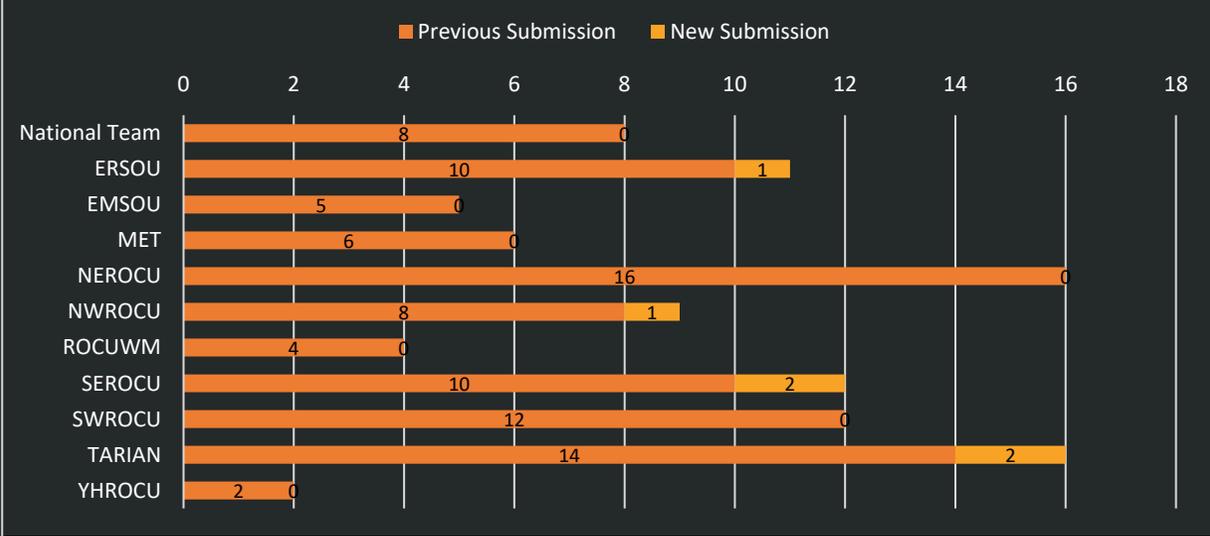


TACKLING ORGANISED
EXPLOITATION
PROGRAMME

Operational Feedback Survey Results

TOEX Team(s) Involved



Six responses have been received within the reporting period relating to five operations:

- ✘ ERSOU Op 72
- ✘ TARIAN Op 35
- ✘ NWROCU Op 34
- ✘ SEROCU Op 45
- ✘ TARIAN Op 54

Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.

This brings the total to 100/100 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.

Four respondents answered '**Strongly Agree**', one answered '**Neither Agree nor Disagree**' and one answered '**Not Applicable**'

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

All six respondents answered '**Strongly 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 six 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 six 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.

Three respondents answered '**Strongly Agree**', one answered '**Slightly Agree**' and two answered '**Not Applicable**'

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

All six respondents answered '**Strongly Agree**'



Value Added

"Intel support in particular charter applications" – Cambridgeshire DC, **ERSOU Op 72**

"The analyst provided was amazing and her work is exceptional. This resulted in six guilty pleas at court." – GMP DS, **NWROCU Op 34**

"Research to understand the wider pictures / behaviours of the subject."
– TARIAN DI, **TARIAN Op 54**

"At the time when we approached TOEX for assistance we had exhausted all of our lines of enquiry with regard to usernames we were able to attribute to a victim and an address. At the time there was a real and ongoing threat that those children who had been subject to exploitation at the hands of [offender] were potentially being exploited by other offenders who recognised or were aware of their vulnerability. I found the TOEX team to have a real 'can do' attitude to assisting us with enquiries, and utilising the software they were able to not only identify victims but also offer several lines of enquiry, from which we were able to identify and safeguard a number of victims. Even where the process didn't offer further lines of enquiry with regard to victims, it did give me some certainty as the SIO that we had exhausted every line of enquiry, which of itself was invaluable." – South Wales DCI, **TARIAN Op 35**

"The impact on the initiative both on a local and national level."
– TVP PS, **SEROCU Op 45**

"The openness and appetite to support our project was evident. The team were passionate and really keen to get involved. They went out of their way to attend one of our open events in order to develop a wider understanding in our work. The dashboard they produced exceeded my expectations." – TVP DI, **SEROCU Op 45**

Areas for Improvement

"Depends on both parties engaging - in future I would suggest a shared drive to store documents. This will make it easier to liaise with colleagues and keep everyone on the same page. It will also help the disclosure process." – Cambridgeshire DC, **ERSOU Op 72**

"Mid way through the enquiry the team lost the licence to the software they had been utilising to develop the intelligence which did have an impact to identify further victims." – South Wales DCI, **TARIAN Op 35**

Staff Mentions

"**[ERSOU Intel Development Officer]** and **[ERSOU Intel Analyst]** - provided intel/analyst support. They were extremely helpful and always on hand to talk through the op and any developments. Their support was invaluable to the OIC." – Cambridgeshire DC, **ERSOU Op 72**

"**[SEROCU Data Insights Analyst]** was very quick to respond to any questions and explained the dashboard at a level I could understand. Also, thank you to **[SEROCU Senior Intel Analyst]** for initiating." – TVP PS, **SEROCU Op 45**

[NWROCU Intel Analyst] was also mentioned as being particularly helpful without further comment.

If you have received support from TOEX and would like to provide feedback on the service provided, the survey can be found at the following location:

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