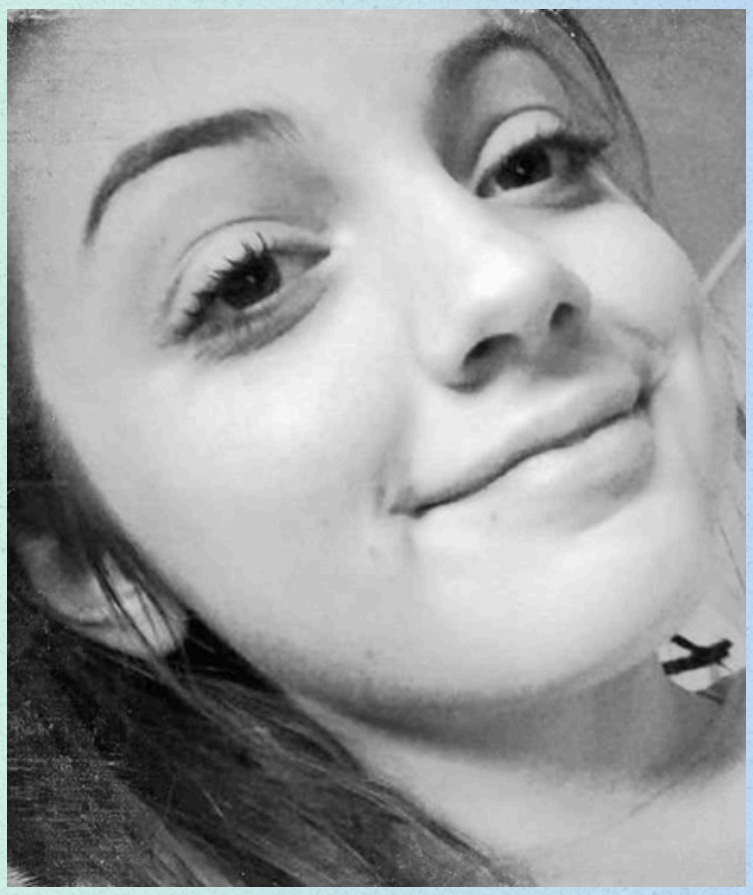
RAISING AWARENESS OF YOUTH MENTAL HEALTH & BULLYING

MEGAN'S STARR FOUNDATION



Supporting Young People's Mental Health and Wellbeing

At Megan's Starr Foundation, we believe every young person deserves to feel safe, supported, valued and heard. Good mental health is fundamental to their wellbeing, influencing their education, relationships, confidence and future opportunities.
Young people face many challenges, including bullying, cyberbullying, social isolation, family difficulties, educational pressures and poor mental health. Without appropriate support, these challenges can become overwhelming, particularly when young people feel unable to speak openly about their struggles.

No young person should have to reach crisis point before receiving support. Early intervention, prevention and accessibility are at the heart of everything we do. Through free counselling, emotional wellbeing support, practical guidance and personal development opportunities, we help young people build confidence, resilience and the skills to navigate life's challenges.

We recognise that mental health support goes far beyond traditional counselling. Our Megan's Starr Support Centre, The Dizzy Bear café and Thrifto work together to provide a unique, community-based approach where young people can access support alongside friendship, creativity, volunteering, training and employment opportunities.

For some, simply walking through our doors, making friends or discovering a new skill can be the first step towards improved wellbeing. We create opportunities for young people to feel included, develop confidence and recognise their own potential.

Our approach is inclusive, flexible and shaped by young people's individual needs, particularly those facing additional barriers such as neurodivergence, school avoidance, unemployment or social isolation.
We also recognise the importance of supporting parents and carers, working collaboratively with schools, professionals and community organisations to promote awareness, strengthen safeguarding and improve access to early intervention.

Above all, we believe young people should be empowered, not simply supported. By giving them a voice, meaningful opportunities and a sense of belonging, we help them build brighter, more independent futures.
Megan's Starr was founded because one young girl suffered in silence. That experience continues to drive our commitment to ensuring no young person feels alone, unheard or without somewhere to turn.
We cannot remove every challenge a young person faces, but we can ensure they do not have to face those challenges alo**ne.**

A Note from Our Founder
Nicola Harteveld | Megan's Starr Foundation

When I started Megan's Starr, I didn't have a business plan or a grand vision of buildings, cafés, training programmes or awards. I was simply a mum who had lost her 14-year-old daughter and knew that something had to change.

Megan took her own life after experiencing cyberbullying and struggling with her mental health. She was a beautiful, funny, intelligent and vivacious little girl, full of creativity, with a love of art, poetry and writing. She had her whole life ahead of her.

But behind that beautiful smile, Megan was suffering in silence.

Like so many young people, she didn't feel she could reach out. Not to her teachers, the police, her friends or even us, her parents. I believe she was frightened of being a burden, of being judged or of not being understood.
She was just a little girl.

When Megan died, our world fell apart. There was no support offered to our family, no clear place to turn and no one to guide us through the unimaginable. My other children were grieving their sister, and we were left trying to navigate something no family should ever have to face.
Our family was changed forever.
I knew I had a choice. I could allow Megan's death to destroy me, or I could allow it to define what I did with the rest of my life.

I chose the latter.

I made a promise that I would do everything within my power to prevent another young person from feeling that ending their life was their only option. I wanted somewhere young people could speak openly, without judgement, without fear of being labelled attention-seeking and without feeling they were a burden. Somewhere parents could turn when they were worried about their children, and somewhere families could find the support that ours never had.

That promise became Megan's Starr Foundation.

Looking at what we have built today, I sometimes find it difficult to comprehend just how far we have come.

A young person sitting with a counsellor upstairs in our support centre. Another learning to make their first coffee downstairs at The Dizzy Bear. Someone who has struggled with unemployment putting on a uniform for their first paid shift. A nervous teenager discovering their confidence behind the counter at Thrifto. Parents walking through our doors because they simply don't know where else to turn.

That is Megan's legacy.

What we have created is far more than a collection of services. It is a community built around young people, where counselling, wellbeing, training, volunteering, employment and friendship all work together. Where someone can come through our doors for one reason and discover opportunities they never imagined were possible.

And where they are valued for who they are, not defined by the difficulties they face. We have never wanted Megan's Starr to become a charity with huge salaries, layers of management and beneficiaries somewhere at the bottom of the structure.
Young people are at the top of ours.

We invest directly in them because they are our future. We give them chances. We allow them to make mistakes. We listen when they tell us something isn't working. We celebrate their achievements, however small they might seem to someone else.
And sometimes, the most important thing we can offer is simply somewhere they can walk through the door and be themselves.

I am incredibly proud of the recognition and awards Megan's Starr has received. They are a wonderful acknowledgement of the dedication of everyone who has helped us build this charity. But no award will ever mean more to me than watching a young person who arrived believing they couldn't do something discover that actually, they can.

Or seeing a parent leave us with a little more hope than they arrived with.
Megan never got the chance to grow up, to discover everything she could have become, to find her place in the world or fulfil the dreams she had.
That will always hurt beyond words.

So every opportunity we create for another young person matters to me personally.
I also know that mental health and suicide do not have a face. They do not discriminate. Megan was loved, popular, talented and appeared happy to those around her. Yet behind that smile was pain none of us fully understood.

That is why we must continue to challenge stigma, encourage conversations and, most importantly, make sure that support is there when someone finds the courage to ask for it.
As we look back on another year of growth, I am enormously proud of what our volunteers, staff, trustees, supporters and, above all, our young people have achieved together. We have built something that belongs to our community, shaped by the very people it exists to support.

But there is still so much more to do.

Megan's Starr will continue to speak up, challenge systems, support families and create opportunities. We will continue to put young people first, even when that means doing things differently.

Because safeguarding our children isn't simply about having policies in place or saying the right things. It is about listening, acting and making sure no young person feels invisible or unheard.

Through every young person helped, every family supported and every life changed, Megan's name continues to mean something.

I couldn't change what happened to my daughter. B
but I was determined that something good would come from the life she lived, and that her story might help change the lives of others.

That is why I started Megan's Starr.

And that is why I will keep going.

Nicola xx

Nicola Harteveld
Founder & Volunteer CEO
Megan's Starr Foundation



About Megan's Starr Foundation

Megan's Starr Foundation is a Pembrokeshire-based charity dedicated to supporting young people's mental health and wellbeing, providing free counselling, guidance, training and opportunities for personal development, alongside support for parents, carers and families.

The Foundation was established by Nicola Harteveld following the death by suicide of her 14-year-old daughter, Megan Evans, after experiencing cyberbullying and mental health difficulties. Megan was a beautiful, intelligent, funny and creative young girl with her whole life ahead of her. Yet behind her smile, she was suffering in silence.
Determined that no other young person should feel alone, unheard or unable to ask for help, Nicola established Megan's Starr to challenge the stigma surrounding mental health, raise awareness of suicide and provide the compassionate support that her own family had so desperately needed.

What began as one mother's determination has grown into an award-winning, community-led charity, built on lived experience, compassion, inclusion and empowerment.
Our ethos is simple: no young person should have to reach crisis point before receiving support.

Megan's Starr has developed a unique, holistic approach to mental health, recognising that wellbeing is about much more than counselling alone. Our Support Centre, The Dizzy Bear café and Thrifto work together as an interconnected network of support, offering young people a safe, welcoming environment where they can access counselling, build friendships, develop confidence, learn new skills and gain valuable work experience.

Through volunteering, accredited training, creative workshops and employment opportunities, we support young people who may face additional barriers, including neurodivergence, school avoidance, social isolation, disadvantage and unemployment. During 2024–2025, approximately 150 young people benefited from training and development opportunities, with volunteering also providing pathways into paid employment.

Young people are not simply beneficiaries of our charity; they are at the heart of everything we do. Their experiences, opinions and aspirations shape our services, ensuring our approach remains flexible, inclusive and responsive to their needs.

We also recognise the importance of supporting parents and carers, providing reassurance, guidance and advocacy when families are struggling to navigate mental health, education and other services.

Our community spaces bring together young people, families, volunteers and older residents through creative activities, social gatherings and intergenerational projects, helping to tackle loneliness, strengthen relationships and create a genuine sense of belonging.

Volunteers remain central to our success, contributing thousands of hours while also benefiting from training, mentoring and opportunities for personal growth. By keeping our management costs proportionate and investing directly in our beneficiaries, we strive to ensure our resources make the greatest possible difference.

Alongside our frontline services, we continue to raise awareness of mental health, bullying, suicide prevention and safeguarding through educational workshops, community engagement and advocacy. We believe that challenging stigma must be accompanied by meaningful action, early intervention and accessible support.

The Foundation's growth and achievements have received local and national recognition, reflecting the dedication of our volunteers, trustees, supporters and the young people who inspire our work.

Our greatest achievements, however, are not measured in awards, but in lives changed. A young person finding their confidence, someone progressing into employment, a parent finding reassurance or an individual discovering somewhere they truly belong.

Megan's Starr was born from unimaginable loss, but has grown into a community of hope, opportunity and empowerment.

We are not simply providing mental health support. We are investing in young people, strengthening communities and helping to build brighter futures.

And through everything we achieve, Megan's legacy continues.

Our Year 2024–2025
A Year of Transformation, Growth and Opportunity

2024–2025 marked a pivotal chapter in the journey of Megan's Starr Foundation. A year where our vision became reality, where years of determination and hard work began to take shape, and where we transformed the way we support young people and families across Pembrokeshire. At the heart of this transformation was the development of three interconnected spaces: The Dizzy Bear Community Café, Thrifto and the Megan's Starr Support Centre. Together, they became our unique ecosystem of wraparound support, bringing mental health, wellbeing, friendship, creativity, training and employment opportunities together under one overarching vision.

The Dizzy Bear became much more than a community café. It became a place of belonging, where young people could build friendships, develop confidence, volunteer, gain qualifications and discover abilities they never knew they had. A welcoming environment where conversations happen naturally, barriers are broken down and mental health support is woven into everyday community life.

Alongside this, we developed Thrifto, our sustainable retail and upcycling initiative, creating another pathway for young people to learn valuable skills, explore their creativity and gain meaningful work experience. Through retail, recycling and community engagement, Thrifto provided opportunities for those who may otherwise struggle to access traditional training or employment.

The development of the Megan's Starr Support Centre was another significant milestone, providing a dedicated, safe and confidential environment for professional counselling, emotional wellbeing support, guidance and creative activities. It enabled us to strengthen our therapeutic services while remaining closely connected to the welcoming community spaces that make Megan's Starr so different.

These were never intended to be three separate projects. They were designed to work together. A young person might first walk through the doors of The Dizzy Bear for a coffee, discover confidence through volunteering at Thrifto and access counselling or additional support when they feel ready. Others might begin their journey through counselling and progress into training, friendships or employment. There is no single pathway, no expectation to fit a particular mould, just opportunities built around individual needs.

Throughout the year, we invested directly in the people we exist to support. Approximately 150 young people benefited from training and development opportunities, gaining practical skills, qualifications, confidence and independence. We also created paid employment opportunities for individuals who began their journeys as volunteers, including those who had previously experienced barriers to work.

What makes this achievement particularly special is that Megan's Starr has remained genuinely beneficiary-led. Our young people are not simply accessing services; they are helping to shape and deliver them. Their voices influence our decisions, their ideas help us grow and their achievements are the measure of our success.

We made a conscious decision to prioritise investment in young people and frontline support rather than building expensive management structures.

Through the dedication of our volunteers, careful use of resources and a shared determination to make every pound count, we have developed an ambitious model of support while keeping our values firmly at its heart.
Our three spaces have also strengthened our wider community, bringing together young people, parents, families and older residents, reducing isolation and creating connections across generations.

2024–2025 was the year Megan's Starr took a significant step forward. We moved beyond offering individual services towards building something more connected, sustainable and empowering. A place where young people are not defined by their struggles, but recognised for their potential.

We haven't simply developed a café, a shop and a support centre. We have created pathways from isolation to belonging, from uncertainty to confidence, and from needing support to discovering independence and opportunity.
What began in Megan's memory continues to grow into something extraordinary, driven by the young people whose lives she continues to inspire.

Three spaces - One shared purpose.
A community of support, opportunity and hope.

And at the heart of it all, Megan's legacy.

RAISING AWARENESS OF YOUTH MENTAL HEALTH & WELLBEING

Megan's Starr Foundation

This year we have

2024 – 2025



Created **The Dizzy Bear**, **Thrifto** & **Megan's Starr Support Centre** — our wraparound ecosystem of support



Opened The Dizzy Bear Community Café for **3,264 hours**



Delivered around **400 FREE** professional counselling sessions



Provided around **1,700** volunteering hours



Delivered around **1,600** hours of training



Supported around **600 people** through our Support Centre



Saved around **2,400 kilos** of clothing from landfill



Generated **£3.40** in social value for every £1 invested



Invested in **young people and beneficiaries first** — not unnecessary wages or infrastructure

Creating opportunity, belonging and hope for young people in Pembrokeshire.



THE DIZZY BEAR
BY MEGAN'S STARR
SUPPORTING MENTAL HEALTH

RAISING AWARENESS OF YOUTH MENTAL HEALTH & BULLYING
MEGAN'S STARR FOUNDATION

Meg's Emporium
BE KIND
By Design

SUSTAINABLE FASHION, SHOES & ACCESSORIES
Thrifto
BY MEGAN'S STARR


G.O.A.T





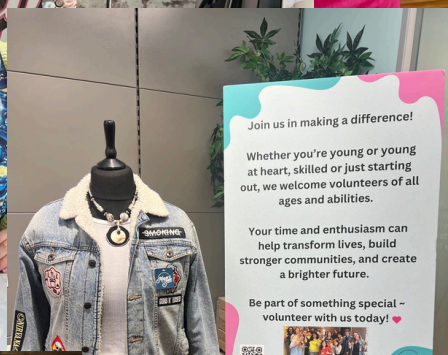



Thrift








Join us in making a difference!
Whether you're young or young at heart, skilled or just starting out, we welcome volunteers of all ages and abilities.
Your time and enthusiasm can help transform lives, build stronger communities, and create a brighter future.
Be part of something special – volunteer with us today!


Our main objectives:


THE WORLD IS YOURS




Pentre Han
Each item on this stand tells a story of hope and transformation.
Created by young people in our therapy and volunteer programmes, these unique bags and upcycled clothing represent more than just recycled materials – they reflect resilience, creativity, and the healing power of purpose.
For many, turning something old into something new has become a way to rebuild confidence, discover hidden talents, and find joy in the process. Therapy comes in all shapes and sizes, and these creations not only help save the planet but also change lives, one stitch at a time.




Megan's Starr Foundation
Supporting the Youth in our Community




MEGAN'S STARR FOUNDATION


www.fbm.co.u




I NEED A BEAR HUG


THE DIZZY BEAR
SMILE
SUPPORTING YOUTH MENTAL HEALTH
WWW.MEGANSSTARR.COM


Megan's
Starr Foundation
#BeThere...




Megan's Starr Support Services
How we can help you
How you can help us


Wrap yourself
in kindness,
it's the cosiest gift
MEGAN'S STARR


Biggest





JUNE 2025 IMPACT

272 Hours The Dizzy Bear Community café open

159 Hours training delivered

109 Volunteer hours

104 Staff hours funded at support centre

36 FREE Professional counselling sessions provided

32 Peer support hours

19 New Referrals

53 people accesed advice through our Support centre

8 Creative therapy sessions & 1 Well-being walk

210 kilos of clothing saved from landfill

6 Emergency mental health assessments

Total Estimated Savings to NHS & Statutory Services £32,990.60

JULY 2025 IMPACT

272 Hours The Dizzy Bear Community café open

161 Hours training delivered

136 Volunteer hours

145 Staff hours funded at support centre

34 FREE Professional counselling sessions provided

38 Peer support hours

21 New Referrals

55 people accesed advice through our Support centre

18 Creative therapy sessions & 2 Well-being walks

193 kilos of clothing saved from landfill

5 Emergency mental health assessments

Total Estimated Savings to NHS & Statutory Services £33,840.40

AUGUST IMPACT

Not a penny came from statutory services.
This is what community-led change looks like.

272 Hours The Dizzy Bear Community café open

206 kilos of clothing saved from landfill

202 Volunteer hours

170 Hours training delivered

145 Staff hours funded at support centre

126 young people engaged in Youth Voice Survey

51 people accesed advice through our Support centre

40 Peer support hours

19 New Referrals & 6 Emergency mental health assessments

36 FREE Professional counselling sessions provided

16 Creative therapy sessions
4 Well-being walks
2 Beach Cleans

All self-funded by Megan's Starr
Total Estimated Savings to NHS & Statutory Services £34,969.04

SEPTEMBER IMPACT

Not a penny came from statutory services.
This is what community-led change looks like.

272 Hours The Dizzy Bear Community café open

200 kilos of clothing saved from landfill

126 Volunteer hours

60 Staff hours funded at support centre

40 Hours training delivered

5 NEET young people supported with volunteering opportunities and training

32 people accesed advice through our Support centre

60 Peer support hours

17 New Referrals & 3 Emergency mental health assessments

32 FREE Professional counselling sessions provided

4 Volunteer Group sessions
2 Event planning sessions with young people

All self-funded by Megan's Starr
Total Estimated Savings to NHS & Statutory Services £36,000



Empower

Support





Inspire

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 30 NOVEMBER 2025

The financial year ending 30 November 2025 marked a significant period of growth for Megan's Starr Foundation, with continued investment in our young people, mental health services and the development of The Dizzy Bear, Thrifto and Megan's Starr Support Centre.

Total income for the year was £177,546.25, primarily generated through charitable activities, grants and fundraising.

Total expenditure, including direct costs and depreciation, amounted to £170,913.55, with resources prioritised towards frontline services, training, community support and beneficiary development.

As at 30 November 2025, the Foundation held total net assets of £126,798.53, reflecting continued investment in the charity's facilities, services and future sustainability.

Accounts Prepared By
Consult Me Pembs Limited
Independently Examined

Signed on behalf of the Board of Trustees



N Harteveld

Charity Annual Accounts

Megan Starr Foundation

For the period ended 30 November 2025

Prepared by

Consult Me Pembs Limited

Prepared on

5 October 2026

Private & Confidential

Income and Expenditure

December 2024 - November 2025

	Total
INCOME	
Income-generating & charitable activities	98,102.58
Grant & restricted/project funding	79,443.67
Total Income	**177,546.25**
DIRECT COSTS	
Direct costs of income-generating activities	28,536.30
Total Direct Costs	**28,536.30**
CONTRIBUTION	**149,009.95**
CHARITABLE & OPERATIONAL EXPENDITURE	
Awareness, Outreach & Campaigns	5,707.26
Young People - Training & Development	13,828.10
Staffing & Frontline Delivery	41,084.31
Community Hub & Support Centre	18,300.52
Professional & Specialist Support	21,554.75
Administration & Organisational Support	19,526.21
Other Operational Delivery Costs	7,396.27
Total Expenditure	**127,397.42**
OTHER EXPENDITURE	
Depreciation	14,979.83
Total Other Expenditure	**14,979.83**
NET INCOME/(EXPENDITURE)	**£6,632.70**

Presentation groups the underlying bookkeeping headings into areas that reflect the charity's delivery model.

Balance Sheet

As of November 30, 2025

	Total
FIXED ASSET	
Tangible assets	
Furniture and Fixtures	39,895.11
Office Equipment and IT	7,017.32
Plant and Machinery	47,922.03
Vehicles	31,212.54
Total Tangible assets	**126,047.00**
Total Fixed Asset	**126,047.00**
CASH AT BANK AND IN HAND	
Cash and bank balances	3,611.21
Total Cash at bank and in hand	**3,611.21**
NET CURRENT ASSETS	**3,611.21**
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	
Current Liabilities	
Employee National Insurance Liability	877.68
PAYE Liability	1,982.00
Total Current Liabilities	**2,859.68**
Total Creditors: amounts falling due within one year	**2,859.68**
NET CURRENT ASSETS	**751.53**
TOTAL ASSETS LESS CURRENT LIABILITIES	**126,798.53**
TOTAL NET ASSETS	**£126,798.53**
CHARITY FUNDS	
Opening Balance Equity	86,739.40
Retained Earnings	33,426.43
Surplus/(Deficit)	6,632.70
Total Charity funds	**£126,798.53**