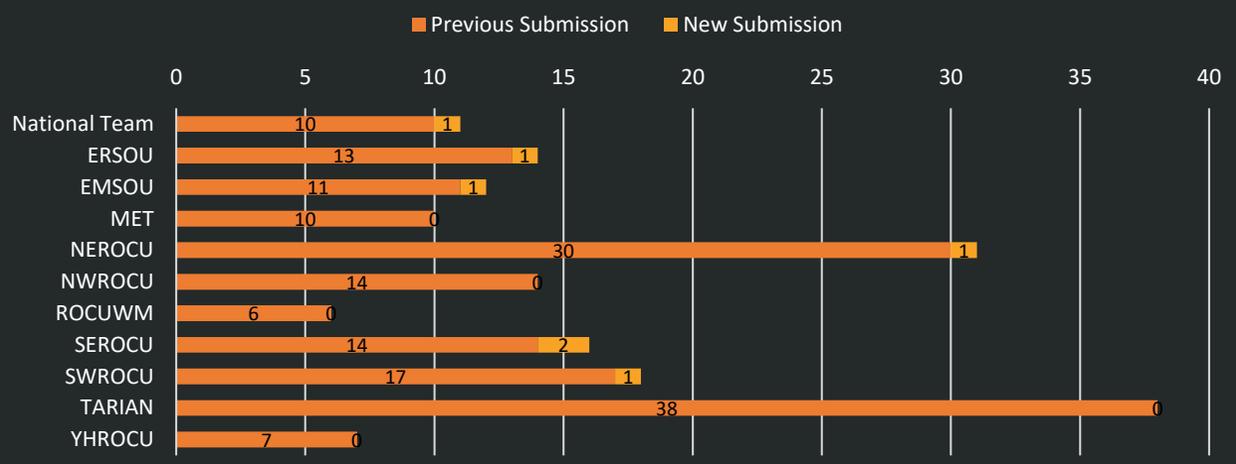




**Operational Feedback  
Survey Results  
July 2025**

TOEX Team(s) Involved



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

- ✘ NEROCU Op 102
- ✘ SEROCU Op 61
- ✘ NATIONAL Op 43
- ✘ EMSOU Op 100

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.  
This brings the total to 100% (n.175) 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.**

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

**2) The TOEX team were easily accessible. I knew who my points of contact were and how I could reach them.**

Six 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.**

Six 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.**

Six 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.**

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

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

Six respondents answered **'Strongly Agree'**, and one answered **'Slightly Disagree'**.



"This was a large intel build that would have been difficult to resource as quickly as was made possible through TOEX."  
– Norfolk DC, **NATIONAL Op 43**

"TOEX were extremely helpful and without them this dev wouldn't have been as developed with as many opportunities as it was given. The team were exceptional."  
– Hampshire DI, **SEROCU Op 61**

"Speedy support."  
– Bedfordshire PC, **Technical Support**

"The quality of the products and the relatively short time frames these were delivered in - helped to quickly ID the upstream opportunities and to identify the risks involved, which helped direct the existing overt investigation and the intel development and to try and reduce the risks."  
– Hampshire DS, **SEROCU Op 61**

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/yHBVkp9m>

No areas of improvement identified in July 2025.

## Staff Mentions

"[**NATIONAL IDO**] was very helpful, provided useful updates along the way and the products delivered were very useful."  
– Norfolk DC, **NATIONAL Op 43**

"[**EMSOU DIA**] helped me to engineer a tool that helped our force to process text preservation files at the click of a button. She was extremely helpful and communicated where possible. This will save our team an awful lot of time and resources and am grateful to her for developing this for us."  
– Derbyshire Intel Analyst, **EMSOU Op 100**

"[**SWROCU DIA**] - very helpful and approachable."  
– Avon & Somerset PSI, **Technical Support**

"[**SEROCU Intel Analyst**]'s analytical products have been excellent and easy to understand, [**SEROCU Intel Team Leader**] has been really useful for her ongoing advice around the subject matter and opportunities."  
– Hampshire DS, **SEROCU Op 61**

[**NEROCU IDO**] and [**ERSOU DI**] also mentioned as being particularly helpful without further comment.