

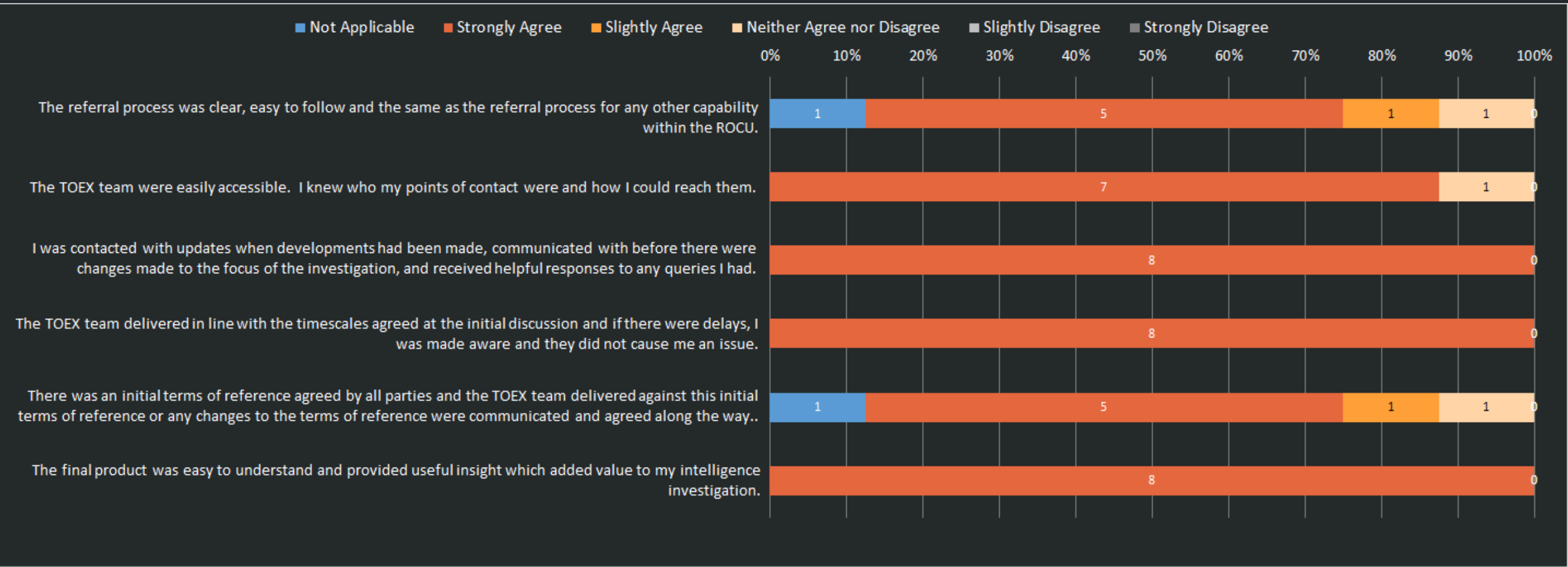


Operational Feedback Survey Results April 2026

Results Overview

Eight 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. 249)** respondents answering that they would recommend TOEX to a colleague.



Value Added

"Research across various systems that HDPP local SOC do not have access to i.e borders. Also, work around HMRC and other platforms provided a list of contact numbers which has furthered the investigation to date."

– Dyfed Powys DS, **TARIAN Op 124**

"I work on the High Harm Offender Management Team in Bridgwater. I sought advice from the TOEX team after developing concerns that an offender I manage may be involved in gang activity and the criminal exploitation of young people, including using them to deal drugs and steal vehicles, with money and gifts being provided as inducements. I approached **[Intelligence Team Leader]** from the TOEX team for guidance on investigative and development strategies, with the aim of taking appropriate policing action against the nominal and safeguarding the vulnerable individuals involved. **[Intelligence Team Leader]** offered a clear investigative plan and outlined how his team could support the work. Their expertise was extremely valuable, particularly as my team does not have the same capabilities, and being able to tap into their specialist knowledge was hugely beneficial. I was extremely impressed by how accessible the team was, and by how willing they were to engage and discuss the ways they could support the work."

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

"Through a large data set, TOEX were able to provide initial research and help to attribute entities and suggest prioritisation for future work."

– National Western Balkan Team DC, **TOEX NT Op Mille**

"Identification of victims."

– Bedfordshire DC, **TOEX NT Op 54**

"National TOEX assisted our operations by completing daily reviews for subject numbers/accounts/facial match to identify locations where adverts were posted, crucially directing operational activity. An analytical product was also produced which has been beneficial to steer the investigation."

– Norfolk DC, **TOEX NT Op 55**

"The in depth review of call data obtained during the investigation assisted with valuable attribution points showing the suspect identified through intelligence, was using an identified drug phone."

– Northumbria DC, **NEROCU Op 118**

"Resources, including systems and technical tools, that you would not have been able to access without TOEX, as always the product is excellent"

– Leicestershire DC, **EMSOU Op 152**

Areas for Improvement

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

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>

Staff Mentions

“**[Intelligence Development Officer]**, always helpful and has helped id a number of victims.”

– Bedfordshire DC, **TOEX NT Op 54**

“**[Senior Intelligence Analyst]** managed the work and kept in touch with us at all times”

– National Western Balkan Team DC, **TOEX NT Op Mille**

“**[Senior Intelligence Analyst]** and **[Researcher]** were exceptionally helpful and it is obvious they are both committed to 'TOEXING'!!!”

- Norfolk DC, **TOEX NT Op 55**

“**[Intelligence Analysyt]** has provided clear and timely updates.”

– Leicestershire DC, **EMSOU Op 152**

