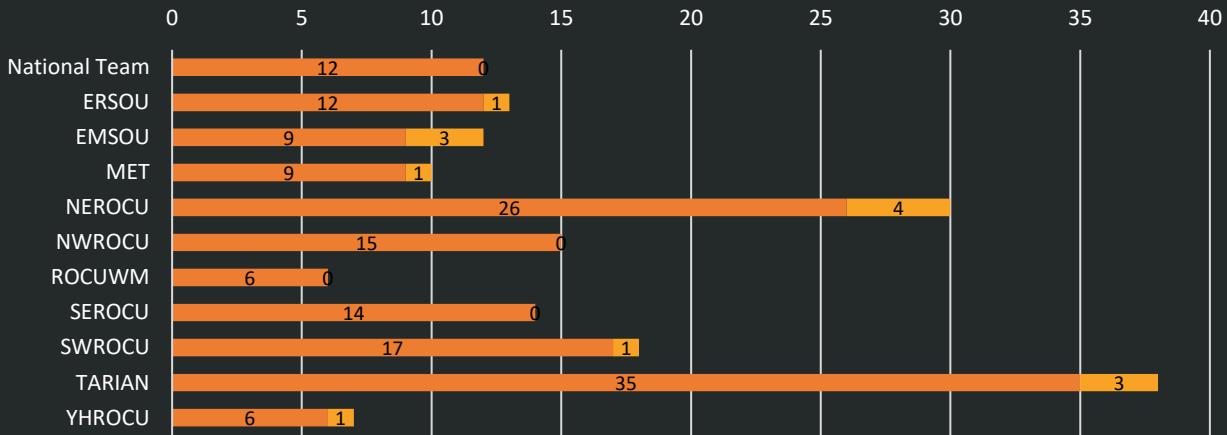




# Operational Feedback Survey Results

TOEX Team(s) Involved

Previous Submission New Submission



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

- ERSOU Op 63
- YHROCU Op 57
- TARIAN Op 84
- NEROCU Op 63
- TARIAN Op 107
- MET Op 39
- NEROCU Op 83
- EMSOU Op 97

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

This brings the total to 100% (n.168) 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.

11 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.

12 respondents answered 'Strongly Agree', and two 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.

12 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.

Nine respondents answered 'Strongly Agree', three answered 'Slightly Agree', and two answered 'Neither Agree or Disagree'.

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', one answered 'Slightly Agree', one answered 'Slightly Disagree', and two answered 'Not Applicable'.

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

12 respondents answered 'Strongly Agree', one answered 'Slightly Agree', and one answered 'Neither Agree or Disagree'.

## Value Added

"It allowed the investigation team to focus on different parts of the investigation as we need ID of individuals was being completed by TOEX."

– South Wales DC, **TARIAN Op 84**

"TOEX provided a digital translation solution for a large download from a Romanian device. This was exceptionally helpful in order to answer CPS questions and decide on the proportionality of a full evidential translation."

– Gwent DCI, **TARIAN Op 107**

"The analysis provided was crucial and very helpful. It helped us to be able to identify key addresses and enabled successful direction of resources to enact a successful arrest." – Avon & Somerset DC, **Analysis Support**

"If TOEX had not been able to assist we would not have had the needed information to assist in progressing the investigation and the information was time sensitive on occasion."

– NEROCU PC, **NEROCU Op 63**

"TOEX assisted the investigation by checking other intelligence systems not available to SWP." – South Wales DC, **Intel Support**

"The whole team was dedicated and committed to supporting the operation. Due to a SYP evidential analyst becoming available TOEX concluded their involvement only a short time after being briefed regarding the investigation and therefore no product was completed." – South Yorks DI, **YHROCU Op 57**

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

"The returned intelligence reports sometimes showed accounts not yet known but did not contain any guidance as to how these were identified or linked to the operation." – Northumbria DS, **NEROCU Op 83**

## Staff Mentions

"**[ERSOU Researcher]** - She supported me from an online research perspective. Despite being incredibly busy, she found time to do so much research for me and was able to access systems that I was unable to do myself. She truly went above and beyond. **[ERSOU DI]** - The boss really helped steer me back on the right track and was able to explain things to me in simplistic terms, plus she helped pull resources together to assist me."

– Bedfordshire PC, **ERSOU Op 63**

"**[YHROCU Intel Analyst]** and **[YHROCU Senior Intel Analyst]** who took part in the initial briefings and were starting to commence the analytical work were extremely helpful and professional throughout." – South Yorks DI, **YHROCU Op 57**

"**[TARIAN IDO]** was really helpful in ID of individuals and **[TARIAN Senior Intel Analyst]** helped with the analytical work and made the large amount of data more manageable." – South Wales DC, **TARIAN Op 84**

**[EMSOU Intel Analyst]**, **[EMSOU Intel Team Leader]**, **[EMSOU IDO]**, **[NEROCU IDO]**, **[NEROCU Researcher]**, **[TARIAN Intel Team Leader]**, **[TARIAN DI]**, **[SWROCU Intel Analyst]**, and **[SWROCU Intel Team Leader]** also mentioned as being particularly helpful without further comment.