



**Guildhall
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Your contact for this matter is:
FOI Office - (01427 676676)

My Ref
Your Ref Corp/Acts/40(A)

11 June 2009

Dear Mr Murray

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST 560

Your request for information has now been considered and the information requested is as follows:-

Question 1

**Please supply specific information as to what the following reference number refers:
B4aOaefb7000.oooooooooooo1.0002.**

Mail sent to Customer Services' email address is handled by our MailMarshal email gateway software. An automated reply is sent to confirm that the message was correctly addressed and received; it is checked for know virii etc and that it has been forwarded to Customer Services email box.

The reference number is a unique filename generated by MailMarshal and is used by MailMarshal to uniquely identify the message. The format is proprietary and is not configurable by West Lindsey. The filename allow IT administrative staff to search for and retrieve log information if required for troubleshooting. The filename is also used as the message name in automated replies providing a convenient , if rather cumbersome, means of referencing the original message.

The filename breaks down as follows:

- B4a0aefb7000 – Base Name (based on the date and time the message was received to ensure uniqueness)
- oooooooooooo1 – Edition of the message (required to track copies)
- 0001 – Server ID (Server node which processed the message)
- MML – File extension



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The Base Name is the only element of the Message Name that is important as it uniquely identifies the message. The other elements are only important when troubleshooting problems and faults.

Question 2

What ASB Policies and Procedures have you in place for: a) Placing persons under covert surveillance? b) Where/how can relevant reports by your ASB 'Team' be inspected? c) Has your ASB team loaned surveillance equipment or issued surveillance equipment to ACIS housing association tenants? If so what official authorises such use?

a) The relevant policy we have in place when considering placing persons under covert surveillance is the WLDC Covert Surveillance Policy, Regulation of Investigatory Powers Act 2000 adopted in April 2004 and amended in February 2004.

b) Reports could be inspected by appointment at our Gainsborough Guildhall Offices or any of our other area offices, after due consideration of data protection and sub-judice issues.

c) The ASB team has not loaned or issued surveillance equipment to Acis HA tenants. Noise monitoring equipment has been placed in Acis HA tenant's properties by our Environmental Protection team, in carrying out this council's duties as specified in the Environmental Protection Act 1990, that is to monitor complaints of statutory nuisance. Enforcement Officers are authorised to take such actions under delegated powers, delegated by the Director of Neighbourhoods and Health Services.

I hope this is the information you are seeking. If you require any further information, please do not hesitate to contact me.

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If you are dissatisfied with the handling of your request please contact the Director of Strategy & Regeneration, West Lindsey District Council, Guildhall, Marshall's Yard, Gainsborough, Lincs, DN21 2NA.

Yours sincerely

FOI Office
West Lindsey District Council