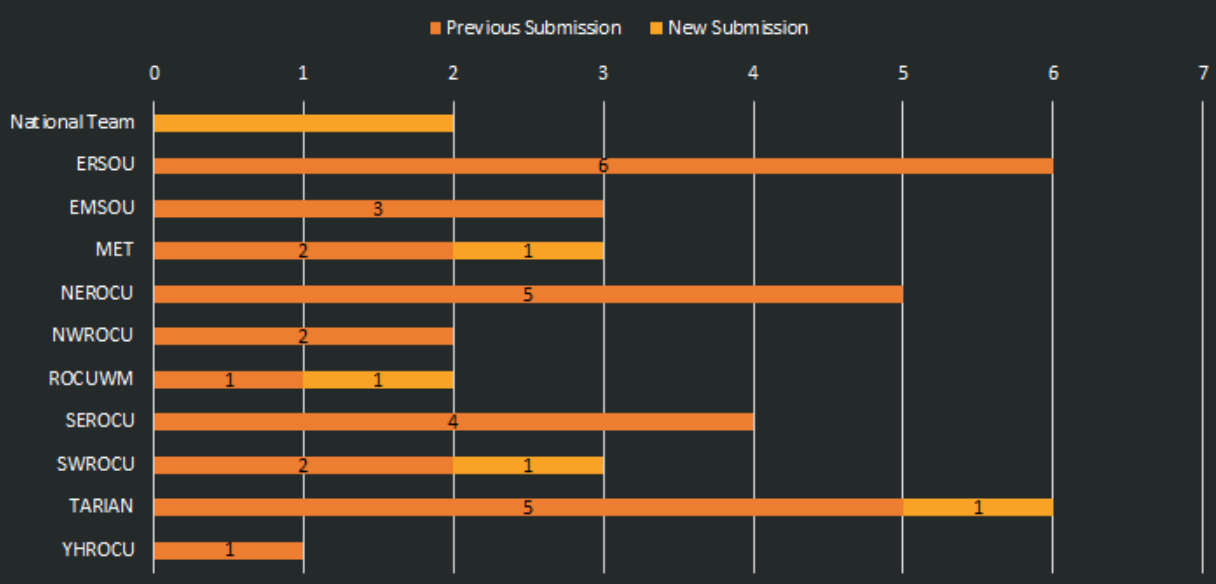


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION" is the word "PROGRAMME" in a smaller, white, sans-serif font.

TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results

TOEX Team(s) Involved



Six responses have been received within the reporting period:

- ✘ TARIAN Op 40
- ✘ CHELTENHAM FESTIVAL (SWROCU)
- ✘ TOEX NT Op 32
- ✘ ERSOU Op 47 (TOEX NT Feedback)
- ✘ LONDON Op 23
- ✘ ROCUWM Op 73

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'. This brings the total to 37/37 respondents answering that they would recommend TOEX to a colleague.**

**1) The referral process was clear, easy to follow and the same as the referral process for any other capability within the ROCU.**

Four respondents answered '**Strongly Agree**', and one each answered '**Neither Agree nor Disagree**' and '**Slightly Disagree**'.

**2) The TOEX team were easily accessible. I knew who my points of contact were and how I could reach them.**

Five respondents answered '**Strongly Agree**', and one answered '**Slightly Agree**'.

**3) I was contacted with updates when developments had been made, communicated with before there were changes made to the focus of the investigation, and received helpful responses to any queries I had.**

All six respondents answered '**Strongly Agree**'.

**4) The TOEX team delivered in line with the timescales agreed at the initial discussion and if there were delays, I was made aware and they did not cause me an issue.**

Five respondents answered '**Strongly Agree**', and one each answered '**Slightly Agree**'.

**5) There was an initial terms of reference agreed by all parties and the TOEX team delivered against this initial terms of reference or any changes to the terms of reference were communicated and agreed along the way.**

All six respondents answered '**Strongly Agree**'.

**6) The final product was easy to understand and provided useful insight which added value to my intelligence investigation.**

All six respondents answered '**Strongly Agree**'.



## Value Added

"The whole development of the intelligence and information that we had was developed greatly with the support of the officers in TOEX."

- South Wales DS, **TARIAN Op 40**

"The professional presentation of the TJ findings and associated research"

- Gloucestershire PS (SWROCU), **CHELTENHAM FESTIVAL**

"The product and service we got from TOEX was invaluable. The impact on the MCU intel team would have been significant and there would have been probably a month delay if they had been tasked with it due to other demands."

- BCH Major Crime Unit DC, **TOEX NT Op 32**

"The general intel provided and the translation tool has saved my team a huge amount of work. I'm very happy with the service as it is."

- HMPO Senior Evidential Case Office, **ERSOU Op 37** (TOEX NT)

"We would have been unable to carry out this enquiry without TOEX. Their support was instrumental and we would not have been able to use the systems and expertise they provided"

- MPS DS, **LONDON Op 23**

"Updates, PIR's, updates and final analytical product and OCG Trigger Form. [It] felt a positive experience"

- West Mercia DI, **ROCUWM Op 73**

## Areas for Improvement

There were no suggestions for areas of improvement across the six operations included in this month's results.

## Staff Mentions

"**[Intelligence Manager]** and **[Intelligence Development Officer]** - both were very helpful with their guidance and assistance with what we were investigating."

- South Wales DS, **TARIAN Op 40**

"**[Senior Intelligence Analyst]** facilitated the assistance. **[Data Insight Analyst]** provided the products"

- Gloucestershire PS (SWROCU), **CHELTENHAM FESTIVAL**

"**[Intelligence Analyst]** has been especially helpful. Collecting comms data and phone downloads from my office and returning intel from those in a very short time."

- HMPO Senior Evidential Case Officer, **TOEX NT Op 32**

LONDON's **Detective Inspector, Intelligence Manager, Senior Intelligence Analyst and an Intelligence Analyst** and one of ROCUWM's **Intelligence Analysts** were also named without further comment.

The survey can be found at the following location:

<https://forms.office.com/e/yHBVkpXg9m>