

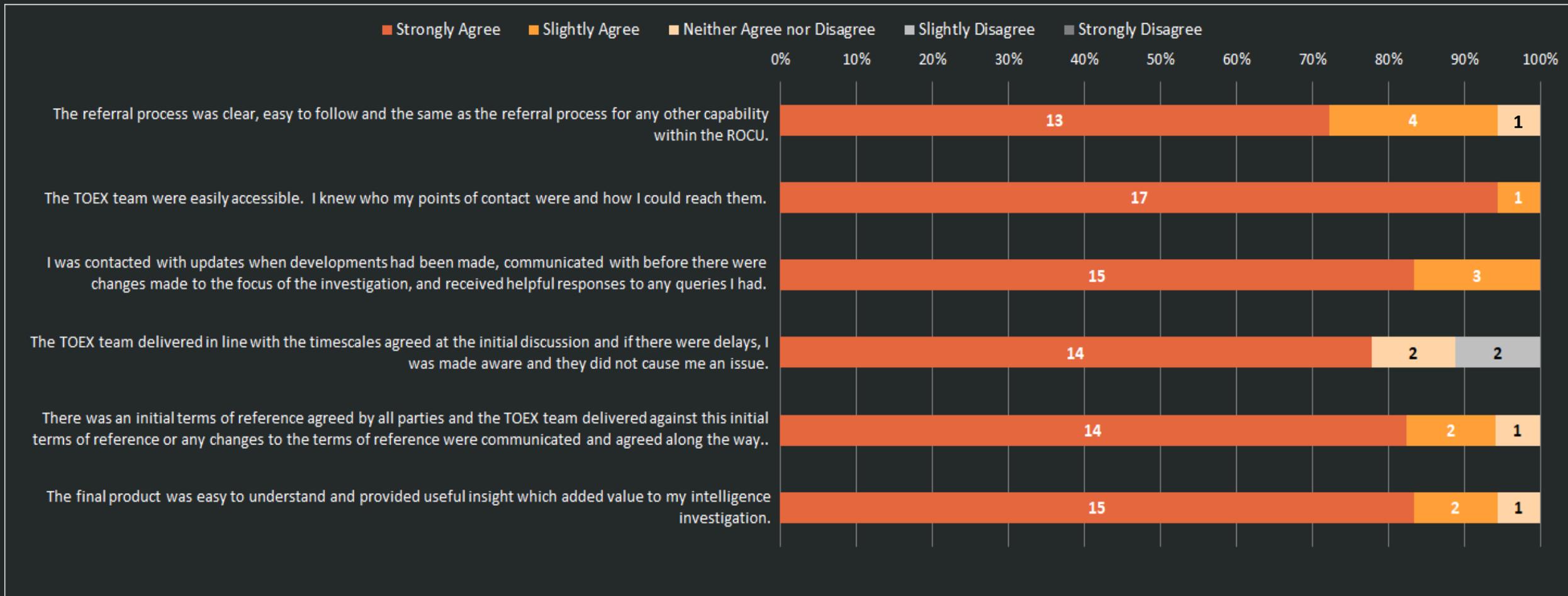


**Operational Feedback  
Survey Results  
December 2025**

# Results Overview

Eighteen responses have been received within the reporting period – the highest number in a four-week period since the survey's inception in July 2023.

**Every respondent** answered 'Yes' to 'Would you recommend TOEX to a colleague?'.  
This brings the total to **100% (n. 217)** respondents answering that they would recommend TOEX to a colleague.



## Value Added

"When I was assigned as OIC for [operation] I was provided with no resources and extremely limited protected time from my own organisation. The operation involved identifying, visiting and safeguarding child victims across the UK alongside management of several suspects. I had to manage this alongside 17 other crimes I was carrying and live demand. Without the support from TOEX I simply would not have been able to progress the investigation as I have. Their support and resources were invaluable to me. Thanks to the support TOEX have provided me I have been able to disrupt the offending of multiple suspects (including through conviction) and safeguard several children from all over the UK. The work TOEX did to identify victims in this op with very limited information was amazing I would not have been able to do this alone or within a reasonable time frame. I have endless gratitude towards **[Intelligence Manager]** and his team. The communication was effortless working both ways and packages provided were easy to digest. "

– Avon & Somerset DC, **SWROCU Support**

"I was provided with a memorandum of understanding at the outset which allowed me to plan what support I would have from TOEX. I was supported with contacts into Immigration Intelligence, which has proved very useful as the investigation has progressed in assisting with important checks relevant to individuals who have been identified as associated to the operation. This also helped significantly with planning enforcement action. Whenever I asked a question, I was provided with an answer or details of the person to contact. They assisted with finding out information in respect of deported suspects which was essential to informing the next stages of the investigation. When I asked for assistance with translation of messaging, the task was taken on by the team and results returned on the same day."

– Norfolk DC, **ERSOU Op 76**

"The TOEX team were able to assess that there is a realistic possibility that the activity in the network goes beyond the regional remit – call data has identified links to several Chinese nationals regarding sex work in other parts of the country, with a few contacts within the nominals' phonebooks featuring in other ROCUS (North West ROCU, South East ROCU, West Midlands ROCU). We would not have been able to achieve this ourselves. They also delved deeply in to the finances of a female who was out of our force area and due to the complicated financial network that she had created we were unable to identify if she was working with our team."

– Wiltshire DS, **SWROCU Op 99**

"Call data analysis and report focussing on specific periods of missing etc. Helped to get a clearer picture of the travel and what was going on there."

– Sussex DS, **SEROCU Op 63**

"TOEX acted as the conduit into Cambridgeshire Police and enforcement/execution of a warrant. They enhanced the intelligence picture and provided invaluable support throughout"

– Construction Industry Training Board (CITB) Investigator, **ERSOU Op 90**

"Advice from TOEX was incredibly helpful to help us understand next possible steps in an investigation, the merits and pitfalls of each. **[Senior Intel Analyst]** was able to give us advice and conduct searches within TOEX systems not available to us to further our intelligence development. **[Intel Team Leader]** was able to outline different options, from disruption to investigation, make recommendations for which option to pursue, and then provide more specific details on what to do next and how best to approach. "

– Avon & Somerset Intelligence Analyst, **SWROCU OCG Support**

"Adult sex worker website research, international checks through SIENA and assistance with FI support"

– Thames Valley A/DS, **SEROCU Op 79**

"Without TOEX staff the Operation would have suffered due to a lack of staff to effectively and safely make the arrests as necessary."

– SWROCU DC, **SWROCU Op 52**

"Some really good product via the intel briefing packs provided that assisted the team in conducting visits to premises linked to the Operation."

– Gwent DS, **TARIAN Support**

"The final break down report and regular contact and explanation of what TOEX can do for me"

– South Wales PC, **TARIAN Support**

"I would have not been able to exhaust all my lines of enquiry regarding a very dangerous offender. The advice, guidance and assistance was invaluable."

– South Wales Police Staff, **TARIAN Support**

"Trialling the DART product"

– Northamptonshire DI, **EMSOU Op 140**

"Yes, it's an ongoing operation that cannot be supported in the long run by TOEX due to their capacity"  
– Met A/ Inspector, **LONDON Op 55**

"After the initial meeting, understanding of who is undertaking what actions could be clearer"  
– Avon & Somerset Intelligence Analyst, **SWROCU OCG Support**

"The TOEX full product was received in October, and the operation had commenced in June. This meant that by the time we received it, we had filled in a number of the intelligence gaps ourselves"  
– Hampshire DS, **SEROCU Op 65**

I'm most grateful to everyone who took the time to provide feedback via the surveys. It's a good way to get a feel for whether the operating model remains current and whether any changes might further enhance the service.

All TOEX teams strive to deliver an excellent service to their forces and the positive comments in this survey are testament to their work. However, there are a handful of occasions when capacity and timeliness have been raised as a concern.

TOEX, like any other part of the policing response, experiences periods of high demand, and must prioritise tasks by risk. This sometimes means not all requests can be supported.

A clear Terms of Reference from the outset should clarify the nature of the support provided to investigators and the timing of updates/final reports. Given the dynamic nature of policing and the complexity of organised exploitation investigations, things can change quickly, but the teams always aim to deliver on time and to a high standard.  
DCS Kate Thacker, Programme Director

# Staff Mentions

“Assistance was provided by **[Intelligence Staff]** and **[Intelligence Development Officer]**. Both conducted themselves and their requested duties without need for further supervision and did so as requested.”

– SWROCU DC, **SWROCU Op 52**

“I will likely miss people out because I spoke to so many but, Firstly **[Intelligence Manager]** - Was extremely understanding of the constraints I was facing from the outset. He met with myself and my sergeant in person during which time we were able to agree sensible terms of reference. He also set up frequent meetings with his team, so that everyone could be kept aware of updates in the case. Other names include **[Intelligence Development Officer]** who communicated with me regarding intelligence updates. **[Intelligence Analysts]** who provided me with clear reports regarding the intelligence that was developed which included, colocation, attribution and victim identification to name a few. Again, I apologise if I have missed anyone out, I am aware many people from TOEX assisted with this operation and I am incredibly grateful for the help of everyone involved. .”

– Avon & Somerset DC, **SWROCU Op 102**

“**[Intelligence Manager]** - very helpful.”

– South Wales PC, **TARIAN Support**

“**[Intelligence Manager]**. Point of contact and very helpful/knowledgeable.

– South Wales Police Staff, **TARIAN Support**

“All very helpful - most contact via **[Intelligence Manager]**”

– Gwent DS, **TARIAN Support**

Ten members of staff across four teams were mentioned a total of sixteen times in addition to the comments on the lefthand side of this page.

## Ongoing Feedback

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>