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**From:** "Matthew.Lenton" <[REDACTED]@GRO>  
**Sent:** Thur 11/10/2018 3:03:41 PM (UTC)  
**To:** "John.Simpkins" <[REDACTED]@GRO>, "ParkerSP" <[REDACTED]@GRO>  
**Cc:** "Dave.Ibbett" <[REDACTED]@GRO>, "pete.newsome" <[REDACTED]@GRO>  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

John, presumably there's no record of the reason they were deleted? So no way of distinguishing the now irrelevant due to permanent fixes from the deleted because the KEL was wrong in the first place other than by looking at them individually?

**Matthew Lenton**  
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**From:** Simpkins, John  
**Sent:** 11 October 2018 16:01  
**To:** Lenton, Matthew <[REDACTED]@GRO>; Parker, Steve <[REDACTED]@GRO>  
**Cc:** Ibbett, Dave <[REDACTED]@GRO>; Newsome, Pete <[REDACTED]@GRO>  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Horizon deleted KELs – 1281  
HNG-X deleted KELs – 212

Please note however that some KELs would have been deleted because they were wrongly raised as well as those out of date. So we cannot confirm that all the information in these is valid i.e. If the SMC raised a KEL wrongly the SSC may well have deleted it as such. Therefore I have reservations about supplying an export of deleted KELs.

Regards  
John

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**From:** Lenton, Matthew  
**Sent:** 11 October 2018 15:55  
**To:** Simpkins, John <[REDACTED]@GRO>; Parker, Steve <[REDACTED]@GRO>  
**Cc:** Ibbett, Dave <[REDACTED]@GRO>; Newsome, Pete <[REDACTED]@GRO>  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

John, do you know how many KELs have been deleted to date?

That's WBD's question for now, are you able to provide an answer please?

I think I know what's coming next ☺

**Matthew Lenton**  
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---

**From:** Simpkins, John

**Sent:** 11 October 2018 13:53

**To:** Lenton, Matthew <[REDACTED] GRO >; Parker, Steve <[REDACTED] GRO >

**Cc:** Ibbett, Dave <[REDACTED] GRO >; Newsome, Pete <[REDACTED] GRO >

**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Comments in-line,  
Regards  
John

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**From:** Lenton, Matthew

**Sent:** 11 October 2018 13:31

**To:** Simpkins, John <[REDACTED] GRO >; Parker, Steve <[REDACTED] GRO >

**Cc:** Ibbett, Dave <[REDACTED] GRO >; Newsome, Pete <[REDACTED] GRO >

**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

John,  
CS/FSP/006 has been withdrawn, but I think more comprehensive is *SVM/SDM/PRO/0875 End to End Application Support Strategy*, section **11.2.5 KEL deletion**:

#### **11.2.5 KEL deletion**

KELs should be deleted when:

- The function they refer to no longer exists in the live system
- It is a duplicate of an existing KEL with the same problem and resolution
- The KEL contains misleading information and no update is appropriate

KELs can only be deleted by members of the SSC. If you think a KEL should be deleted then update the KEL and replace the KEL summary with the text "KEL SHOULD BE DELETED: Reason" and specify "Reason". The SSC diagnostician you direct the update authorisation to will then check and delete the KEL if they agree on the reason.

That last bit about agreeing deletion has I think been superseded by *SVM/SDM/STP/3289 TERMS OF REFERENCE FOR POA KEL APPROVAL FORUM* which includes in its remit "That issue, time or service expired KEL's are retired or archived (deactivated)."

Happy for me to point them at those two docs instead? (which they will have.)  
*Sounds Good*

On question 4, do you mean no, they are not currently text searchable in the archive, but complete KELs could be located and copied, so in principle they could be retrieved and therefore made searchable? Are **all** deleted KELs still in the database archive table, or is that unknown?

*Correct, they are not available to be searched.*

*The KELs can be retrieved however this will require time and effort.*

*I believe that all deleted KELs are still in the archive table.*

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---

**From:** Simpkins, John  
**Sent:** 11 October 2018 13:01  
**To:** Lenton, Matthew <[REDACTED]> GRO; Parker, Steve <[REDACTED]> GRO  
**Cc:** Ibbett, Dave <[REDACTED]> GRO; Newsome, Pete <[REDACTED]> GRO  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Hi Matthew,

1. Is that procedure a general rule?

Yes

2. If so, is it enshrined in a formal process?

KELs can be active, deactivated or deleted.

Active are available to search

Deactivated are not included in the default search but may be included via a search option.

Deleted are removed for the KEL table but copied to an archive table, these are not searchable.

Deletion is reserved for when the KEL is incorrectly raised or when they are definitely no longer required such as a platform is retired (e.g. the move from Riposte to the Branch database).

3. If so, which - and do we have the corresponding documentation?

The end to end support process document (CS/FSP/006) just states:

"known error" system to be maintained, up to date with the current SSC knowledge.

4. Are all deleted KELs available in a searchable archive? I assume that text could, in principle, be retrieved from other KELs.

No, however they are still in the database archive table.

Regards

John

---

**From:** Lenton, Matthew  
**Sent:** 11 October 2018 12:12  
**To:** Parker, Steve <[REDACTED]> GRO; Simpkins, John <[REDACTED]> GRO  
**Cc:** Ibbett, Dave <[REDACTED]> GRO; Newsome, Pete <[REDACTED]> GRO  
**Subject:** FW: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Steve, John,

Please see the questions below from WBD.

Sorry, please note what I missed, which is that WBD stated this is an urgent request.

**Matthew Lenton**  
Post Office Account Document Manager  
P&PS, Digital Technology Services

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**From:** Lucy Bremner [GRO]  
**Sent:** 11 October 2018 09:37  
**To:** Lenton, Matthew [GRO]  
**Cc:** Ibbett, Dave [GRO]; Jonathan Gribben [GRO]; Newsome, Pete [GRO]  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Matthew,

We have sent the two KELs for Callendar Square to our IT experts. They have come back with the following questions for you relating to KELs being deleted when the corresponding issues are fixed:

1. Is that procedure a general rule?
2. If so, is it enshrined in a formal process?
3. If so, which - and do we have the corresponding documentation?
4. Are all deleted KELs available in a searchable archive? I assume that text could, in principle, be retrieved from other KELs.

If you could let me have your responses urgently that would be great, as we have a call with the IT experts this morning.

Kind regards,

Lucy

**Lucy Bremner**  
Associate  
Womble Bond Dickinson (UK) LLP

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e: [GRO]

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**From:** Matthew.Lenton [GRO]  
**Sent:** 28 September 2018 14:22  
**To:** Lucy Bremner  
**Cc:** Dave.Ibbett [GRO]; Jonathan Gribben; Michael Wharton; pete.newsome [GRO]  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Lucy,

We have now retrieved the other deleted KEL which relates, JBallantyne5245K, as attached.

**Matthew Lenton**  
Post Office Account Document Manager  
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**From:** Lenton, Matthew  
**Sent:** 28 September 2018 14:07  
**To:** 'Lucy Bremner' <[REDACTED]>  
**Cc:** Ibbett, Dave <[REDACTED]>; Jonathan Gribben <[REDACTED]>; Michael Wharton <[REDACTED]>; Newsome, Pete <[REDACTED]>  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Lucy,

We have looked into this, and it appears that the relevant Peaks are PC0126042 and PC0126376, attached.

The two related KELs were deleted, due to the fact that the S90 Release was proven to have fixed the issue, and they so would not be included in the set of KELs which you have.

We have been able to retrieve the text from one them however, as attached, KEL JSimpkins338Q.

**Matthew Lenton**  
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**From:** Lucy Bremner <[REDACTED]>  
**Sent:** 24 September 2018 15:43  
**To:** Lenton, Matthew <[REDACTED]>; Newsome, Pete <[REDACTED]>  
**Cc:** Ibbett, Dave <[REDACTED]>; Jonathan Gribben <[REDACTED]>; Michael Wharton <[REDACTED]>  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Matthew,

On our call last week you said that you were waiting for Gareth to confirm whether there is a KEL for Callendar Square – can you let me know?

Kind regards,

Lucy

**Lucy Bremner**  
Associate  
Womble Bond Dickinson (UK) LLP

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e: [GRO]

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**From:** Matthew.Lenton [GRO]  
**Sent:** 21 September 2018 16:27  
**To:** Lucy Bremner; pete.newsome [GRO]  
**Cc:** Dave.Ibbett [GRO]; Jonathan Gribben  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Lucy,  
Please find in the attached zip the following:

1. Final Technical Expert's Report Re Misra - Final 2010-10-04 v1.pdf
2. 14 files of appendices including Appendix C as separate PDFs, with exception of Appendix M in Word.
3. Gareth Jenkins' witness statement of 8 February 2010: "0208.Gareth - West Byfleet.doc"

**Matthew Lenton**  
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**From:** Lucy Bremner [GRO]  
**Sent:** 13 September 2018 12:57  
**To:** Lenton, Matthew <[GRO]>; Newsome, Pete <[GRO]>  
**Cc:** Ibbett, Dave <[GRO]>; Jonathan Gribben <[GRO]>  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Thanks Matthew.

I've had a look at the information and there is reference in Gareth Jenkins witness statement to an email in appendix c of Charles McLachlan's report. I've gone through the report but cannot see it included – are you able to send me a copy of all of appendix c? Gareth also refers to a previous witness statement on 8 February 2010 – do you have a copy of this?

Also, the report itself contains track changes – do you have a final copy?

Kind regards,

Lucy

**Lucy Bremner**  
Associate



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**From:** Matthew.Lenton [GRO]  
**Sent:** 12 September 2018 14:22  
**To:** Lucy Bremner; pete.newsome [GRO]  
**Cc:** Dave.Ibbett [GRO]; Jonathan Gribben  
**Subject:** RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Lucy,

The attached email I sent to you in July included the zip file that was originally provided to Second Sight, and which includes information relating to the Calendar Square case.

I don't believe there is a related KEL, but I will check for other information.

**Matthew Lenton**  
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**From:** Lucy Bremner [GRO]  
**Sent:** 11 September 2018 16:46  
**To:** Lenton, Matthew <[GRO]>; Newsome, Pete <[GRO]>  
**Cc:** Ibbett, Dave <[GRO]>; Jonathan Gribben <[GRO]>  
**Subject:** Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Matthew, Pete,

You may recall a while ago that I asked you to provide information on Calendar Square, Falkirk. Apologies if I have missed your response, however I think this request may still be outstanding. Please could you provide me with any information you have on this. Could you also confirm whether KELs exist for this bug?

Kind regards,

Lucy

**Lucy Bremner**  
Associate  
Womble Bond Dickinson (UK) LLP

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e: **GRO**

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