



Neurish - Safeguarding Policy

Last updated: June 2026

This Safeguarding Policy ("Policy") sets out ExploreBuddy Ltd's (trading as Neurish) approach to safeguarding within the Neurish platform. ExploreBuddy Ltd is a Scotland- based company operating across the United Kingdom. Neurish is a peer- connection platform for neurodivergent adults and parents. It is not a regulated care service, clinical service, or crisis service.

This Policy explains Neurish's safeguarding boundaries, responsibilities, and limitations in line with Scottish and UK safeguarding principles for adults.

By using Neurish, you agree to the terms of this Policy.

1. Purpose of This Policy

The purpose of this Policy is to:

- Clarify Neurish's safeguarding responsibilities
- Set clear boundaries for users and moderators
- Protect users from harm where reasonably possible
- Ensure compliance with Scottish and UK safeguarding principles
- Protect ExploreBuddy Ltd from inappropriate expectations or liability

This Policy applies to all users, moderators, and interactions on the platform.

2. Scope and Limitations

Neurish is:

- A peer- connection platform
- For adults aged 18+
- Providing community spaces, matching, and group interaction

Neurish is not:

- A regulated care service (as defined by the Care Inspectorate)
- A clinical, therapeutic, or medical service
- A crisis or emergency service
- A safeguarding authority
- A service for children or young people

Neurish does not have statutory safeguarding duties under Scottish child protection law or adult support and protection legislation.

3. No Duty of Care



Neurish Ltd does not owe users:

- A clinical duty of care
- A therapeutic duty of care
- A safeguarding duty of care
- A duty to monitor or intervene in risk situations
- A duty to assess or manage risk

Neurish provides peer connection, not professional oversight.

4. No Crisis Response

Neurish cannot:

- Respond to crisis messages
- Provide emergency support
- Monitor content in real time
- Guarantee moderator availability
- Conduct welfare checks
- Contact emergency services on behalf of users (except in rare, exceptional circumstances)

If you or someone else is at immediate risk, call 999.

For urgent but non- emergency health concerns, contact NHS 24 (111 in Scotland).

5. User Responsibilities

Users are responsible for:

- Their own safety and wellbeing
- Seeking appropriate professional or emergency help
- Using the platform appropriately
- Managing their own boundaries
- Reporting concerning content when they feel able

Neurish cannot replace professional, medical, or crisis support.

6. Moderator Responsibilities and Boundaries

Moderators:

- Are volunteers, not clinicians
- Are not safeguarding professionals
- Cannot assess risk
- Cannot provide crisis support
- Cannot guarantee responses
- Cannot intervene in emergencies



Moderators may:

- Remove harmful content
- Issue warnings
- Restrict or suspend accounts
- Escalate concerns to Neurish staff

Moderators must not:

- Offer clinical advice
- Promise safety or intervention
- Attempt to manage risk situations
- Engage in emotionally intensive one- to- one support

7. Prohibited Content and Behaviour7. Prohibited Content and Behaviour

Neurish may remove content that includes:

- Threats or encouragement of harm
- Graphic descriptions of self- harm or violence
- Harassment, abuse, or discrimination
- Illegal activity
- Content involving minors
- Content likely to cause distress or panic

However, Neurish cannot guarantee immediate removal or detection.

8. Reporting Concerns

Users can report:

- Harmful or unsafe content
- Concerning behaviour
- Violations of Neurish policies

Neurish will review reports but cannot guarantee:

- Response times
- Specific outcomes
- That all content will be seen

Reporting does not create a safeguarding duty.

9. When Neurish May Take Action9. When Neurish May Take Action

Neurish may take action such as:

- Removing content
- Restricting access to features



- Suspending or terminating accounts
- Escalating concerns internally

Actions are taken to maintain community safety, not to provide crisis intervention.

10. When Neurish Will Not Act

Neurish will not:

- Conduct welfare checks
- Investigate safeguarding concerns
- Contact emergency services unless there is clear, imminent, identifiable risk and sufficient information
- Monitor user behaviour outside the platform
- Provide clinical or crisis support

Neurish is not a safeguarding authority.

11. Escalation to Emergency Services

In extremely rare cases, Neurish may contact emergency services only if:

- There is a clear, imminent, and identifiable risk of serious harm
- Sufficient information is available to identify the individual
- Escalation is necessary to prevent immediate harm

This is discretionary and cannot be relied upon by users.

12. Legal Compliance

This Policy aligns with:

- Adult Support and Protection (Scotland) Act 2007
- Adult safeguarding principles across the UK
- UK GDPR and data protection law
- Digital platform safety expectations
- App Store and Play Store safety requirements

Neurish is not subject to child protection legislation because it is an adult- only service.

13. Changes to This Policy

We may update this Policy to reflect changes in law or platform features.

We will notify users of significant updates.

14. Contact Us

If you have questions about this Policy:



contact@explorebuddy.co.uk

This Policy is governed by the laws of Scotland. Any disputes will be handled by the Scottish courts.