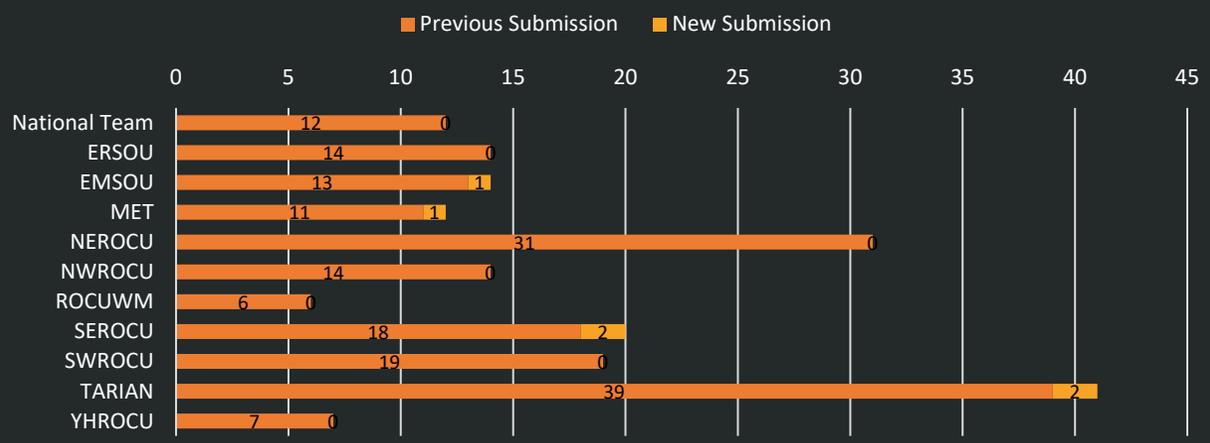




**Operational Feedback
Survey Results
September 2025**

TOEX Team(s) Involved



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

- ✘ EMSOU Support
- ✘ LONDON Op 53
- ✘ SEROCU Op 55
- ✘ TARIAN Op 18
- ✘ TARIAN Op 112

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.
This brings the total to 100% (n.188) 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.

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

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

Four respondents answered **'Strongly Agree'**, one answered **'Slightly Agree'** and one **'Neither agree nor 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.

Four respondents answered **'Strongly Agree'**, one answered **'Slightly Agree'** and one **'Neither agree nor Disagree'**

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 **'Neither agree nor 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.

Five respondents answered **'Strongly Agree'** and one **'Neither agree nor Disagree'**

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

Four respondents answered **'Strongly Agree'**, one answered **'Slightly Agree'** and one **'Neither agree nor Disagree'**



Value Added

“Obtained up to date and relevant information from departments in a much quicker time than I could have so it assisted with not delaying the arrest of my suspects. Also providing thorough information about my suspects to support obtaining search powers and to streamline my investigation as I didn't need to seize so much information as TOEX had already provided it.

– Leicestershire DC, **EMSOU Support**

“The intel work and profiles were excellent [...]”

– Sussex PS, **LONDON Op 53**

“Analytical overlay of banking / telephony”

– Leicestershire DC, **EMSOU Support**

“Systems that we do not have access to”

– Dyfed Powys DC, **TARIAN Op 18**

“TOEX assisted in identifying further offenders and identifying evidence of other victims”

– South Wales DS, **TARIAN Op 112**

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/yHBVkp9m>

Areas for Improvement

“Frequency of updates”

– Home Office Intelligence, **SEROCU Op 55**

This feedback has been shared with the South East team, and the wider network, as a reminder to consider the frequency of communication with all relevant teams moving forwards.

Staff Mentions

“**[Intelligence Development Officer]** - she kept me updated in every stage which helped me to plan my arrests. All the information she supplied was precise and in an easy way to understand. The end product she supplied was professional and she offered to explain anything I did not understand.”

“**[Intelligence Analyst]** was thorough, diligent and produced comprehensive products “

[Intelligence Team Leader], **[Intelligence Analyst]** and **[Intelligence Development Officer]** were all mentioned as being particularly helpful without further comment