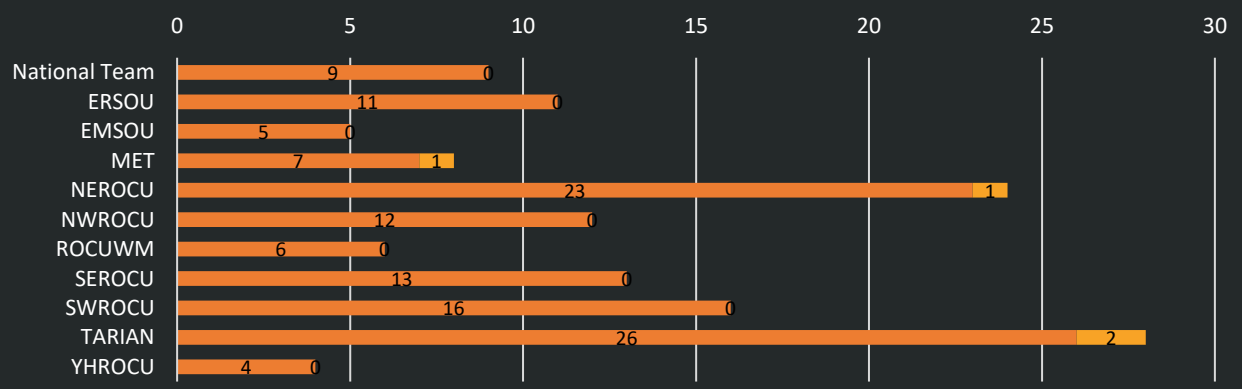


TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results

### TOEX Team(s) Involved

■ Previous Submission ■ New Submission



Four responses have been received within the reporting period relating to four operations:

- ✘ NEROCU Op 79
- ✘ TARIAN Op 99
- ✘ MET Op 20
- ✘ TARIAN Op 93

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.  
This brings the total to 136/136 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.**

Two respondents answered **'Strongly Agree'**, and two 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 four 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 four 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.**

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

Three 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.**

Three respondents answered **'Strongly Agree'**, and one answered **'Slightly Agree'**.



“The work commissioned supported the identification of relevant activity to undertake in light of intelligence gaps which directed appropriate tasking.”  
– Northumbria Officer, **NEROCU Op 79**

“A single document was produced containing all data.”  
– South Wales DC, **TARIAN Op 99**

“TOEX have been the most helpful team involved throughout a huge operation. They went above and beyond at all stages and without them the operation would not have got so many positive results.”  
– Met Police DC, **MET Op 20**

“On this occasion TOEX assisted with a research product creating a profile for a subject of intelligence. Having TOEX support meant I could allocate my investigation officers to other actions meaning we were able to develop the intelligence more efficiently.” – South Wales DS, **TARIAN Op 93**

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>

No areas for improvement given.

## Staff Mentions

“**[TARIAN Senior Intel Analyst]** and **[TARIAN Intel Team Leader]** - both were available for advice and suggested several ideas to assist with the investigation.” – South Wales DC, **TARIAN Op 99**

“**[MET Senior Intel Analyst]** and **[MET Detective Inspector]**- always going over and above their roles to assist, really cared about the operation, the victims and the outcome. They really were excellent. **[MET Intel Team Leader]**- was happy to assist with operational tasks when I was on my own. **[MET Intel Development Officer]**- very knowledgeable and happy to help. **[MET Intel Analyst]**- nothing was ever too much trouble and would work quickly when under pressure or if we had someone in custody. Very knowledgeable and friendly. **[MET Researcher]**- always assisted when required and anything produced was always to a high standard. – Met Police DC, **MET Op 20**