



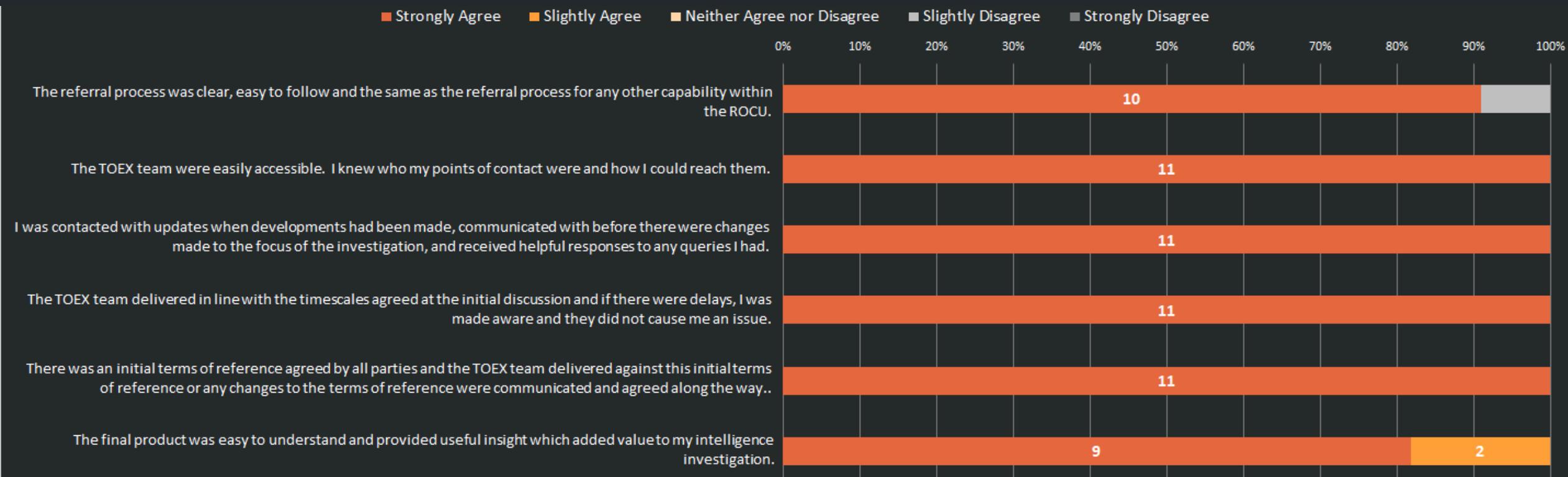
**Operational Feedback
Survey Results
November 2025**

Results Overview

Eleven responses have been received within the reporting period:

- ✘ EMSOU Translation
- ✘ NEROCU Op 109
- ✘ TOEX NT Translation
- ✘ ERSOU OCG Support
- ✘ NWROCU Op 55
- ✘ YHROCU Op 62
- ✘ ERSOU CSAE Support
- ✘ SWROCU CSAE Support
- ✘ YHROCU Op 71
- ✘ LONDON TJ Support
- ✘ TARIAN Translation

Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.
This brings the total to **100% (n. 202)** respondents answering that they would recommend TOEX to a colleague.



Value Added

"If TOEX weren't involved we would have struggled to get this case done within the six month remand limit which would have let a dangerous offender out on the streets. The support from the analyst and the support from TOEX assisted with the analytical data and also put us in contact with operational teams who were able to assist us with operational demands."

– Greater Manchester DS, **NWROCU Op 55**

"Management of Communications Data to identify a subject involved livestreaming child abuse. Analyst identified key azimuths/cell site providing an area suspect lived. Review of data also supported a timeline of movements for suspect, resulting in ANPR research linking a new vehicle. Analyst research provided key information to support SIO decision making on covert tactics"

– ERSOU, **ERSOU CSAE Support**

"Access to specialist tools like Traffic Jam"
– City of London, **LONDON TJ Support**

"TOEX provided an excellent and timely service/product"
– Cleveland DS, **NEROCU Op 109**

"TOEX have access to Traffic Jam which allowed us to quickly identify adverts and contact details for potentially vulnerable exploited women in a timely manner. Without this support it would have taken a lot more time and possibly would have missed information that TOEX were able to provide"

– Bedfordshire PC, **ERSOU OCG Support**

"Topaz are only a small CSE team and do not have any dedicated intel support, which makes the role very difficult given the nature of CSE and how it is identified/investigated. TOEX have always been keen to offer support wherever possible (including resources/analysis/research) and this has been extremely helpful when looking to develop investigations, particularly around subjects. Given their speciality in investigating CSE, this means that they know exactly what to look for and what information could be key to the investigation. They are able to utilise resources/tools that we do not have access to and as a result of their input/involvement we have managed to obtain data that would otherwise have been missed. They are a very approachable team and their support and hard work is really appreciated."

– Avon and Somerset DC, **SWROCU CSAE Support**

"Being able to have messages translated to ascertain the context and if a translator was needed."

– Gloucestershire, **TOEX NT Translation**

"TOEX assisted with reviewing phone downloads which allowed the officers to continue with the "outdoor" and time critical enquiries such as CCTV. The information gleaned from the phone downloads was used to direct staff to enquiries that again were time sensitive but also held a safeguarding element for example identification of premises where sexual exploitation was taking place."

– West Yorkshire DI, **YHROCU Op 62**

"The final document, in particular the mapping that was able to reflect the links between various locations."

– Humberside DI, **YHROCU Op 71**

Areas for Improvement

“Once through to TOEX the service was outstanding, the only thing that could be improved is more staff and resources to TOEX so more exploitation jobs can get this service”

– Greater Manchester DS, **NWROCU Op 55**

“An officer report would be useful to summarise what has been found or something that could be given to the investigation team in an evidential format that is able to be used without the need for any duplication.”

– West Yorkshire DI, **YHROCU Op 62**

“The final document was long, this is likely due to the initial parameters that were set - understanding the product better will help me narrow the TOR in future”

– Humberside DI, **YHROCU Op 71**

Staff Mentions

“**[Intelligence Development Officer]** was extremely helpful and completed the work requested very quickly and looked to resolve issues (small ones) identified.”
- Lincolnshire DS, **EMSOU Translation**

“**[Researcher]** was extremely helpful and produced clear and concise reports with all relevant information. She conducted further work requested, based on the initial results which helped to further develop our intelligence picture.”

– Bedfordshire PC, **ERSOU OCG Support**

“**[Researcher]** is always very helpful and completes all checks requested in a very timely manner”
– City of London, **LONDON TJ Support**

“**[Intelligence Team Leader], [Intelligence Development Officer]** and **[Data Insight Analyst]** have all been really helpful in offering advice and support throughout the investigation. They were able to identify options and obtain key data that would not have been possible without their support”
– Avon and Somerset DC, **SWROCU CSAE Support**

“**[Data Insight Analyst]** - Super helpful and respond to my emails in a timely manner. Provided all information that was needed to have messages translated”
– Gloucestershire, **TOEX NT Translation**

“**[Detective Sergeant]** and her team were fantastic in assisting us with this investigation of which I came into this part way through. Through regular meetings I was brought up to speed and **[Detective Sergeant]** was brilliant at setting very clear objectives on what they would assist with. It allowed my team to continue with outside and time critical enquiries. The team were invested in the investigation and showed a real willingness to assist and progress the investigation in as timely manner as possible. There was regular communication between all staff and I would like to thank them for their efforts and support.”
– West Yorkshire DI, **YHROCU Op 62**

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>