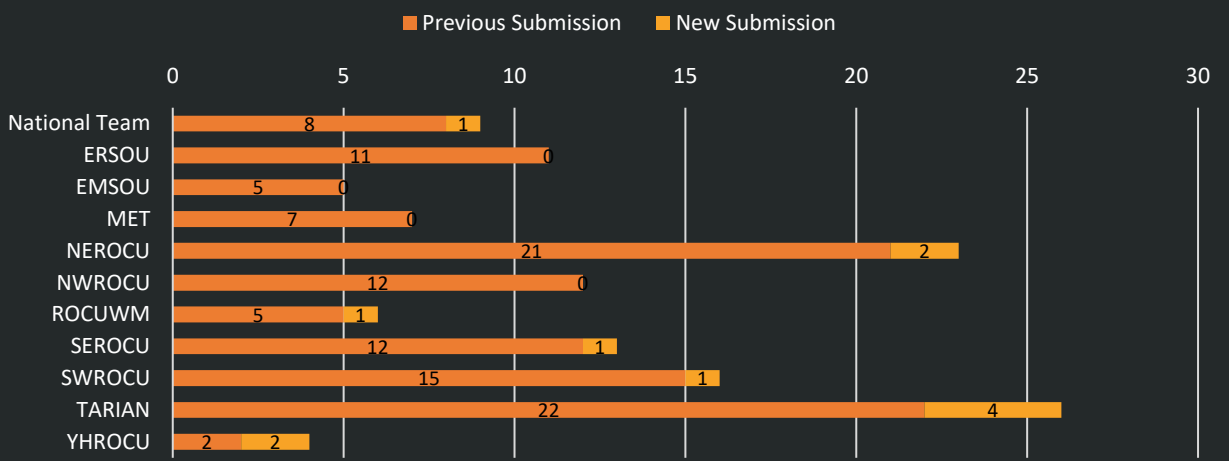


TACKLING ORGANISED
EXPLOITATION
PROGRAMME

Operational Feedback Survey Results

TOEX Team(s) Involved



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

- ⌘ YHROCU Op 20
- ⌘ YHROCU Op 54
- ⌘ SEROCU Op 47
- ⌘ NATIONAL Op 41
- ⌘ TARIAN Op 53
- ⌘ NEROCU Op 65
- ⌘ ROCUWM Op 97

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

This brings the total to 132/132 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**', two 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.

10 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.

10 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.

Nine respondents answered '**Strongly Agree**', and two answered '**Slightly 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.

10 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.

All 11 respondents answered '**Strongly Agree**'.



Value Added

Areas for Improvement

"The analytical work in relation to the communications by the OCG principal was and continues to be particularly useful to help demonstrate and communicate his standing amongst other OCGs in the district. Without TOEX we may not have had this insight as the investigation team would have found it difficult to find time to go to such depth." – West York DS, **YHROCU Op 20**

"I would not have been able to access the technical tools without TOEX. If TOEX did not offer their technical capabilities assistance would have been sought externally, with cost implications to the organisation."
– South Wales DC, **Technical Support**

"I was considering having to get thousands of pages of phone downloads translated by The Big Word until I was advised of the facility at NEROCU to translate via a computer. This saved a massive amount of time and money."
– Durham DC, **Technical Support**

"TOEX provided access to translation tools that we would not have had access to otherwise. They also completed a significant amount of research identifying the wider criminal network and linked in with several other forces. The work of TOEX ensured that all relevant forces were aware of other, linked investigations and that contact details were shared. This helped to safeguard as many potential victims as possible and to ensure that enforcement was effective and did not compromise other investigations." – Kent Officer, **NATIONAL Op 41**

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>

"It was as a result of TOEX product and other matters that has meant that [Operation] is now the focus of the team and a high scored SOC threat. It would be helpful to have the ongoing support of TOEX and the capabilities to provide insight to the investigation team on a daily basis." –
West York DS, **YHROCU Op 20**

Staff Mentions

"**[YHROCU Senior Intel Analyst]** was very friendly and knowledgeable." – West York DS, **YHROCU Op 20**

"**[Tarian Senior Intel Analyst]** -Very approachable, communicated well and provided a product that was easy to read and follow." – South Wales DC –
Technical Support

"**[Tarian Intel Analyst]** was extremely helpful and was in contact regularly. If any further assistance was required, I received a timely response with clear understanding of what was required." – Tarian Officer

"**[Tarian Intel Team Leader]** - helpful, informative and provided the information needed to safeguard children out of the force area." – Gwent PC

"**[National Intel Analyst]** and **[National Researcher]** have been an exceptionally helpful. They have clearly explained what TOEX can do to assist our investigation, completed key word searches on phone downloads, arranged/completed translation of phone messages, helped to identify multiple links to other nominals and potential victims. They have produced products that are incredibly helpful and clearly demonstrate their findings." – Kent Officer, **NATIONAL Op 41**

"**[ROCUWM Intel Analyst]** has worked really hard on this, and it was so easy to understand." – Staffs DI, **ROCUWM Op 97**