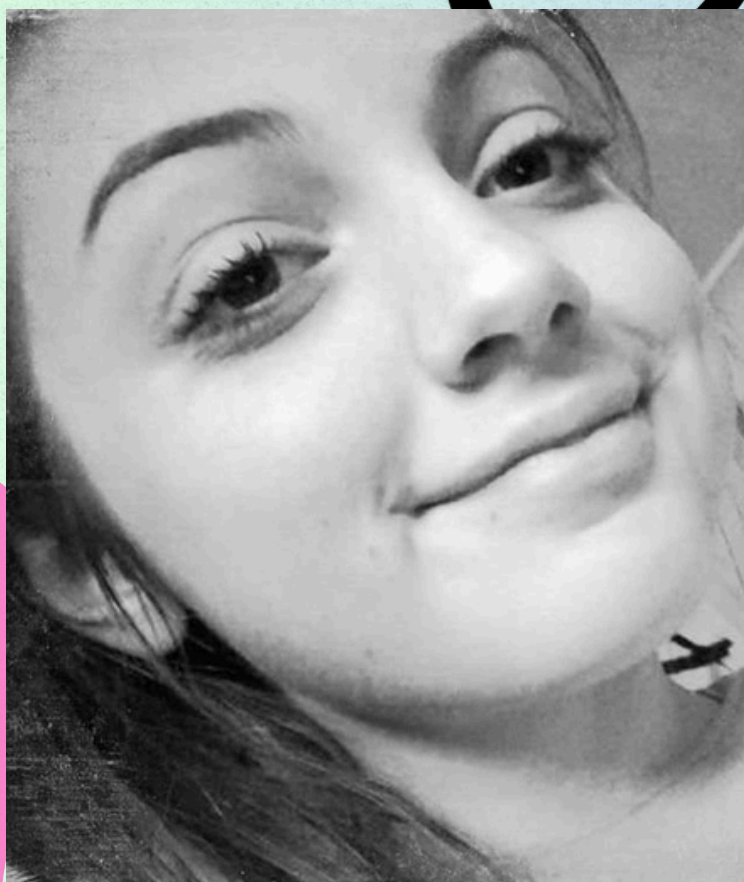


RAISING AWARENESS OF YOUTH MENTAL HEALTH & BULLYING

MEGAN'S TARR FOUNDATION



Mental Health and Family Support: A Community Responsibility

The mental health of young people cannot be addressed in isolation — it is deeply connected to the strength and stability of the family unit. When one member struggles, the whole family can feel the impact. That's why our approach to support doesn't stop with the young person — it wraps around the entire family.

From anxiety and low mood to trauma and grief, young people today face a range of challenges that affect their relationships, confidence, and future. But when families are empowered with tools, understanding, and someone to talk to, they become part of the solution.

Whether it's through our trained peer mentors, community coffee house drop-ins, or tailored holistic support, we provide a space where both young people and their parents or carers feel heard, held, and hopeful.

Our family-focused approach creates bridges — not barriers — between generations.

We don't ask, "What can you do?" We ask, "How can we help?" Because nobody should face emotional challenges alone — not a teenager, not a parent, not a grandparent. Our mission is to support connection, rebuild trust, and walk alongside families as they navigate the tough times together.

At the heart of everything we do is this simple belief: supporting young people means supporting the people around them, too.

Note from our Chair & Founder Nicola Hartevelde

The Megan's Starr Foundation was created after the devastating loss of my 14-year-old daughter Megan, who died by suicide after experiencing cyberbullying and struggling with her mental health. Like so many young people, Megan didn't feel she could reach out for help – not to her teachers, the police, or even to us, her parents. She didn't want to be a burden. Behind her huge smile, she was suffering in silence.

After Megan's death, my world fell apart. There was no support for us as a family. We didn't know where to turn, and we all suffered horrifically. But I decided I would not let her death destroy me; I would let it define me. I vowed to ensure that no other young person or family would feel they had nowhere to go, and that there would always be someone to listen – without judgement, without labels, without fear.

Megan was a bright, talented, creative young girl with her whole life ahead of her. Her death showed me how easily mental health struggles can be hidden, and how urgently we need to break the taboo around talking about suicide and mental health.

Today, Megan's Starr Foundation is the result of that vow – a growing, community-based charity that provides safe, non-judgemental support for young people and families. We've moved into a new community coffee house, invested in youth training programmes, and opened three outlets as part of our wraparound support model. Our mission is simple: to make sure no other child or parent feels as alone as we did.



Nicki 

Megan's Starr is a beacon of hope and support for young people in our community. Founded on the pillars of experience, compassion, empathy, and a deep commitment to youth mental health, our extraordinary charity has transformed lives through the community coffee house and the comprehensive mental health services we provide.

At the heart of Megan's Starr lies the bustling community coffee house, a warm and inviting space where individuals gather, connect, and find solace. Run entirely by dedicated volunteers, the coffee house has become a safe haven for people seeking respite from the challenges they face. These volunteers are more than just baristas, they are beacons of support, lending an empathetic ear and creating a welcoming environment.

What sets us apart is our holistic approach to mental health. Not only do we provide professional mental health support, but also invest in the development of our volunteers. Through barista training, these volunteers gain valuable skills that extend beyond the coffee counter. With a focus on health and safety, food safety, and crucially, mental health training, Megan's Starr equips our volunteers to provide not just a cup of coffee, but a sanctuary for those in need.

The impact of Megan's Starr on the community has not gone unnoticed. Our unwavering dedication and remarkable contributions have garnered us several prestigious awards, a mention in the Senedd by Mark Drakeford and an invite to parliament by MP Stephen Crabb, solidifying our reputation as a cornerstone of support for mental health. These accolades serve as a testament to the genuine care and commitment that defines Megan's Starr.

At its core, Megan's Starr is a youth-focused charity, recognising the unique challenges that young people encounter. Our approach is not prescriptive, but participatory. Youth are not just beneficiaries; they are active participants, their voices amplified, and their perspectives valued. This youth-centric ethos ensures that the services provided are not only effective but also relevant and responsive to the evolving needs of our community.

Through empowerment and education, Megan's Starr strives to break down the barriers surrounding mental health. By creating a space where conversations about mental well-being are encouraged, we challenge stigma and promote a culture of understanding and acceptance. The ripple effects of our work extend far beyond the walls of the coffee house, touching the lives of countless individuals and families.

Megan's Starr embodies the spirit of community and compassion. It is a testament to what can be achieved when a dedicated group of individuals comes together with a shared vision. By blending professional mental health support with a nurturing community space, this charity has created a haven of hope for young people navigating the complexities of mental health.

In the story of Megan's Starr, we find inspiration and a powerful reminder of the profound impact that a community can have when it rallies around a cause it believes in. We are not just serving coffee; we are serving hope, healing, and a brighter future for young people in our community.

Volunteer Numbers and Community Involvement

Megan's Starr Foundation is fortunate to have a dedicated team of around 50 volunteers who are at the heart of everything we do. They bring energy, compassion, and commitment to every part of the organisation, helping us deliver our mission in a truly community-led way.

Our volunteers fulfil a range of vital roles:

- **Baristas and Café Assistants:** Supporting the daily running of the Community Coffee House by helping with food preparation, serving, and creating a welcoming atmosphere for everyone who walks through the door.
- **Mental Health Support Team:** Trained volunteers who assist during counselling sessions, workshops, and peer-support groups, offering empathy and understanding to those in need.
- **Event Coordinators:** Leading on community events, wellbeing sessions, and creative workshops that bring people together and promote positive mental health.
- **Community Ambassadors:** Reaching out across Pembrokeshire to raise awareness of our services, represent Megan's Starr at community events, and help build partnerships with schools, youth groups, and local organisations.

Our volunteers are the lifeblood of Megan's Starr Foundation. Many have lived experience of the issues we address, which makes our approach authentic, compassionate, and deeply rooted in community understanding.

Collaboration and Avoiding Duplication

We recognise that the best outcomes come from collaboration, not competition. To avoid duplication and strengthen community impact, we:

- **Work collaboratively** on needs assessments with other local organisations and mental health services to identify service gaps and ensure our work is complementary, not overlapping.
- **Clearly define our focus** on youth mental health, creative therapies, and early intervention. This ensures that our services stand out while filling essential gaps in existing provision.
- **Maintain open communication** with partners, regularly sharing information about projects, workshops, and resources to coordinate efforts.
- **Share resources and opportunities** wherever possible, to make sure funding and support are used efficiently and reach those who need them most.

Our Community Commitment

Megan's Starr Foundation is built on collaboration and belonging. Our Community Coffee House is a shared space — created by the community, for the community — offering both exceptional coffee and vital mental health support. Through ongoing engagement and genuine partnership working, we ensure that every voice matters, and that our work continues to meet the real needs of the people we serve.

Speakeasy Coffee Van.

The Speakeasy idea was borne when the young people (beneficiaries) were discussing how to reach other young people, and additionally be able to facilitate support for those who are further away in Pembrokeshire, in more remote areas. A think-tank of over 70 young people came together during 2021, pitching their ideas and discussing the ways in which the Speakeasy could become a reality. It was agreed that we would apply to the National Lottery for funding, and as a result the National Lottery Community Fund agreed to fund the project for 3 years commencing March 2022.

As per our initial application, we have visited many local groups and organisations with the van including brownies, youth football/rugby clubs, youth clubs and community centres.

Pembrokeshire has the highest level of child poverty in Wales, therefore offering disadvantaged young people, Looked After Young People (LAYP), young carers, and individuals not in education or employment (NEET), the chance to have work experience in a safe and supportive environment has been paramount. We have been able to reach many of the communities that fall into this bracket through other charitable/community initiatives in the county whom we have collaborated with. So far, we have fully trained many young people who are now both confident and competent in making barista-style coffee as well as serving customers, which is a massive part of boosting their self-esteem and self-belief, as several of them began suffering from social anxiety, which was hindering their lives, and now they are out making these new connections which are so heart-warming to see.

We are currently in discussions with primary and secondary schools in Pembrokeshire to use the Speakeasy Van as part of the Welsh Curriculum PSHCE programme, targeting self-esteem, resilience, healthy mind/healthy body, and Anti-Bullying topics. Pembrokeshire College already make use of the Speakeasy Van promoting wellbeing and mental health on a regularly basis. We raise awareness by taking the Van to a variety of fayres and shows, attracting a vast interest in our work and encouraging young people to reach out during crisis or hardship. The van is fully electric and can therefore be safely used inside in sports & community halls etc if accessible, so is not fully weather dependent.



off charity, that provides a range of services and activities, and counselling. The van is used to generate funds through sales of hot back into supporting members of the community around mental health.



Community Coffee House

During lockdown 2020-2021, we were still extremely active providing both professional and peer support on a remote basis. Many great connections with young people and their families were forged during this time. When restrictions were lifted, we felt that there was a need to maintain these connections and did some research with our beneficiaries. It was unanimously decided that we needed a hub whereby both young people and families could come along not only for support, but as a safe space. The first thought was a 'drop-in' but this would just play up to the stigma and the barriers to help-seeking. It was decided to open a Community Coffee House which would be accessible to everyone. We found a premises and got to work. In September 2022 after months & months of hard work by a range of volunteers, beneficiaries and tradesmen The Megan's Starr Community Coffee House was opened.

The inside is full of positive connotations and uplifting quotes. It has a bright and colourful vibe which resonates with the safe, friendly and warm feeling that you get when you walk in. At the back there is a whole flower wall that is called 'Grace'. This was named after one of the young girls that we support was struggling hugely with bullying and as a result, social anxiety post lockdown. She did not have the confidence to talk to anyone as really struggled to contribute her ideas to the decoration and placement of things in the Coffee House. One day she gained the courage to speak up and said, 'I think a flower wall would be nice'. We harnessed this hugely courageous move and designed the flower wall. Grace did not come to the Coffee House for a few weeks as she did not want to take part in the decoration, and so we did not want her to see the work in progress, only surprise her with the finished article. We changed her sessions to walk & talk therapy which she loved. When she did come back to the Coffee House, the wall was finished. The look on her face was priceless. Someone had actually listened and validated her idea. This wall is now used by customers to take pictures by and makes people smile when they see it. Additionally, we have a 'Selfie Wall' which is full of inspirational love hearts. Again, this is another wall that promotes positivity and makes people smile and interact.

The Port of Milford Haven have funded our Games Shelf, which is full of games, activities and crafts that people can access free of charge when they are in the Community Coffee House. This has been great to bring families together and encourage & enhance communication skills.

The Community Coffee House is run entirely on a volunteer basis where young people as well as the older generation come and gain invaluable skills such as communication, interpersonal and employability skills. It is a great way for intergenerational learning and promoting positivity. This also ensures that all funds generated are put back into the Charity to help facilitate the support that we offer.

Our plans for 2024-2025

Securing funding to furnish and equip our new coffee house at Milford Waterfront is a pivotal step towards amplifying the positive impact we have on our community. This new space will not only serve as a sanctuary for the young but will also welcome the elderly, creating a truly intergenerational hub where all members of the community can connect, learn, and thrive together.

With state-of-the-art facilities, we can offer a wider array of activities and services. From barista training workshops that teach valuable job skills to music and art therapy sessions that cater to diverse interests and ages, our new coffee house will be a cornerstone of community development. These training opportunities are not just about learning a skill but about building confidence, fostering resilience, and creating pathways to employment or further education for people of all ages, especially young people from marginalised and under-represented communities.

Moreover, the enhanced space will allow us to host community events, mental-health and wellness workshops, and support groups, significantly increasing our outreach and support capabilities. It will be a place where conversations about mental health can flourish in a supportive environment, reducing stigma and promoting understanding across generations.

This funding will enable us to transform our vision into reality, providing a motivational and inspirational setting that champions the well-being of every community member. It's not just a coffee house, it's a community lifeline, enriching lives and empowering individuals through connection, education, and personal growth. Our vision is to transform this space into more than just a coffee house, it will be a community hub - a lifeline that enriches lives through connection, education, and personal growth. This initiative will not only strengthen community bonds but also empower individuals with the confidence and skills needed for personal and professional success.



We know life is challenging for many young people right now. Whatever you are facing, whatever you are worried about - we are here to help.

We want to make sure you get the support to overcome your difficulties. Talking to someone can help.

Youth Counselling

WHAT WE CAN OFFER?

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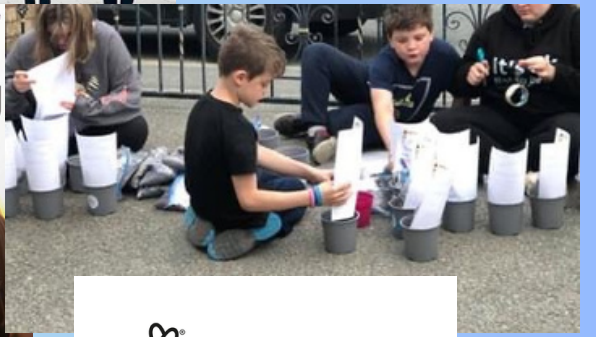
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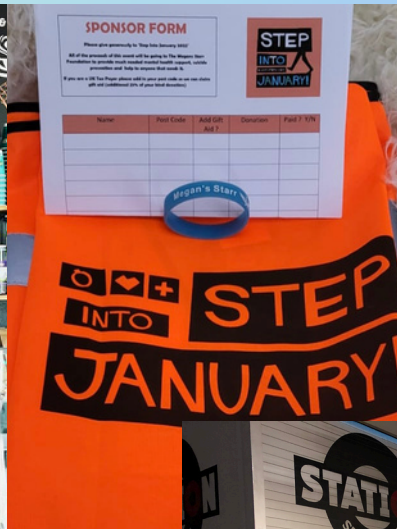
M.E.G.

we know these feelings can come with a stigma that may topped you from seeking the care you need, your life can and should get better.

CONTACT US TODAY FOR MORE INFORMATION!

MEG@outlook.com www.megansstarr.com





Funder Statement – Megan's Starr Foundation (Year Ending November 2024)

The 2023–2024 financial year was one of purposeful growth and strategic reinvestment for Megan's Starr Foundation. Following our move into a new leased community coffee house, we expanded our reach by opening three outlets built around a wraparound support model, designed to provide young people and families with practical help, training, and a sense of belonging.

Our focus throughout the year was clear — to invest in people as much as in place. Significant resources were directed into training and mentoring programmes, ensuring our young volunteers gained nationally recognised qualifications in barista skills, food hygiene, customer service, and peer support. Many of these young people have since gone on to employment or further education, while others have become mentors themselves, helping to guide the next generation.

We also strengthened the infrastructure behind our delivery — upgrading equipment, refurbishing leased spaces, and developing systems to support long-term sustainability. Every expenditure line in this year's accounts reflects that commitment: from training and professional development costs, to premises and operational investment — all aimed at building a solid foundation for the future.

By the end of the year, we achieved a balanced financial position, closing with a small surplus and no debts. Our increased asset base and strong community presence reflect a charity that has planned for growth, implemented it effectively, and is now moving confidently toward self-sustainability. Above all, this was a year where we invested in our young people, our volunteers, and the community that continues to inspire everything we do.

Annual Accounts Financial Report

Megan Starr Foundation

For the period ended 30 November 2024

Prepared by

Consult Me Pembs Limited

Prepared on

6 October 2025

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Statement of Activity

December 2023 - November 2024

	Total
INCOME	
Sales	37,584.00
Total Income	37,584.00
COST OF SALES	
Cost of sales	11,159.00
Total Cost of Sales	11,159.00
TOTAL	26,425.00
EXPENDITURES	
Accountancy Fees	46.00
Advertising/Promotional	1,904.00
Bank Interest and Charges	3.00
clothing and Printing	719.00
Cost of Premises	10,182.00
Insurance	267.00
Motor Expenses	2,426.00
Office/General Administrative Expenses	15,659.00
Packaging	472.00
Postage	11.00
Professional Fees	7,898.00
Repairs and Maintenance	3,179.00
Subscriptions	288.00
Telephone and Internet	1,002.00
Training	7,898.00
Utilities	1,421.00
Wages And Employment Costs	2,697.00
Total Expenditures	56,072.00
NET OPERATING INCOME	-29,647.00
OTHER INCOME	
GrantsReceived	58,035.00
Total Other Income	58,035.00
OTHER EXPENDITURES	
depreciation	28,306.00
Total Other Expenditures	28,306.00
NET OTHER INCOME	29,729.00
NET INCOME/(EXPENDITURE)	£82.00

Statement of Financial Position

As of November 30, 2024

		Total
FIXED ASSET		
Tangible assets		
Furniture and Fixtures		24,327.89
Office Equipment and IT		8,771.64
Plant and Machinery		33,246.70
Vehicles		34,680.60
Total Tangible assets		101,026.83
Total Fixed Asset		101,026.83
CASH AT BANK AND IN HAND		
Current Bank Account		19,139.00
Total Cash at bank and in hand		19,139.00
NET CURRENT ASSETS		19,139.00
NET CURRENT ASSETS (LIABILITIES)		19,139.00
TOTAL ASSETS LESS CURRENT LIABILITIES		120,165.83
TOTAL NET ASSETS (LIABILITIES)		£120,165.83
CHARITY FUNDS		
Opening Balance Equity		86,739.40
Retained Earnings		33,344.43
Surplus/(Deficit)		82.00
Total Charity funds		£120,165.83

Statement of Cash Flows

December 2023 - November 2024

	Total
OPERATING ACTIVITIES	
Net Income	82.00
AdjustmentstoreconcileNetIncometoNet Cash provided by operations:	
Net cash provided by operating activities	82.00
INVESTING ACTIVITIES	
Furniture and Fixtures	-1,025.51
Office Equipment and IT	2,923.00
Plant and Machinery	-1,251.00
Vehicles	11,560.00
Net cash provided by investing activities	12,206.49
NET CASHINCREASEFORPERIOD	12,288.49
Cash at beginning of period	6,850.51
CASH AT END OF PERIOD	£19,139.00

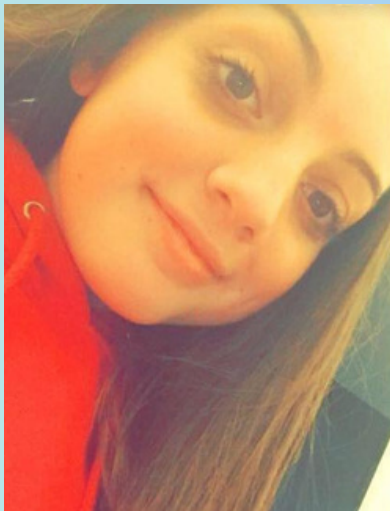


#BeThere...

...to help prevent suicide



YOU ARE THE MOST
BEAUTIFUL THING
I KEEP INSIDE
MY HEART



CREATE A WORLD
WITHOUT BULLYING