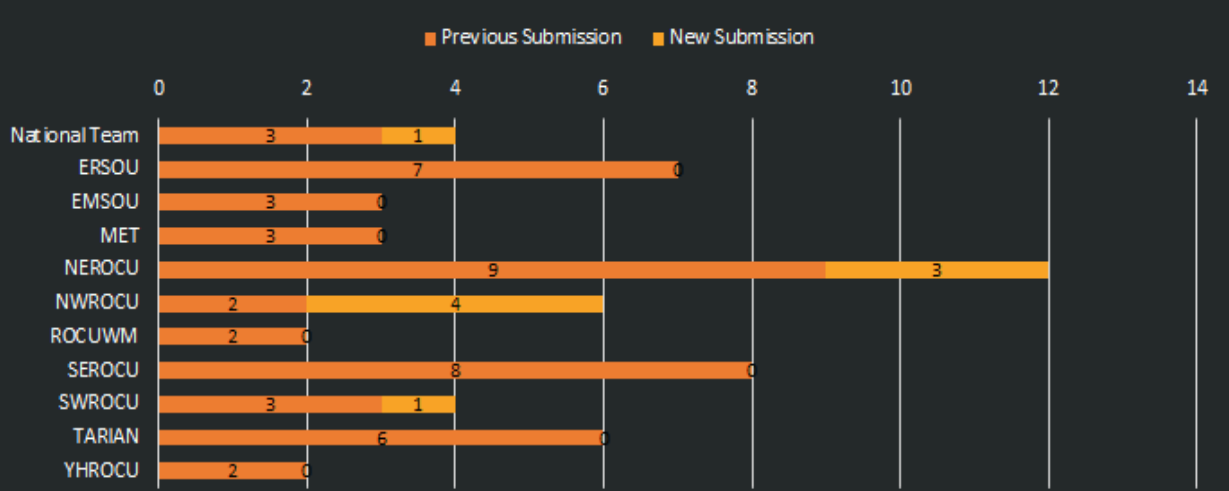


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION" is the word "PROGRAMME" in a smaller, white, sans-serif font.

TACKLING ORGANISED
EXPLOITATION
PROGRAMME

Operational Feedback Survey Results

TOEX Team(s) Involved



Nine responses have been received within the reporting period:

- ✘ TOEX NT Op 16
- ✘ NEROCU Intel Development
- ✘ NWROCU Translation 1
- ✘ NWROCU Translation 2
- ✘ NWROCU Translation 3
- ✘ SWROCU Op 40
- ✘ NEROCU Op 33
- ✘ NEROCU Op 18
- ✘ NWROCU Translation 4

Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'. This brings the total to 57/57 respondents answering that they would recommend TOEX to a colleague.

1) The referral process was clear, easy to follow and the same as the referral process for any other capability within the ROCU.

Eight respondents answered **'Strongly Agree'** and one answered **'Neither Agree nor Disagree'**.

2) The TOEX team were easily accessible. I knew who my points of contact were and how I could reach them.

Seven respondents answered **'Strongly Agree'** and two answered **'Slightly Agree'**.

3) I was contacted with updates when developments had been made, communicated with before there were changes made to the focus of the investigation, and received helpful responses to any queries I had.

All nine respondents answered **'Strongly Agree'**

4) The TOEX team delivered in line with the timescales agreed at the initial discussion and if there were delays, I was made aware and they did not cause me an issue.

All nine respondents answered **'Strongly Agree'**

5) There was an initial terms of reference agreed by all parties and the TOEX team delivered against this initial terms of reference or any changes to the terms of reference were communicated and agreed along the way.

Eight respondents answered **'Strongly Agree'** and one answered **'Neither Agree nor Disagree'**.

6) The final product was easy to understand and provided useful insight which added value to my intelligence investigation.

Seven respondents answered **'Strongly Agree'** and two answered **'Slightly Agree'**.



Value Added

"The impact on our business understanding - TOEX provide us with a monthly report which identifies positive and negative outcomes from referrals made. Without TOEX and their summary reporting, as a business we would never know if the indicators of exploitation we are currently using remain as accurate as they can be at all times. Ultimately, TOEX are making the online adult space safer than it has ever been before."

- Head of Safety & Compliance for Online ASW Provider, **TOEX NT Op 16**

"The subject matter expert knowledge was invaluable. The intelligence product provided was detailed, presented well and supported our future enforcement planning" – Northumbria DCI, **NEROCU Intel Development**

"TOEX enabled bulk translation of data that would have taken considerable time and resources, had TOEX not been available"
– Cheshire DC, **NWROCU Translation 1**

"This was a relatively straightforward request for translation of documents from a phone download. This request was accepted quickly and the results turned around to me very quickly, I believe within 5 days. I was very impressed with the whole process." – Cheshire DC, **NWROCU Translation 2**

"Some messages translated showed the links between subjects."
- Greater Manchester, **NWROCU Translation 3**

"Network chart of all ASWs for the past 2 years allowed me to make and see connections I would not have been able to with a simple download of the data. This saved me time and provided more insight. - The identification of potentially exploitative adverts helped corroborate my own findings to validate their inclusion for a visit as part of the op. - Technical assistance was provided to help sort large amount of data to make it useful as part of the op "
– Avon & Somerset, **SWROCU Op 40**

"TOEX intelligence research/scoping provided reassurance that there was little evidence of current criminality, bearing in mind this was an historic CSAE investigation." – Cleveland SIO, **NEROCU Op 18**

"The support provided by TOEX greatly assisted in setting the terms of reference for the investigation, understanding the scope of the criminality, & informing the investigative resources required. The research, and intelligence development conducted by TOEX, would not have been possible with the resources available within force. This would have resulted in disruption activity being the only tactical option, but with TOEX support we were able to conduct a focussed investigation, supported by other ROCU capabilities, which as led to 2 females being safeguarded" – NEROCU DCI, **NEROCU Op 33**

"Our suspects mobile phones were translated from Chinese to English - without this, we couldn't review the phones expeditiously.
– Cheshire DC, **NWROCU Translation 4**

Areas for Improvement

"I appreciate due to the nature of the matters under investigation, that data cannot be shared on all occasions. However, the inclusion of shortened redacted summaries of outcomes would be beneficial to enable our staff to better understand the intelligence journey from identification to end result"
- Head of Safety & Compliance for Online ASW Provider, **TOEX NT Op 16**

"TOEX could provide more of a co-coordinating role for other ROCU capabilities. In this operation we utilised covert operatives and disruption teams, if the SIO/OIC was unaware of other ROCU capabilities TOEX would be best placed to offer some advice and guidance – NEROCU DCI, **NEROCU Op 33**

This feedback has been taken on board and discussed in an internal performance meeting to identify where improvements can be made to internal processes.

Staff Mentions

"All National team staff have gone above and beyond on several occasions. The team are always friendly, professional and helpful and are always available to answer questions when posed."

- Head of Safety & Compliance for Online ASW Provider, **TOEX NT Op 16**

"**[Detective Inspector]**"

- Northumbria DCI, **NEROCU Intel Development**

"**[Data Insight Analyst]**"

- Cheshire DC, **NWROCU Translation 1**

"**[Data Insight Analyst]** was the analyst who assisted with the translation and communicated with me throughout."

- Cheshire DC, **NWROCU Translation 2**

"**[Data Insight Analyst]** has been an excellent point of contact within TOEX and ensured any data/information/intelligence for the op has been provided in a clear and timely manner. She is clearly an intelligent member of the team with capabilities to create useful products and communicate them with other forces. She was easy to get hold of and always more than happy to help."

- Avon & Somerset, **SWROCU Op 40**

"**[Researcher]** - provided a superb level of service - monitoring and researching adverts, keeping the investigative team updated on potential locations of suspects. **[Intelligence Development Officer]**, provided excellent support as a IDO, and conducting financial checks."- NEROCU DCI, **NEROCU Op 33**

"**[Data Insight Analyst]** did the translation for our suspect quickly and she's now helping with a second case so it's nice to have the same person!"

- Cheshire DC, **NWROCU Translation 4**

The survey can be found at the following location:

<https://forms.office.com/e/yHBVkpXg9m>