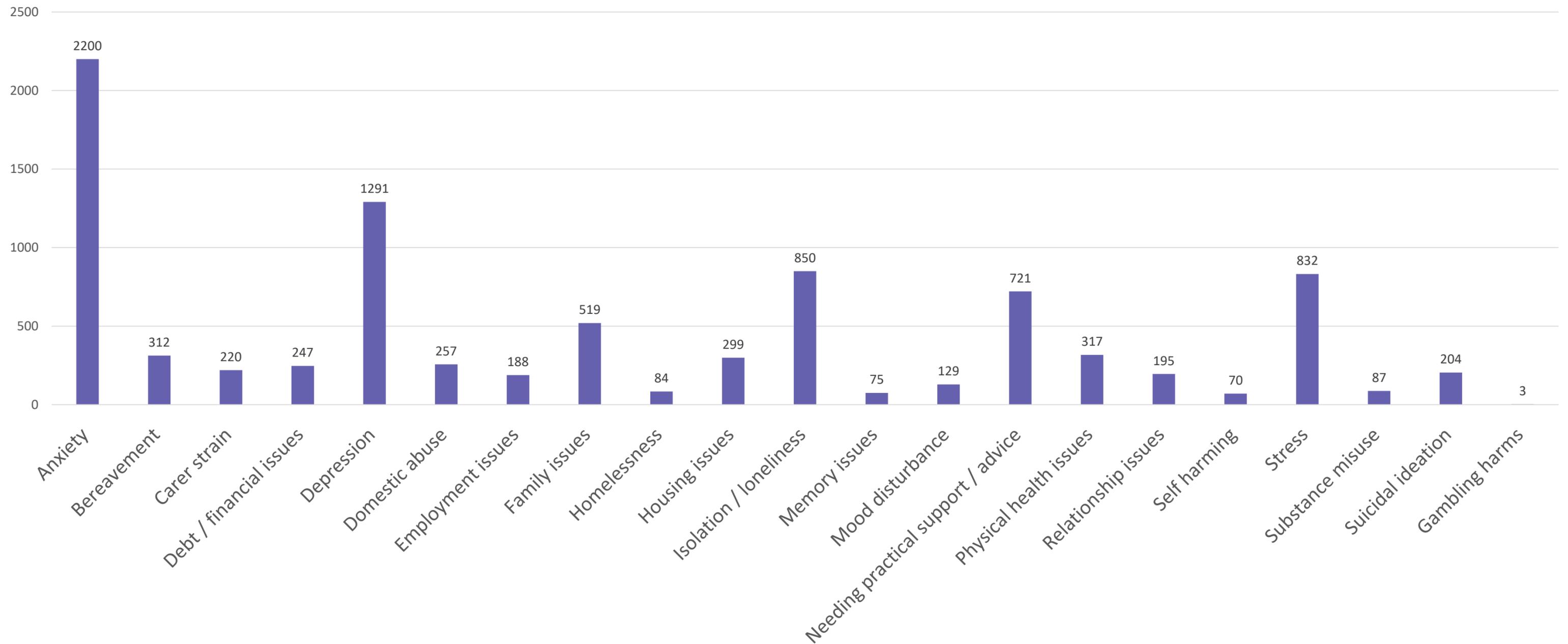


Demographics

Current Status...



Presenting Issues

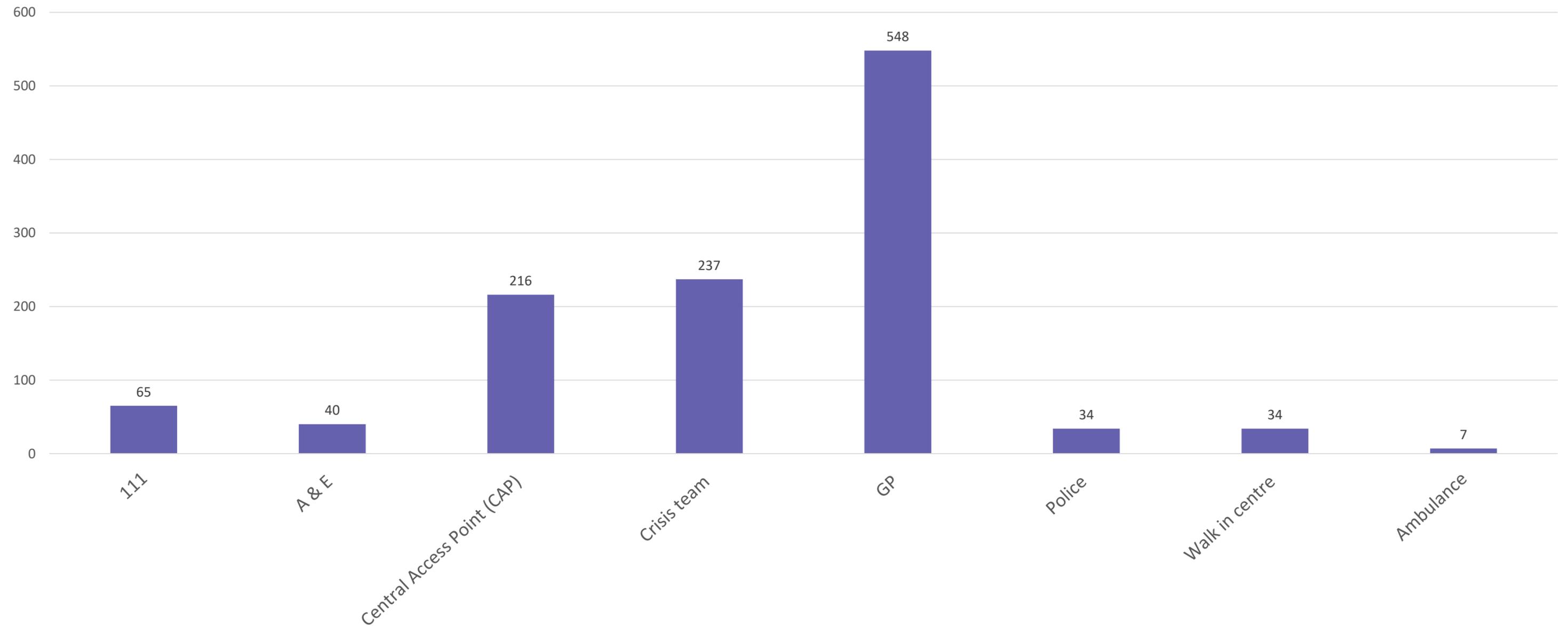


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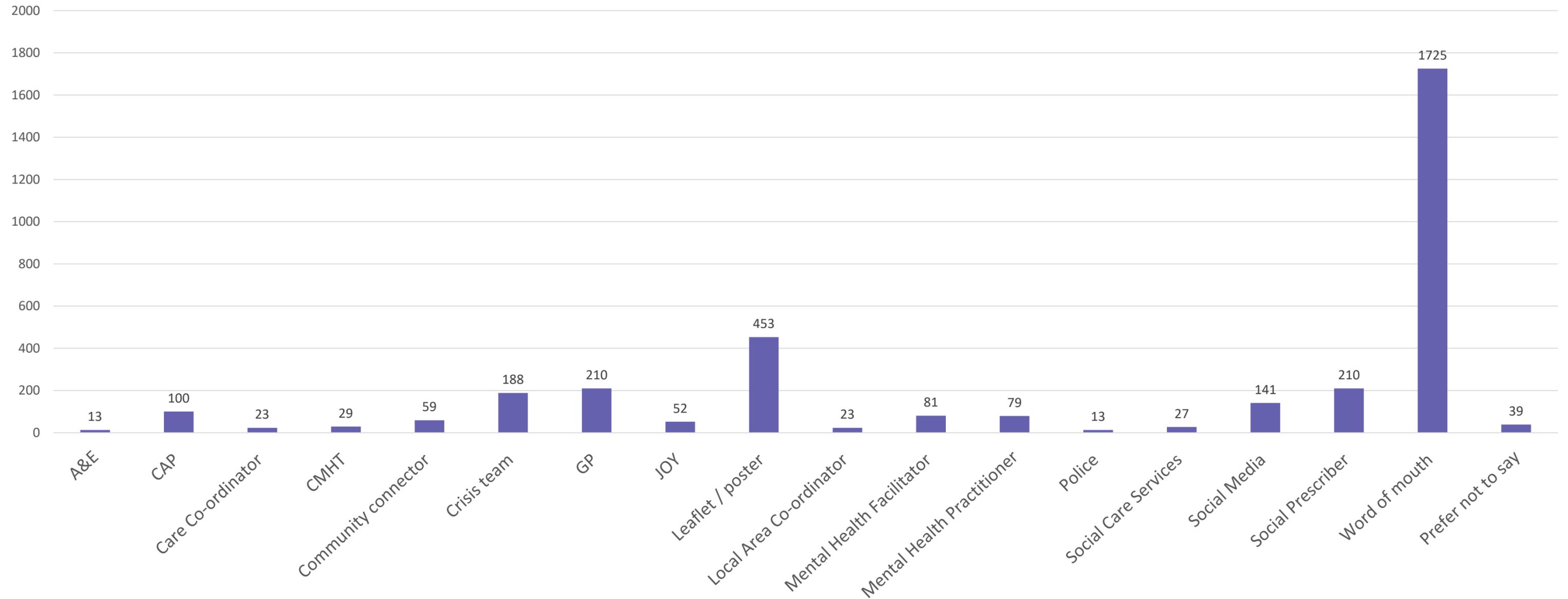
NB: visitors asked to give up to 3 reasons why they have attended the cafe



Attended Café instead of accessing following services...



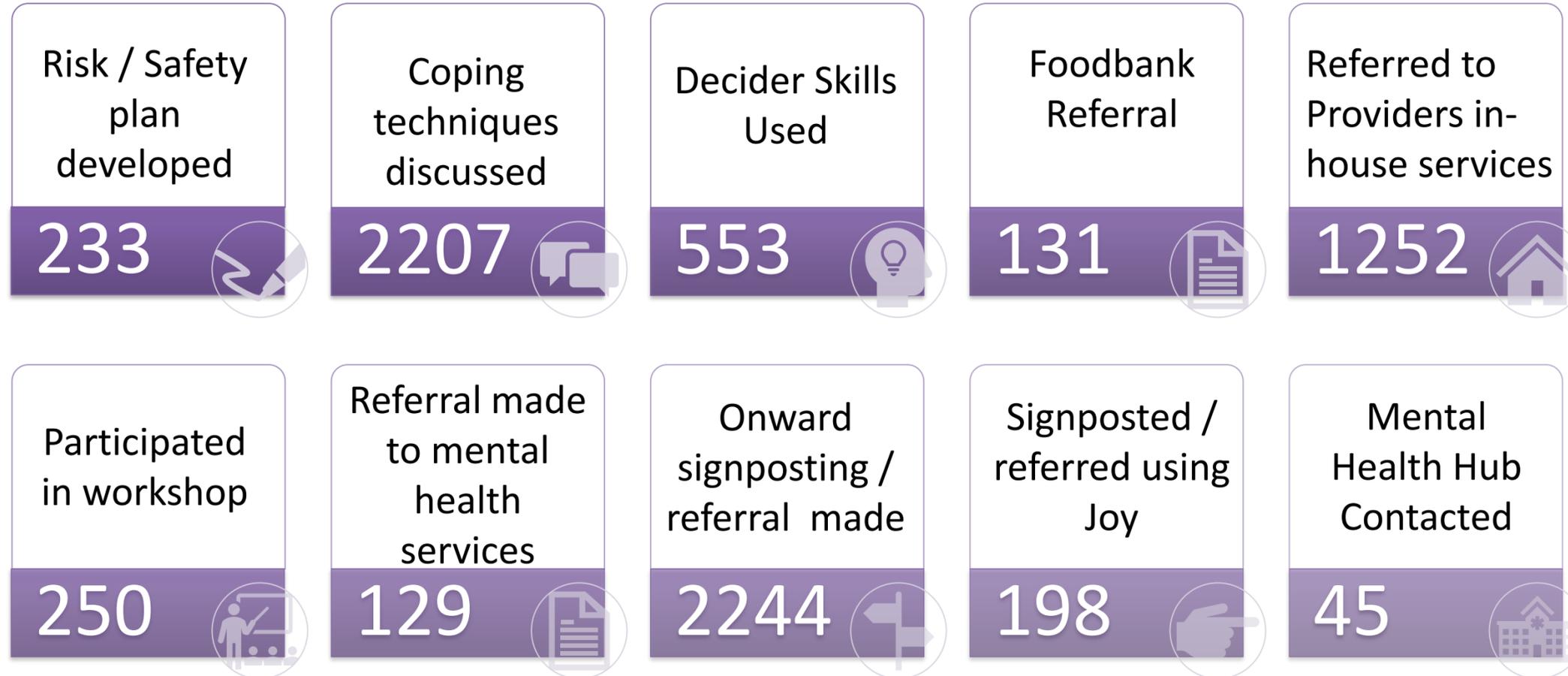
How individual heard about the cafe...



City Neighbourhood Mental Health Cafes
Data for 1st April 24 – 31st March 25



Outcomes for individuals attending



2368 people received 1:1 support

466 people accessed group/social support

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



Café impact....

Sally* visited the café because she was experiencing active suicidal thoughts and was in search of help. This distress stemmed from her journey from Bournemouth to Leicester to meet her ex-boyfriend, with whom she had recently ended a relationship and was seeking closure. She had planned to take her own life if he refused to talk to her and happened to find herself at the café by chance, as she was sitting on a wall when we placed the opening sign outside. She interpreted this as a “sign” that support was available to her.

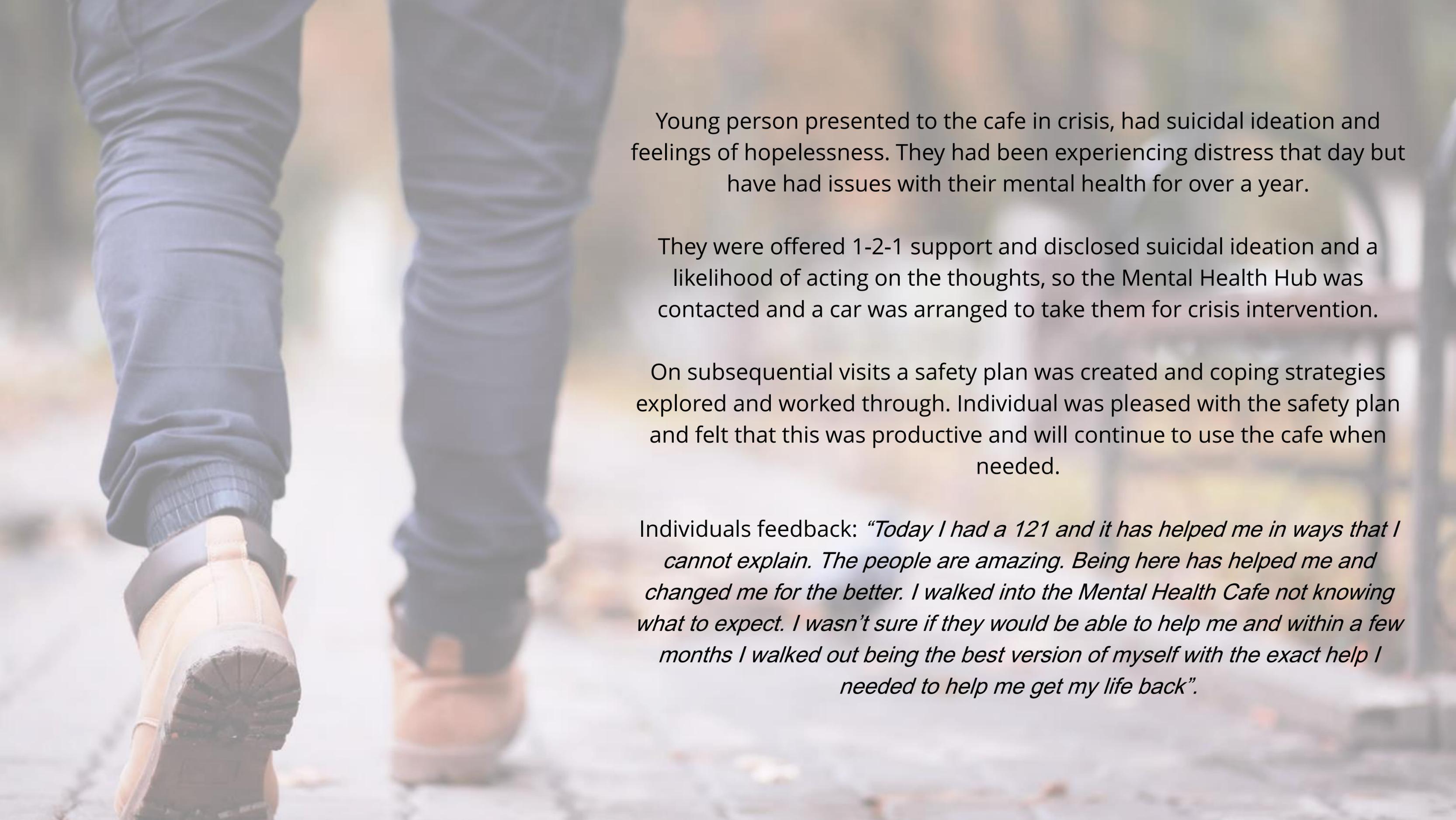
We immediately arranged for her to have a one-on-one session. During the initial assessment, as she disclosed her suicidal thoughts, we determined that it was essential for her to undergo an assessment at the Mental Health Hub.

To help support her while we arranged transportation to the Hub, we worked through some grounding techniques.

We coordinated with the taxi company to ensure she arrived directly at the Hub without any detours. She expressed deep gratitude for our support and was relieved to be receiving further support from the Mental Health Hub.

**named changed*





Young person presented to the cafe in crisis, had suicidal ideation and feelings of hopelessness. They had been experiencing distress that day but have had issues with their mental health for over a year.

They were offered 1-2-1 support and disclosed suicidal ideation and a likelihood of acting on the thoughts, so the Mental Health Hub was contacted and a car was arranged to take them for crisis intervention.

On subsequent visits a safety plan was created and coping strategies explored and worked through. Individual was pleased with the safety plan and felt that this was productive and will continue to use the cafe when needed.

Individuals feedback: *“Today I had a 121 and it has helped me in ways that I cannot explain. The people are amazing. Being here has helped me and changed me for the better. I walked into the Mental Health Cafe not knowing what to expect. I wasn’t sure if they would be able to help me and within a few months I walked out being the best version of myself with the exact help I needed to help me get my life back”.*