

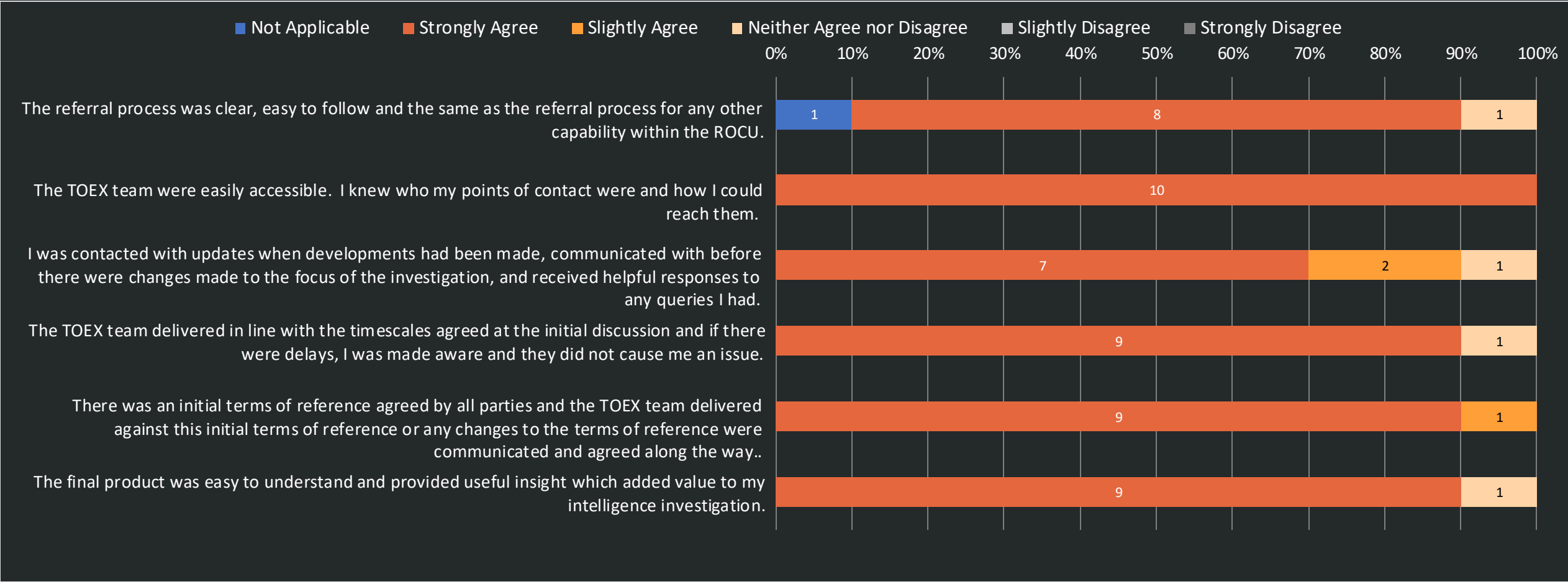


# Operational Feedback Survey Results July 2026

# Results Overview

Ten 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. 276)** respondents answering that they would recommend TOEX to a colleague.



# Value Added

"The investigation involved trying to locate a foreign national who was subject to rape and trafficking offences. Local intelligence searches were negative due to the complainant changing locations frequently. We knew little details about the female however TOEX were able to locate the complainant and associates social media accounts. **[Intelligence Manager]** provided regular updates and checks on intelligence regarding the females which was very helpful in being able to conduct further enquiries with local forces in attempts to locate the complainant. **[Intelligence Manager]** provided further updates without request which was helpful."

- South Wales DS, **TARIAN Op 171**

"The impact on our organisation - TOEX can provide a package far beyond that of our local FIB. The intel is all summarised and clear for officer investigation. the tools they have available such as traffic jam are indispensable to our investigations."

- Leicestershire DC, **EMSOU Support**

"The facilities to interpret the phones was very helpful"

- Cumbria DC, **NWROCU Op 69**

"TOEX assisted with a Facebook profile enquiry and open-source research options. The information obtained through their specialist resources enabled safeguarding actions to be completed and provided investigative opportunities that would not otherwise have been available. Without TOEX support, the enquiry would likely have stalled and key safeguarding measures may have been delayed. The victim was safeguarded and is now being supported by specialist officers."

- Leicestershire DC, **EMSOU Op 174**

"The product was superb, added value to my operation and enabled me to work in a safe manner for all. The intel gave me the leg up I needed to ensure I was able to effectively apply resource to the correct addresses."

- OICDT DI, **SWROCU Op 146**

"The analyst completed the intelligence related part of the SOC Local profile. Analytical resources in Force were very limited, so the TOEX support ensured the profile could be completed in a timely manner."

-Derbyshire Principal Intelligence Analysis, **EMSOU Op 163**

"The impact on the team and information provided which assisted located and identifying suspects."

- Derbyshire PS, **EMSOU Op 163**

"**[Researcher]** from the ERSOU TOEX team provided invaluable research of Traffic Jam into multiple comms identifiers of interest to our operation. The research enabled us to enrich the intelligence picture around the numbers and report back to the SIO of the operation."

- ERSOU Senior Intelligence Analyst, **ERSOU Analytical Support**

"Phone comms analysis, DSA and resourcing surveillance."

- Met DS, **LONDON Op 63**

"They attended the relevant meetings and provided really good guidance and feedback."

- Met Staff, **LONDON Op 63**

## Areas for Improvement

"An initial ToR was agreed however it was later identified that the allocated TOEX analyst didn't have the necessary experience in this area of work, so the ToR was adjusted to accommodate this. Training and development around strategic analysis would be helpful for TOEX analysts."

– Derbyshire Principal Intelligence Analysis, **EMSOU Op 163**

This issue was initially identified and resolved by the relevant team whilst support was still ongoing through an amendment of the ToR.

This learning will be shared across the network to emphasise the importance of acknowledging the experience of the team when agreeing the specifics of the work that will be provided.

## Staff Mentions

"[**Intelligence Manager**] RE: updates and [**Intelligence Development Officer**] RE: intel and deployments, but others helpful too."

– Met DS, **LONDON Op 63**

"They are all great, on this occasion [**Intelligence Development Officer**] was invaluable."

– OICDT DI, **SWROCU Op 146**

"[**Intelligence Analyst**] - whilst it was not an area of work that they had undertaken previously, their commitment, effort and interest in the profile was excellent."

– Derbyshire Principal Intelligence Analysis, **EMSOU Op 163**

"[**Researcher**] went above and beyond into our request, not only identifying current Traffic Jam results of our numbers of interest, but also identifying previous accounts linked to the numbers. This has resulted in us being able to scale our research further to enrich our intelligence picture. The results were extremely well documented and easy to follow which meant it was easy for us to brief our SIO."

– ERSOU Senior Intelligence Analyst, **ERSOU Analytical Support**

"[**Intelligence Analyst**] - Very helpful, the work they produced was of a very high standard and would come back to me quickly on any enquiries."

- Cumbria DC, **NWROCU Op 69**

The following members of staff have also been mentioned without further comment:

- ✂ [**Detective Inspector**] (EMSOU)
- ✂ [**Intelligence Development Officer**] (EMSOU) x 2
- ✂ [**Intelligence Manager**] (TARIAN)

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>