Practice Guidance on EHM and LCS "Roll-Backs"

An LCS "roll-back" is when the entire record of an individual child is in effect "wound back" to an earlier point in time in order to correct an error that was made previously.

When a case record is rolled back, documents will be lost if they were entered after the date that the record is being rolled back to, and will need to be added to the file again when the roll-back is complete: this could be a variety of forms including Child and Family Assessment, CLA Outcome and review forms, CP Outcomes and minutes forms

LCS roll-backs present the following challenges:

- The documents that are lost in the roll-back process must still be available to the allocated worker in order for them to be re-added. If this does not happen then there will be gaps in the child's record. This can change the chronological events that happen for the child journey and decisions made.

- Rollback can affect any payments made or set up to be paid on ConTROCC

- They are extremely time-consuming for LCS support staff and IT Services

- The roll-back also causes the LCS system to be paused briefly and this puts additional strain on the system resulting in slowness and instability for users.

Rollbacks can also present the following risks:

- Roll backs can be used to possibly falsify records and / or cover up data that was missed at the time

- They can also be used to correct performance issues

In order to reduce the number of LCS roll-backs that are taking place, to guard against any losses of a child's information and also to ensure that we comply with GDPR these can now only be authorised by a Head of Service or higher. A case note will also be added by the Head of Service to evidence the reason for the roll-back.

Any worker who believes it is necessary to roll back a child's record should speak to their line-manager. If the roll-back is still deemed to be necessary then a rollback request form needs to be completed and emailed to the Head of Service. The rollback request form can be found under useful links in LCS / EHM and on Tri-x.

Request for Roll Back on EHM or LCS

Case Number		Name of Child	
Allocated Worker		Team	
Locality / Service Details		Name of Manager	

Date of Request	

Reason for Roll Back
What needs to be rolled back? – details of events and dates **What will the impact of the roll-back be?**

Manager Comments

Head of Service Comments

Approved	
Not Approved	
Date of Decision	

Head of Service to email form to AppSupportChildrens@bradford.gov.uk