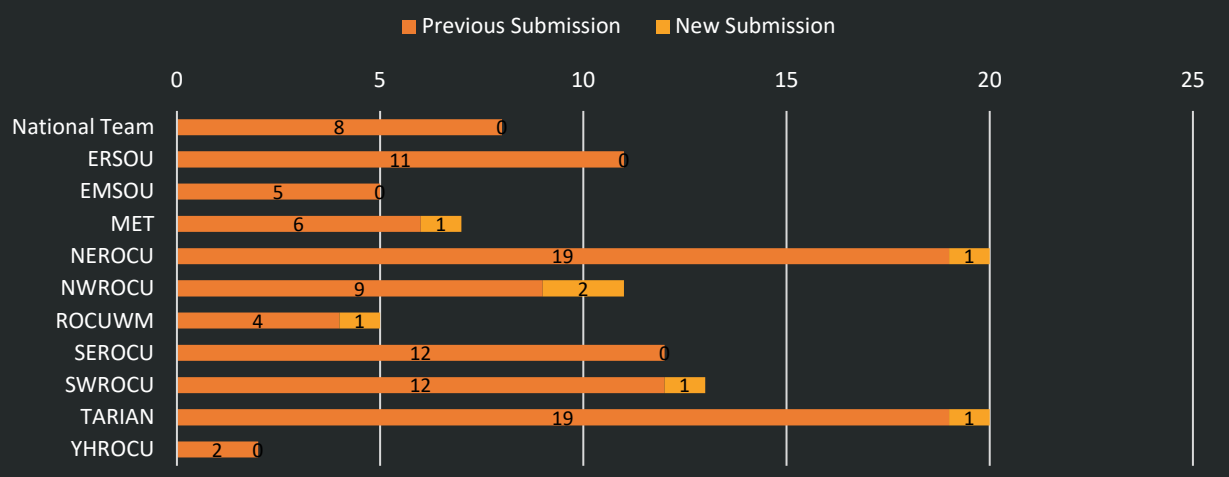


TACKLING ORGANISED
EXPLOITATION
PROGRAMME

Operational Feedback Survey Results

TOEX Team(s) Involved



Seven responses have been received within the reporting period relating to seven operations:

- ✘ London Op 31
- ✘ London Op 17
- ✘ NEROCU Op 80
- ✘ NWROCU Op 44
- ✘ NWROCU Op Y
- ✘ ROCUWM Op 79
- ✘ SWROCU Op X

Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'. This brings the total to 113/113 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.

Five respondents answered '**Strongly Agree**', one answered '**Slightly Agree**', 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.

Six respondents answered '**Strongly Agree**', and one 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.

Six respondents answered '**Strongly Agree**', and one answered '**Slightly 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 seven 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.

Six respondents answered '**Strongly Agree**', and one answered '**Slightly Agree**'

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

Five respondents answered '**Strongly Agree**', and two answered '**Slightly Agree**'



Value Added

"TOEX gave the investigation incredible support in areas of intelligence and its development, evidential opportunities and access to systems as well as support in obtaining evidence from providers such as CCTV, company data and assisting in analysing the data which gave us evidential opportunities and further lines of enquiry. This was a modern slavery offence, and they brought both professionalism but assisted me as the SIO immensely." – West Mids DI, **ROCUWM Op 79**

"TOEX assisted in the translation of conversations from a phone download. This allowed me to easily digest the information and decide what would be required for evidence."
– Cheshire DC, **NWROCU Op Y**

"The level of analytical support assisted greatly as we just did not have the resources to progress in a timely way. The product delivered was really easy to read and understand. Really happy with what was delivered and the communication throughout." – Cumbria DS, **NWROCU Op 44**

"It was extremely helpful from the outset that that the TOEX team were clear on what they could offer and were keen to fill in our intelligence gaps. We had regular meetings where the case was discussed, and different ideas were suggested on how to move the investigation forward. It assisted my OIC in developing and understanding some of the analytical work as they were able to review the raw data that we received from the phones." – Met Police DS, **LONDON Op 17**

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>

Areas for Improvement

"I felt that some of the work produced from TOEX was duplication to what the investigation team had already produced. This probably happened due to a breakdown in communication. Also, the investigation itself has ceased due to the recipient of the organ dying. I felt that my OIC and the officer in TOEX could have built a better rapport and perhaps the OIC could have leant on the more when it came to financial enquiries etc." –
Met Police DS, **LONDON Op 17**

Staff Mentions

"**[NWROCU Data Insight Analyst]** was the analyst who assisted. She contacted me early in the process to advise that she received the request and gave me an ETA for having the work complete." –
Cheshire DC, **NWROCU Op Y**

"**[ROCUWM Senior Intelligence Analyst]** and **[ROCUWM Intelligence Development Officer]**. Both persons were supportive and went above and beyond to assist the investigation offering support and advice. I can't speak highly enough of both." –
West Mids DI, **ROCUWM Op 79**