

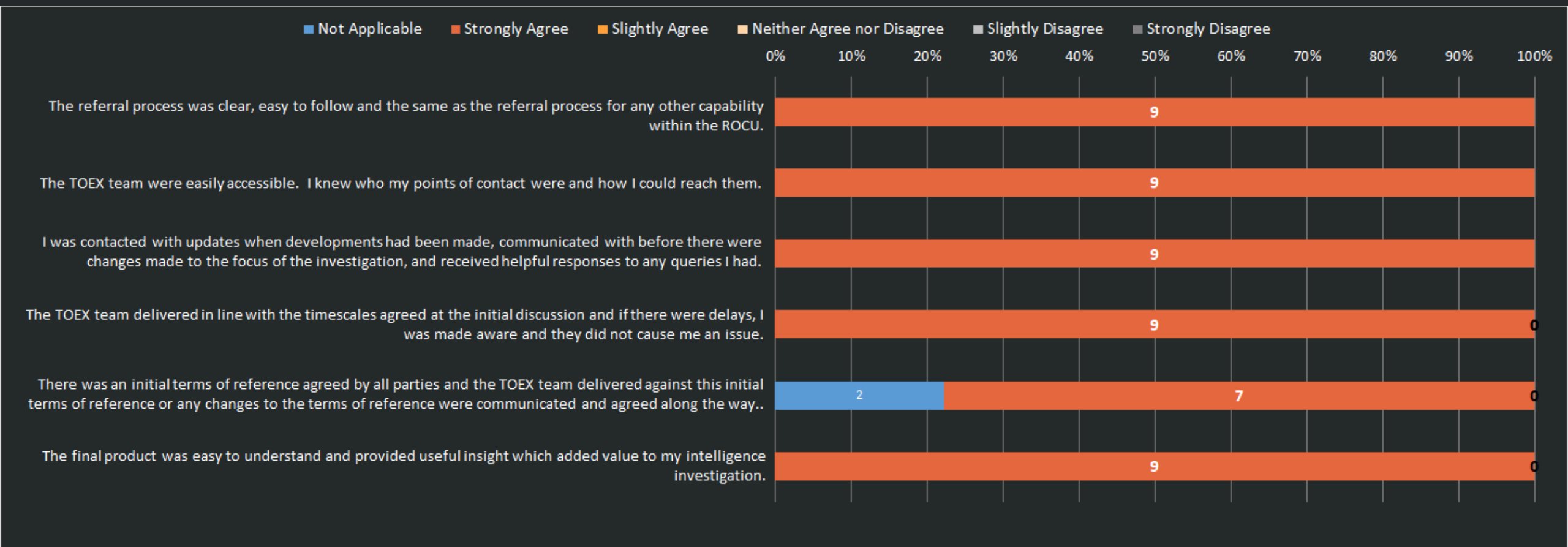


**Operational Feedback
Survey Results
March 2026**

Results Overview

Nine 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. 241)** respondents answering that they would recommend TOEX to a colleague.



Value Added

"Research conducted by TOEX has been vital to securing charges against my suspect for MS and Trafficking. They were able to identify victims I needed to seek and offer additional communications and locations of interest."

– Warwickshire DC, **TOEX NT Support**

"Researching details of a stopped male. Finding a PNC result where one previously wasn't available. Had we not had this support a subject in breach of Crown Court Bail Conditions would not have been detected and would not have been apprehended. Very helpful that they were able to find him when other systems had failed and send through a picture confirming we were talking about the correct subject."

– Bedfordshire PS, **Op Lockstream**

"The translation was completed incredibly quickly! This was a huge help because the defence statement was provided so late that the young victims s.28 hearings had to be delayed. Due to the quick turn around provided by TOEX, I am hoping that the s.28's can be rescheduled to prevent these two young people having to be cross examined during the trial date. I can't thank the team enough."

– South Wales DC, **TARIAN Support**

"Resources, including systems and technical tools, that you would not have been able to access without TOEX"

– Leicestershire DC, **EMSOU Support**

"The capacity for TOEX to submit and analyse Charter is invaluable as demand is very high in our local DIUs."

– Sussex DI, **SEROCU Op 74**

"Enabled a triage of a phone download to assist with the investigation to establish whether a financial cost of an evidential translation was required."

– Northumbria DC, **NEROCU Support**

"TOEX provided me with an analytical product that greatly assisted my research into a regional trend."

– BTP PC, **NEROCU Op 132**

"Translation of documents provided in a timely manner to assist CPS"

– NEROCU DC, **NEROCU Op 107**

"Advice and intelligence development"

– South Wales DC, **TARIAN Support**

Areas for Improvement

There have been no suggestions for improvement to service received within the reporting period.

“**[Intelligence Analyst]** was a great point of contact”

– Sussex DI, **SEROCU Op 74**

“**[Intelligence Team Leader]** and **[Data Insight Analyst]** – [Intelligence Team Leader] allocated the tasking to [Data Insight Analyst].”

– Northumbria DC, **NEROCU Support**

“**[Intelligence Team Leader]** was very helpful and showed a genuine interest in my enquiry.”

– BTP PC, **NEROCU Op 132**

“**[Researcher]**, absolutely amazing, always fast to reply and a huge part of why we've managed to secure charges.”

– Warwickshire DC, **TOEX NT Support**

“**[Intelligence Team Leader]**- contacted me as a result of a question I placed on the intranet. Without them contacting me, I would have had no idea that TOEX could assist with my investigation.”

– South Wales DC, **TARIAN Support**

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>