

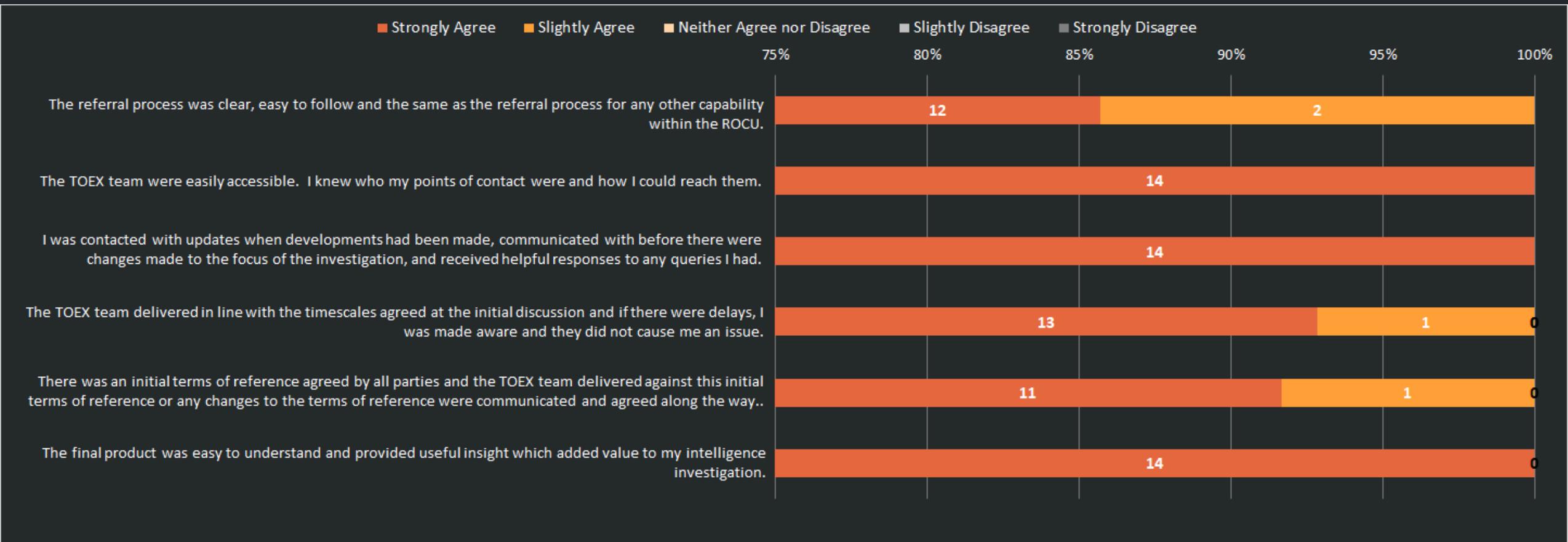


**Operational Feedback
Survey Results
February 2026**

Results Overview

Fourteen responses have been received within the reporting period.

Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'. This brings the total to **100% (n. 232)** respondents answering that they would recommend TOEX to a colleague.



Value Added

"TOEX support to a government priority taskforce was critical to timely delivery. Engaging and supportive."

– OIC Taskforce DS, **TOEX NT Op 52**

"Intel development - Assisted in providing information that gave a number of enquiries in connection with a larger operation. The service provided was first class, I cannot think of any aspects that could improve my experience."

– Dyfed Powys DS, **TARIAN Op 124**

"The service by the team was great. Very quick, made it easy to understand the process and provide the product. I used TOEX Transcribe to transcribe a conversation between an officer and suspect."

– TARIAN DC, **TARIAN Op 147**

"TOEX were able to conduct research into the suspect and victims and gather intelligence and evidence which has been hugely beneficial to the case [...] they exceeded expectations."

– Northumbria DC, **NEROCU Op 108**

"The request made was of a covert nature and so details cannot be provided. Particular support was requested resulted in an excellent result, achieved within an hour of the request"

– South Wales DI, **TARIAN Support**

"TOEX possess technical tools that could assist heavily with my investigation that we do not have. It assisted in identifying if my victim had previously been on/is currently on sex worker sites TOEX are highly valued within the modern slavery and human trafficking teams because of their capabilities and efficiency."

– Leicestershire, **EMSOU Op 159**

"The advice received from the team was great and they were very open and keen to assist and help where required."

– West Yorkshire PS, **YHROCU Op 73**

"TOEX provide use of their bulk translation system. The pen drive containing the data was dropped off at the NWROCU on Friday and end product received on the Monday. This service has saved the OIC lots of time and effort and saved the organisation substantial Translation costs."

– GLAA Senior Investigator, **NWROCU Support**

"Without TOEX support this investigation would have stopped at the missing person investigation and not developed the child exploitation side. This has assisted in suspect identification, intel development and links in with the Central exploitation team"

– Met DI, **LONDON High Risk Missing Person**

"Analysis of phone data to assist with identification of suspects."

– Met DS, **LONDON Op 62**

"TOEX assistance supports our small Exploitation team by providing financial, intelligence developments, linking in with other agencies such as immigration, home office etc. TOEX are very accommodating when we have tasked them for assistance "

– South Wales DS, **TARIAN Support**

"Finding co-location from call data that you applied for with the suspect and the child and also the escort advertisement based on a phone number within the call data.."

– Thames Valley PC, **SEROCU Op 71**

"Assistance in review of material to help identify further risks, regular updates and meetings."

– Norfolk DS, **National Team Op 48**

"The product provided was pretty good however it was not accurate at stating who had spoken, despite being distinguishable male and female voices. However, I would say that this conversation was difficult to understand at times as one person was behind a screen and there were times when they spoke over one another."

– TARIAN DC, **TARIAN Op 147**

DCS Thacker: *"The Transcription tool works well when used for transcribing victim or suspect interviews. Understandably any deterioration of the sound quality, heavy accents or over-talking will produce an inferior result, but it's always worth a try."*

"Wider comms with local teams around what services TOEX provide - I have local knowledge but many on the BCU are not aware"

– Met DI, **LONDON High Risk Missing Person**

DCS Thacker: *"Maintaining good awareness of the programme is an ongoing challenge. We keep our website www.toexprogramme.co.uk and TOEX LinkedIn pages up to date, widely share a quarterly E-Magazine, and present at many national/regional conferences. Please do keep touch with our operational and technical support options and help us to spread the word!"*

"Provide evidential product at the end of your assistance would have been better than us having to ask a local analyst to re-look at the work completed to form an evidential product themselves."

– Thames Valley PC, **SEROCU Op 71**

DCS Thacker: *"TOEX Managers make case-by-case judgements about whether the product will be evidential or intelligence. Definitive commitment to produce evidential standard material for ALL complex investigations would unduly tie up TOEX resource for lengthy periods and limit the impact of the teams. However, when it's certain that some/all product is going to be required in evidential format from the off, I would expect it to be recorded in the ToR, with appropriate resourcing to negate any duplication of effort."*

Staff Mentions

“**[Senior Intelligence Analyst]** - coordinated the ask and response”

– OIC Taskforce DS, **TOEX NT Op 52**

“**[Intelligence Development Officer]** and **[Intelligence Analyst]** have been amazing. They have been in contact with me throughout the investigation and we have worked together to achieve the outcomes. They have completed suspect and victim research alongside financial checks and obtaining data from relevant platforms to assist in the investigation.”

– Northumbria DC, **NEROCU Op 108**

“**[Intelligence Development Officer]** - is fantastic at what she does. She leaves no stone un-turned and will follow any leads (however will discuss if this is what is wanted before she proceeds)”

– Leicestershire, **EMSOU Op 159**

“**[Senior Intelligence Analyst]** - She was point of contact throughout and was always really helpful and knowledgeable.”

– GLAA Senior Investigator, **NWROCU Support**

“**[Detective Inspector]** assisted greatly with linking everyone in - the whole team we engaged with did fantastic work”

– Met DI, **LONDON High Risk Missing Person**

“**[Researcher]** - was very efficient and helpful”

– South Wales DC, **TARIAN Support**

“**[Intelligence Manager]** and **[Intelligence Development Officer]** both knowledgeable and supportive with officers from my team.”

– South Wales DS, **TARIAN Support**

“**[Intelligence Analyst]** - her delegation and organisation around actions, timescales and meeting arrangements to ensure police were kept fully updated.”

– Norfolk DS, **National Team Op 48**

Seven members of staff across four teams were mentioned a total of nine 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>