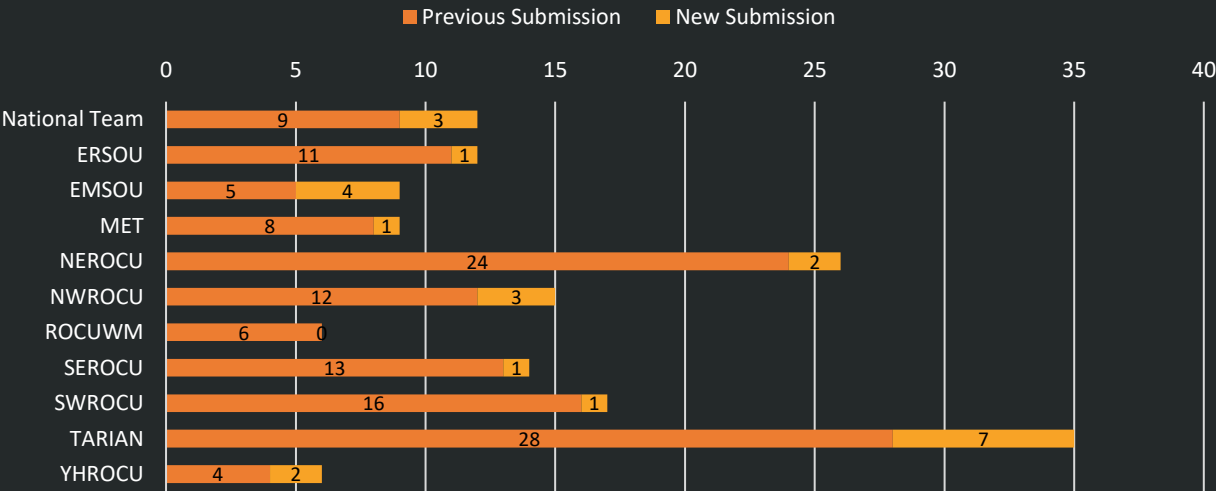




Operational Feedback Survey Results

TOEX Team(s) Involved



18 responses have been received within the reporting period relating to 14 operations:

- ✂ MET Op 20
- ✂ ERSOU Op 109
- ✂ TARIAN Op 91
- ✂ SEROCU Op 57
- ✂ TARIAN Op 79
- ✂ TARIAN Op 80
- ✂ EMSOU Op 94
- ✂ YHROCU Op 53
- ✂ EMSOU Op 100
- ✂ YHROCU Op 7
- ✂ NEROCU Op 87
- ✂ TARIAN Op 103
- ✂ ERSOU Op 74
- ✂ TARIAN Op 52

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

This brings the total to 154/154 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.
14 respondents answered 'Strongly Agree', one answered 'Slightly Agree', two answered 'Slightly 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.
17 respondents answered 'Strongly Agree', and one answered 'Slightly Disagree'.
- 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.
16 respondents answered 'Strongly Agree', and two 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.
16 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.
15 respondents answered 'Strongly Agree', two answered 'Slightly Agree', and one answered 'Neither Agree or Disagree'.
- 6) The final product was easy to understand and provided useful insight which added value to my intelligence investigation.
16 respondents answered 'Strongly Agree', and two answered 'Slightly Agree'.

Value Added

"Intel development was instrumental in identifying suspects and allowing for the resultant Operational Activity." – Met DI, **Met Op 20**

"Involvement of TOEX was critical around the use of [software], which our force doesn't currently have. The investigation would not have gained any traction without this. The expertise, knowledge, guidance and advice of intelligence and analytical staff was also of significant value in terms of informing the direction of the intelligence development efforts. This support also gifted additional capacity and resource to the wider investigation & development which allowed it to move at pace. Engagement with the national team has afforded us an avenue of deconfliction and a place to share information for further enhanced development beyond the parameters of our immediate objectives."
– Derbyshire DS, **EMSOU Op 100**

"They supported us by processing a large volume of resolutions in a time frame that was much quicker than we could within the investigation. This enabled the investigation team to make victim interventions much quicker and reduce harm to children and bring offenders to justice expeditiously."
– West Yorks DS, **YHROCU Op 7**

"Had a significant impact on the investigation- Allowed me to review numerous phone downloads faster and enabled me to create a pertinent message report prior to sending the report to WITS for translation."
– South Wales PC, **TARIAN Op 103**

"The translations were returned in very short timescales which has helped identify chat messages of note and assist in the recommendation of further data being extracted from the seized devices, ensuring nothing of relevance is missed."
– South Wales Staff, **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

"Potentially more frequent meetings to catch up on workload and to see if there is anything further that they can provide on a monthly basis."
– Derbyshire Staff, **EMSOU Op 100**

"Due to the amount of data, the network charts were at times too large. They could have been broken down further and clear identification of those subjects / entities etc." – National Western Balkan Team, **TARIAN Op 52**

"As an end user, I am not overly familiar with the remit of TOEX or the tasking process - this was done through the NWROCU initially. An overall understanding of capability within TOEX would be helpful so that we know what may be available to us to support our investigations." – Lancashire DCI, **YHROCU Op 53**

Staff Mentions

"**[EMSOU IDO]** - very approachable, helpful and always on hand to answer any questions. Very proactive and a great member of the team that provided a lot of knowledge and experience to our investigation. **[National Intel Analyst]** - very proactive and helped us to bolster working relationships with other forces across the country who had links to our investigation. Sophie was invaluable in our investigation in sharing information from other forces and I was able to share documents with Sophie for her to conduct work on. We wouldn't have been able to complete this job to the best of our ability without Sophie and the National TOEX team onboard to deconflict other areas of work and other forces. Thank you to all, we are very grateful." – Derbyshire Staff, **EMSOU Op 100**

"**[TARIAN Intel Team Leader]** - Liaised with me and kept me up to date with the progress, he also informed me of services that I didn't know were provided. – South Wales PC, **TARIAN Op 103**

[MET DI], **[TARIAN Senior Intel Analyst]**, **[National Lead Developer]**, **[National Developer]**, **[EMSOU DIA]**, **[NWROCU DIA]**, **[NEROCU IDO]**, **[ERSOU IDO]**, **[ERSOU Intel Analyst]** and **[TARIAN Researcher]** also mentioned as being particularly helpful without further comment.