

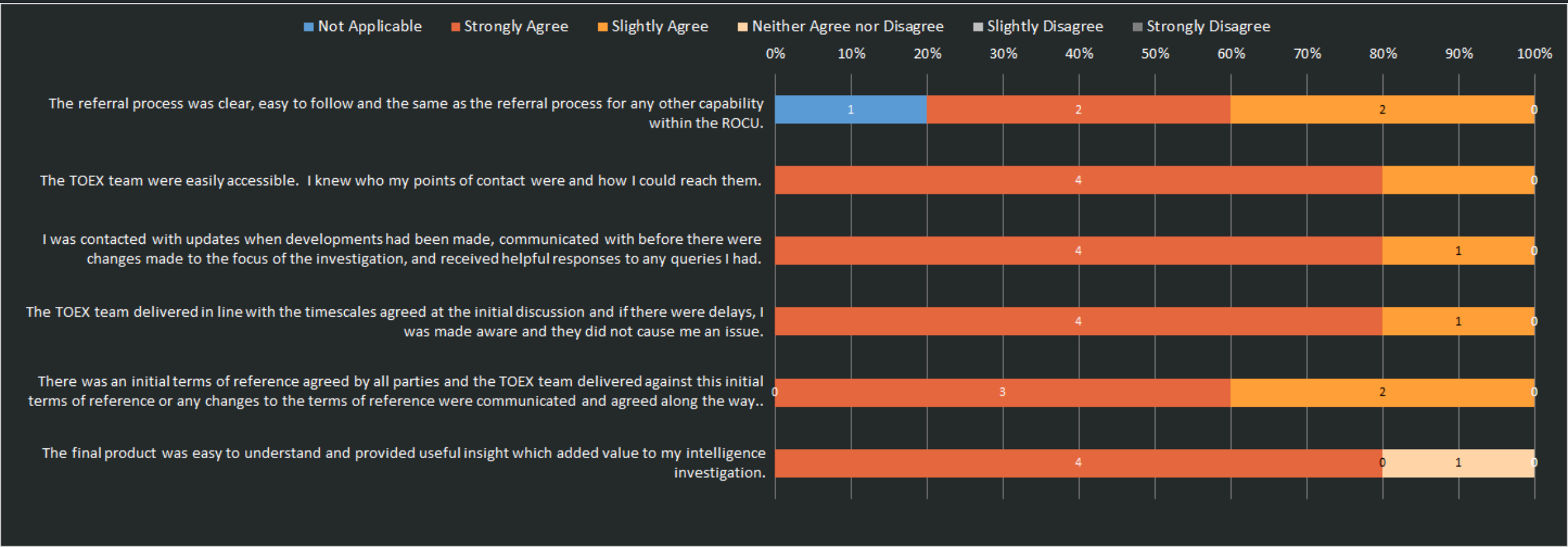


**Operational Feedback
Survey Results
May 2026**

Results Overview

Five 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. 254)** respondents answering that they would recommend TOEX to a colleague.



Value Added

"As an OIC on a complex CSE case, it appeared that there may have been the risk of the involvement of a Com Network. After numerous enquiries I still could not identify the offender. Once downloading both the victims' devices, I was looking at 25+ GB worth of data to sift through in order to ID the suspect. South West TOEX supported me in this, and in quick time used their applications to analyse the data within a few days. The analyst then briefed me and provided me with an excellent product, having identified two social media usernames as the most likely suspects. This allowed me as the OIC to quickly send off checks to ID the usernames. TOEX saved me weeks worth of work reviewing a large amount of data. TOEX also ensured that the relevant / critical data was identified from the downloads."

– Avon and Somerset DC, **SWROCU Op 137**

"TOEX Dart & Synthesiser tools were able to draw out a lot more info from our DFU extraction than our examiner had been able to. This connected some other possible linked offenders and connections to other COM investigations nationally."

– Devon and Cornwall DI, **SWROCU Op 33**

"New visual facility that could be used for complex missing children re CSE."

– South Yorkshire Insp, **YHROCU Op 65**

"Resources- specifically the translation tool has massively sped up the process of us reviewing phones for the investigation. Without this, it would've had taken us a lot longer to triage material using Google translate before formal translation."

–Derbyshire DC, **EMSOU Op 100**

"Understanding of how to develop and organise the information I had to progress the investigation further. This led to identifying further suspects, their ongoing offending, and provide a link between a number of chemsex/ioc offenders. TOEX are able to process large amounts of communications data and have access to platforms such as longarm etc that are not available to cluster teams. Without the information provided, there would be large gaps in the intel."

– Met PC, **LONDON Op 73**

Areas for Improvement

"Training plans at the same time as the product being used/launched"

– South Yorkshire Insp, **YHROCU Op 65**

YHROCU TOEX are currently in the process of providing in depth training on the use of this product and methodology.

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

“**[Senior Intelligence Analyst]** is the manager who initially reached out and offered help with the complex case. She was helpful, friendly and proactive in keeping in contact with me and supporting me. **[Data Insight Analyst]** is that analyst who completed and provided me with the final product. The Data Insight Analyst's product was excellent, and she was also helpful in her knowledge of Com Networks. She consistently provided me with help on the case, even after the product was complete.

– Avon and Somerset DC, **SWROCU Op 137**

“**[Senior Intelligence Analyst]** and **[Data Insight Analyst]** were very helpful & insightful”

– Devon and Cornwall DI, **SWROCU Op 33**

“**[Intelligence Team Leader]** was really helpful, quick to respond and supportive in guiding me through the development of the intelligence.”

- Met PC, **LONDON Op 73**

“**[Intelligence Analyst]** has been really quick to help with any phone download that we've had.”

–Derbyshire DC, **EMSOU Op 100**

