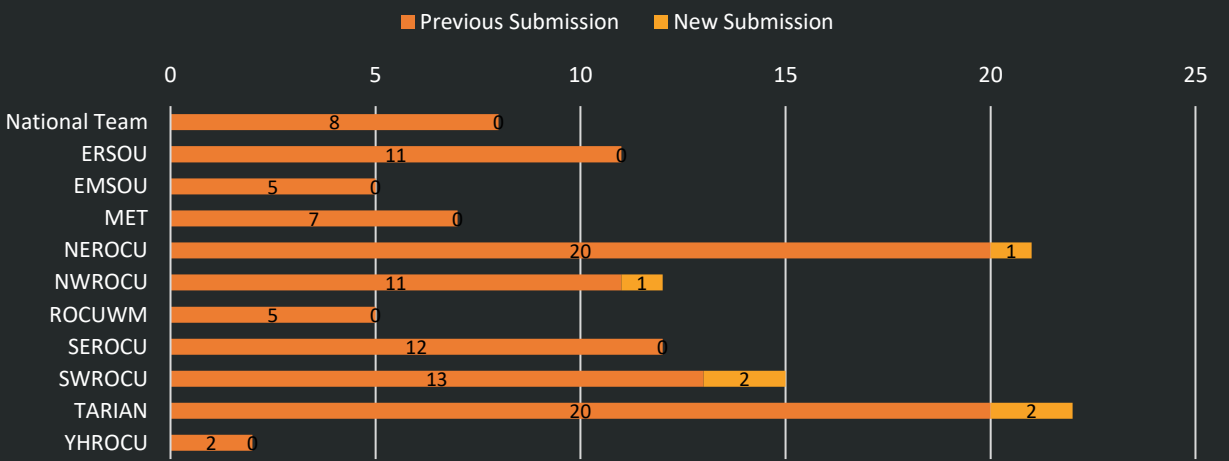


TACKLING ORGANISED
EXPLOITATION
PROGRAMME

Operational Feedback Survey Results

TOEX Team(s) Involved



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

- ✘ SWROCU Op 63
- ✘ NEROCU Op 71
- ✘ SWROCU Op 77

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.
This brings the total to 121/121 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.

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

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.

Five respondents answered **'Strongly Agree'**, and one answered **'Not Applicable'**

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 one answered **'Slightly Disagree'**



Value Added

"The analytical product allowed us to narrow our focus and also better understand what we were dealing with." – Gloucestershire PC, **SWROCU Op 63**

"Reviewing of intelligence and access to additional systems/resources." – Northumbria DS, **NEROCU Op 71**

"The DART product that was produced from my submitted phone examination will save hours of investigative time." – Gwent Officer, **Technical Support**

"The speed of which it was provided once NWROCU were provided with USBs for translation." – Lancashire PC, **Technical Support**

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'm not sure how well the translation works but it doesn't appear to be compatible with slang words so unsure whether multiple translation tools could be used or how to fine tune the translation process to give us the most accurate results." –
SWROCU PSI, **SWROCU Op 77**

Staff Mentions

"[**NWROCU Data Insight Analyst**] guided me through the process and provided clear instructions on what was required and when collecting the final translated USB clearly explained what had been done and how to use the data." –
Lancashire PC, **Technical Support**

"[**SWROCU Data Insight Analyst**] seemed to grasp what I was asking for and supported me in understanding how to focus down on what I wanted in a supportive way." –
Gloucestershire PC, **SWROCU Op 63**

"[**NEROCU Intel Development Officer**] - excellent communication, knowledge/advice and kept up to date throughout." –
Northumbria DS, **NEROCU Op 71**

"[**SWROCU Data Insight Analyst**] has been most helpful on this occasion and a previous time I have contacted her." – SWROCU PSI, **SWROCU Op 77**

[**Tarian Senior Intel Analyst**] was also mentioned as being particularly helpful without further comment.