



WAS NOT BROUGHT (WNB) POLICY

Safeguarding Missed Appointments for Children and Adults at Risk

Dental Practice — Cwm Taf Morgannwg University Health Board Area

(Rhondda Cynon Taf, Merthyr Tydfil and Bridgend)

Practice Name: The Channings

Policy Lead: Kenneth Chow

(Practice Safeguarding Lead)

Effective Date: 1st April 2026

Review Date: 1st April 2027

1. Purpose

This policy sets out the procedure for managing missed appointments involving children and adults at risk who rely on another person to support them to access dental care.

The practice adopts the safeguarding principle of “Was Not Brought” (WNB) rather than “Did Not Attend” (DNA) for these patients. This reflects the principle, established in national safeguarding guidance, that a child or adult at risk cannot be responsible for their own non-attendance where they depend on a parent, guardian or carer to bring them — and that a pattern of non-attendance may be an indicator of neglect or a wider safeguarding concern, rather than simply a scheduling issue.

This policy supports compliance with:

- Social Services and Well-being (Wales) Act 2014
- Wales Safeguarding Procedures (the all-Wales, multi-agency framework that replaced the former All Wales Child Protection Procedures and All Wales Adult Protection Procedures)
- General Dental Council – Standards for the Dental Team
- Cwm Taf Morgannwg Safeguarding Board policies and procedures
- Health Education and Improvement Wales (HEIW) safeguarding training frameworks for children and adults

Practice note

Cwm Taf Morgannwg University Health Board covers three local authority areas — Rhondda Cynon Taf, Merthyr Tydfil and Bridgend. The original draft of this policy omitted Bridgend contact details; these have been added at section 6 below. Please confirm which local authority area(s) your practice falls within and remove any that do not apply.

2. Scope

This policy applies to:

- All clinical and non-clinical staff.
- Children and young people under 18 years.
- Adults at risk who require support from another person to attend appointments.

Adults who independently manage their own healthcare appointments will normally be managed under the practice's standard DNA (Did Not Attend) Policy, not this policy.

3. Responsibilities

All staff must:

- Recognise and respond appropriately to safeguarding concerns.
- Record WNB appointments accurately and promptly.
- Escalate concerns to the Practice Safeguarding Lead without delay.
- Maintain accurate, contemporaneous clinical records.
- Complete mandatory safeguarding training appropriate to their role.

The Practice Safeguarding Lead is responsible for:

- Reviewing repeated WNB cases.
- Providing safeguarding advice to the team.
- Liaising with external agencies, including the child's or adult's GP, health visitor or other known professionals.
- Making safeguarding referrals where appropriate, in line with the Wales Safeguarding Procedures.

4. Procedure

First WNB

Reception staff will:

- Record the appointment as Was Not Brought (WNB), not DNA.
- Inform the treating clinician the same day.
- Attempt telephone (or other agreed) contact with the parent, guardian or carer the same day.
- Offer another appointment where clinically appropriate.

The clinician will assess:

- Urgency of the treatment needed.
- Risk of deterioration if treatment is further delayed.
- Previous attendance history.
- Any existing safeguarding concerns recorded for the child or adult, or their family.

All actions taken and the rationale for them must be documented in the clinical record.

Second Consecutive WNB

The clinician and the Practice Safeguarding Lead will:

- Review the clinical and attendance records.
- Assess safeguarding risk, including any pattern across siblings or other household members registered with the practice.
- Contact the parent or carer again, by a different method if the first attempt was unsuccessful.
- Consider whether the family may benefit from additional support (e.g. via Early Help), and whether other agencies should be informed.

The discussion, decision and rationale should be clearly documented.

Repeated WNB or Significant Safeguarding Concern

Where repeated missed appointments suggest neglect, or where there are wider safeguarding concerns, the Practice Safeguarding Lead should:

- Discuss the case with relevant health professionals where appropriate (e.g. GP or health visitor).
- Seek advice from the Cwm Taf Morgannwg Multi-Agency Safeguarding Hub (MASH) for the relevant local authority area — see section 6.

- Make a safeguarding referral if the child or adult is believed to be at risk, using the appropriate referral form (e.g. Form C1) or the online/telephone route specified by the local MASH.
- Record the reason for referral and all actions taken, including the outcome and any feedback received.

A safeguarding referral should never be delayed pending further missed appointments if there is immediate concern for the patient's welfare.

5. Immediate Risk

If a child or adult at risk is believed to be at immediate risk of significant harm:

- Contact the appropriate Multi-Agency Safeguarding Hub (MASH) for the local authority area immediately — see section 6.
- If there is immediate danger to life, contact South Wales Police on 999.
- For non-emergency police contact, use 101.
- Inform the Practice Safeguarding Lead as soon as possible, and in any event on the same day.

6. Local Referral Pathway (Cwm Taf Morgannwg)

Cwm Taf Morgannwg covers three local authority areas. Contact the MASH for the area in which the patient lives.

Area	Service	Telephone
Rhondda Cynon Taf	Children's MASH	01443 425006
Rhondda Cynon Taf	Adults at Risk	01443 425003
Merthyr Tydfil	Children and Adults Safeguarding	01685 725000
Bridgend	Children's Safeguarding	01656 642320
Bridgend	Adults at Risk	01656 642477
All areas (RCT, Merthyr Tydfil and Bridgend)	Emergency Duty Team (out of hours, weekends and bank holidays)	01443 743665

Emergencies: South Wales Police 999 (immediate danger) or 101 (non-emergency).

Practice note

These telephone numbers were checked against the Cwm Taf Morgannwg Safeguarding Board and constituent local authority websites at the time this document was prepared, but safeguarding contact numbers do change. Before adopting this policy, verify all numbers directly at cwmtafmorgannwgsafeguardingboard.co.uk and the relevant council website, and set a recurring reminder to re-check them at each policy review.

7. Documentation

Clinical records should include:

- Date and time of the missed appointment.
- Appointment recorded as Was Not Brought (WNB).

- Reason for non-attendance, if known.
- Attempts made to contact the parent/carer, and the outcome.
- Clinical assessment of urgency and risk.
- Safeguarding discussion held.
- Advice received from other professionals or agencies.
- Any referral made, including date, agency and reference number.
- Outcome and any follow-up actions.

Records should remain factual, objective and contemporaneous at all times.

8. Information Sharing

Information may be shared without consent where there is reasonable cause to believe a child or adult is at risk of abuse or neglect, and sharing is necessary and proportionate to protect them, in accordance with:

- UK GDPR
- Data Protection Act 2018
- Wales Safeguarding Procedures

The welfare of the child or adult remains paramount, and decisions to share (or not share) information should be documented along with the reasoning.

9. Training

All staff must complete:

- Safeguarding Children training at the level appropriate to their role (in line with the current Wales-wide/HEIW competency framework).
- Safeguarding Adults training appropriate to their role.
- Annual safeguarding updates.
- Practice induction covering this policy.

Training records will be maintained by the Practice Manager and made available for inspection (e.g. by the Care Inspectorate Wales or the CQC-equivalent regulator, and at CPD/GDC revalidation).

10. Audit

The Practice Safeguarding Lead will audit annually:

- Number of WNB appointments recorded.
- Standard of documentation against section 7 of this policy.
- Number and outcome of safeguarding referrals made.
- Lessons learned and any actions arising.
- Staff compliance with this policy and related training.

11. Related Policies

- Safeguarding Children Policy
- Safeguarding Adults Policy
- Information Governance Policy
- Record Keeping Policy
- Consent Policy
- Complaints Policy
- Duty of Candour Policy

Version Control

Version	Date	Author	Review Date
1.0	1st April 2026	Kenneth Chow	1st April 2027

Policy Approval

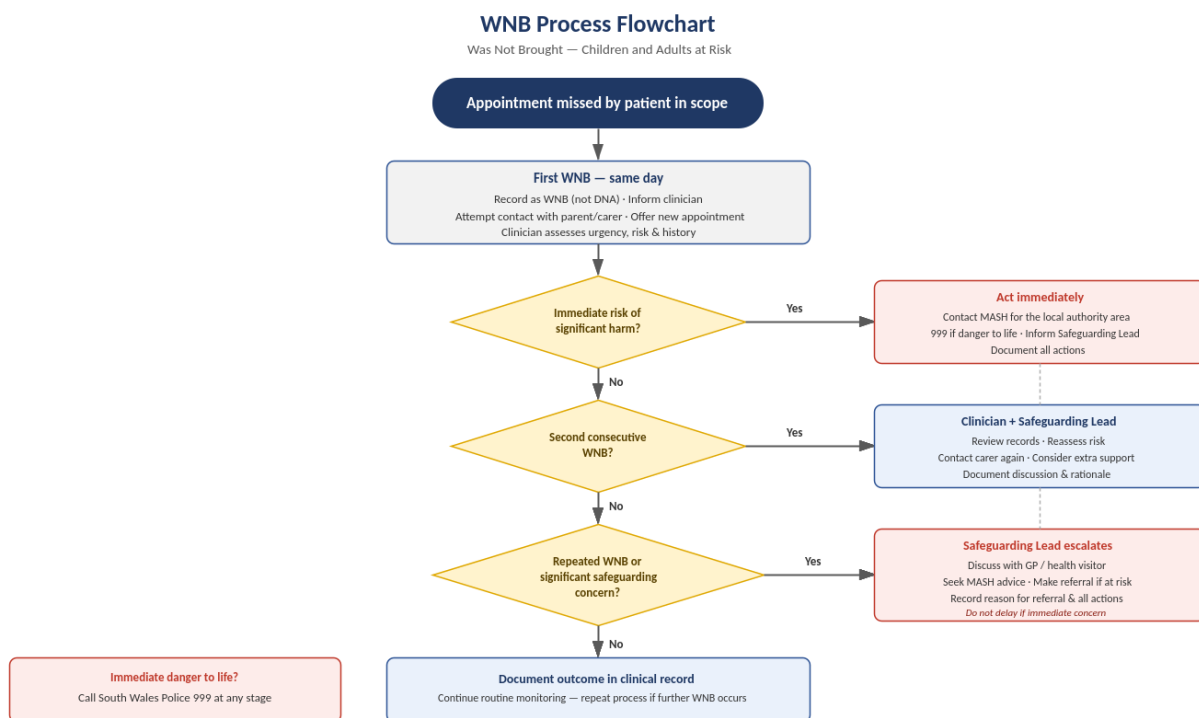
Practice Owner/Principal: _____

Signature: _____

Date:

Appendix A: WNB Process Flowchart

The diagram below summarises the procedure set out in sections 4–6 of this policy. It is a quick-reference aid only — always refer to the full policy text and current MASH contact details when acting on a case.



Appendix — see policy sections 4–6 for full procedure and current MASH contact numbers