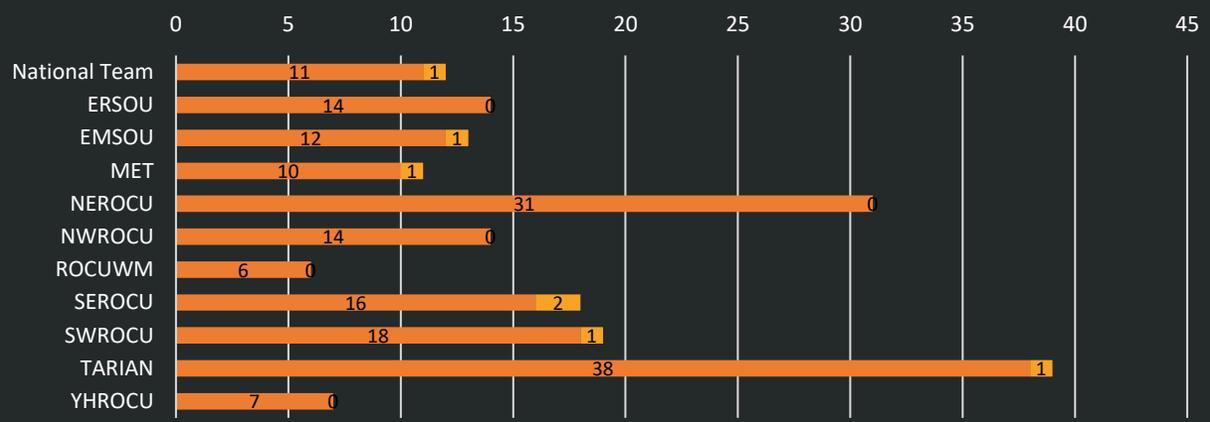




**Operational Feedback
Survey Results
August 2025**

TOEX Team(s) Involved

Previous Submission (Orange) New Submission (Yellow)



Six responses have been received within the reporting period relating to five operations:

- ✘ LONDON Op 35
- ✘ TOEX NT SRA Support
- ✘ SEROCU Op 56
- ✘ TARIAN Op 116
- ✘ EMSOU Op 129

**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 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.

All six 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 six 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.

Five 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 one answered **'Not Applicable'**

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

All six respondents answered **'Strongly Agree'**



“ANPR analysis and initial intelligence gathering”

– Met DS, **LONDON Op 39**

“The end analytical report assisted in justification for closure of the investigation but added a wealth of expertise that has been shared wider with their permission with MSHT SPOC's within Sussex. International, financial and telecoms enquiries were completed by them on suspects residing in Sussex and other forces. There was no additional safeguarding or working agreements required as a result.”

– Sussex DI, **SEROCU Op 56**

“The service provided by TOEX was very good. The work they provided was something more than a divisional unit could ever complete. The work also gave us some learning around MSHT developments / investigations which we've taken forward with other developments. However, the difficulties for forces is with the investigation teams and therefore whilst the work completed by TOEX was good and very interesting, the investigation team were unable to progress any further opportunities due to competing demands.”

“I was really impressed with the whole team. It's clear they all have a wealth of knowledge and also knowledge in different areas which when put together they create some very good work.”

– Sussex PS, **SEROCU Op 56**

“Updating of intelligence regarding premises and subjects. all involved were very helpful”

– South Wales Intelligence Analyst, **TARIAN Op 116**

No areas of improvement identified in August 2025.

Future Surveys

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>