

ScoutSwap Safeguarding Policy

Last updated: 16:18 04/02/2026



Public Policy

ScoutSwap allows users to communicate one-to-one in order to carry out trades. This brings the risk of under-18s and over-18s communicating one-to-one, which could raise multiple concerns for the welfare of the young person.

We mitigate one-to-one situations, and any concerns within them, between over-18s and under-18s through various safeguarding measures. These include:

1. requesting the date of birth of all users signing up to the Service;
2. all users undergoing a form of age verification or estimation to validate their age
3. requesting all users to agree to our safeguarding policy upon sign-up;
4. using IP addresses to determine the country of residence of all users signing up to the Service;
5. verifying email addresses to prevent spam accounts used for malicious purposes;
6. not allowing under-18s to see over-18s' posts, and vice versa, therefore prohibiting trades to be begun between the two age groups;
7. encouraging all users to report any concerns they have about other users, through the use of our report buttons located across the website;

We also encourage parents and guardians of under-18s to monitor their child's use of the Service.

ScoutSwap allows volunteers from the age of thirteen (13). This brings the risk of one-to-one situations between volunteers, between volunteers and management, and between volunteers and users.

To prevent any one-to-one situations, we have the following measures in place:

1. all Discord channels (including volunteer/staff channels) are accessible by 2 members of management, at least one of which is aged over 18;
2. any ScoutSwap related external communication is managed via a ScoutSwap email address, which is monitored by management, or via our Discord server, which then follows our Discord measures;
3. all volunteers are made aware of our safeguarding policy;
4. all volunteers are made aware that they are not to directly message management, and are instead to use ScoutSwap emails or Discord tickets where appropriate, which then follow their own measures;
5. some roles are restricted in age to be 18 and above only, where required for safeguarding or legal reasons;
6. all volunteers are encouraged to report any concerns they have about other users or volunteers;
7. we encourage all volunteers to complete the WOSM "Safe From Harm" training;

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Public Policy

If ScoutSwap have concerns over the welfare/actions of an under 18, we will:

1. take any appropriate action, as laid out in our Terms of Service;
2. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;
3. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
4. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;

If ScoutSwap have concerns over the actions of an over 18, we will:

1. take any appropriate action, as laid out in our Terms of Service;
2. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;
3. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
4. we will contact the other User involved to ensure their welfare;
5. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;

All safeguarding incidents are taken seriously and handled with the utmost care and confidentiality.

If users have concerns over the welfare/actions of any user, they should contact us using the report buttons or email us at contact@scoutswap.co.uk

We will only act upon concerns that are reported with sufficient information to allow us to investigate. If a situation has arisen outside of ScoutSwap, we are not obliged to take action unless it then affects our Service.

All safeguarding matters are kept directly between the management team

There may be situations where a User turns 18 during a trade.

In these situations, a User is defined as the age they are when the trade request was first sent/received.

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How we handle: reports

Reports are visible by any member of the moderation team with permission to access the administrative area of the website, including those of a potential safeguarding concern.

All moderation team members will be made aware of the potentially distressing content they may come across, and will be made to sign a waiver of liability if inappropriate content is viewed that they are not comfortable with.

If a report results in a potential safeguarding concern, the report ID will be passed onto their line manager. This will then also be reported to the management team, if they are not the line manager. Normal safeguarding procedures will be followed from this point.

How we handle: report emails

Our contact email is monitored by the management team. They will directly handle any concerns as per our procedures.

How we handle: report physical mail

Our physical mailing address is monitored by the management team. They will directly handle any concerns as per our procedures.

Volunteer Safeguarding

We understand that as a voluntary organisation, anyone could potentially apply to be a volunteer with us, including those not in Scouting or those with potentially harmful intentions.

If a volunteer has a concern about another volunteer, this should be reported directly to their line manager. They should not attempt to contact the volunteer or handle this directly. All volunteers are highly recommended to complete the WOSM Safe From Harm training, as per the volunteer guidelines. All volunteer procedures can be found in the guidelines.

All volunteers are to have an introductory call with at least 2 members of management (avoiding one-to-one situations), and are subject to vetting if deemed necessary. This includes, but is not limited to:

1. contacting the provided NSO for support;
2. social media history vetting;
3. an active Disclosure Barring Service (DBS) check, or similar, as appropriate;
4. requiring a reference for the volunteer;

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Volunteer Safeguarding

All management members undergo the more advanced WOSM Safe From Harm training online. We also have many safeguards in place to prevent one-to-one situations, and to address concerns we may have over volunteers.

1. all Discord channels are monitored frequently by management, including tickets, team lead chats and communal chats;
2. all emails sent and received to a scoutswap.co.uk email address are copied to logging@scoutswap.co.uk, enforced at a mail-server level. This is monitored regularly by the postmaster and access can be requested at any time;
3. any “one-to-one” conversations required with volunteers, such as performance concerns, complaints, etc. are carried out in a Discord ticket, or in extreme circumstances email, to ensure a minimum of three users in one chat;
4. all Discord history, including, but not limited to, deleted messages, moderation history, ticket transcripts and management decisions are kept permanently, or as long as required;
5. all volunteers are required to have ScoutSwap accounts under their ScoutSwap email addresses. This ensures that they have had age verification (and thus management can see their country/date of birth if required for legal concerns), have access to moderation features (if appropriate for their role), and means management can monitor their usage of the service.

Specific policies for management:

Concern over an under-18 volunteer with an under-18 service user (service user instigating)

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the volunteer to ensure their wellbeing and safety, along with their willingness to continue volunteering with ScoutSwap;
3. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
4. any other action deemed appropriate by management unanimous decision;
5. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an under-18 volunteer with an over-18 service user (service user instigating)

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the volunteer to ensure their wellbeing and safety, along with their willingness to continue volunteering with ScoutSwap;
3. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;

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Volunteer Safeguarding

4. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
5. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
6. any other action deemed appropriate by management unanimous decision;
7. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an over-18 volunteer with an under-18 service user (service user instigating).

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the volunteer to ensure their wellbeing and safety, along with their willingness to continue volunteering with ScoutSwap;
3. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
4. any other action deemed appropriate by management unanimous decision;
5. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an over-18 volunteer with an over-18 service user (service user instigating).

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the volunteer to ensure their wellbeing and safety, along with their willingness to continue volunteering with ScoutSwap;
3. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;
4. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
5. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
6. any other action deemed appropriate by management unanimous decision;
7. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an under-18 volunteer with an under-18 service user (volunteer instigating).

1. take any appropriate action, as laid out in our Terms of Service;
 2. contact the service user to ensure their wellbeing and safety;
 3. contact the volunteer, either to formally warn them or dismiss them, as appropriate, and unanimously decided on by management;
 4. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
 5. any other action deemed appropriate by management unanimous decision;
 6. review any safeguarding policies and safeguards to ensure full consideration;
- ScoutSwap C.I.C. (16957029). 61a Bridge Street, Kington, United Kingdom, HR5 3DJ

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Volunteer Safeguarding

Concern over an under-18 volunteer with an over-18 service user (volunteer instigating).

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the service user to ensure their wellbeing and safety;
3. contact the volunteer, either to formally warn them or dismiss them, as appropriate, and unanimously decided on by management;
4. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
5. any other action deemed appropriate by management unanimous decision;
6. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an over-18 volunteer with an under-18 service user (volunteer instigating).

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the service user to ensure their wellbeing and safety;
3. contact the volunteer, either to formally warn them or dismiss them, as appropriate, and unanimously decided on by management;
4. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;
5. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
6. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
7. any other action deemed appropriate by management unanimous decision;
8. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an over-18 volunteer with an over-18 service user (volunteer instigating).

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the service user to ensure their wellbeing and safety;
3. contact the volunteer, either to formally warn them or dismiss them, as appropriate, and unanimously decided on by management;
4. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;
5. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
6. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
7. any other action deemed appropriate by management unanimous decision;
8. review any safeguarding policies and safeguards to ensure full consideration;

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Service User Safeguarding

The publicly-visible policy can be found at scoutswap.co.uk/safeguarding.

If a volunteer has a safeguarding concern, this should be reported directly to their line manager. They should not attempt to contact the service user or handle this directly.

Specific policies for management:

For all of the below, assume the second service user is the instigator.

Concern over an under-18 service user with an under-18 service user

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the service user to ensure their wellbeing and safety;
3. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
4. any other action deemed appropriate by management unanimous decision;
5. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an under-18 service user with an over-18 service user

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the service user to ensure their wellbeing and safety;
3. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;
4. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
5. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
6. any other action deemed appropriate by management unanimous decision;
7. review any safeguarding policies and safeguards to ensure full consideration;

Concern over an over-18 service user with an under-18 service user

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the service user to ensure their wellbeing and safety;
3. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
4. any other action deemed appropriate by management unanimous decision;
5. review any safeguarding policies and safeguards to ensure full consideration;

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Service User Safeguarding

Concern over an under-18 service user with an over-18 service user

1. take any appropriate action, as laid out in our Terms of Service;
2. contact the service user to ensure their wellbeing and safety;
3. use the country provided to us on registration to find the appropriate National Scouting Organisation, and provide information to their safeguarding team of the events and contact details we may have for those involved;
4. failing to find the NSO, we will contact the World Organisation of The Scouting Movement safeguarding team with the relevant information;
5. if there is an immediate risk of harm, we will contact the appropriate emergency services or local authority for the provided country;
6. any other action deemed appropriate by management unanimous decision;
7. review any safeguarding policies and safeguards to ensure full consideration;

Closing Clauses

Management have the final say in **all** safeguarding matters.

Management has access to all posts, messages, account settings (excluding passwords) and identity verifications. This information is only to be used for the purpose of fulfilling this policy, or any other policies that may require access to this information. Any other use of this information is in breach of our privacy policy and the Data Protection Act (2018).

Due to the nature of the service, ScoutSwap cannot 100% guarantee the safety of service users. This policy is to set out our methods of keeping users as safe as possible. ScoutSwap C.I.C. hold no liability for any user content produced as part of the service.

Approval

Approved by the directors on 04/02/2026.

Joe Biondani
Director

Oscar Grothusen
Director