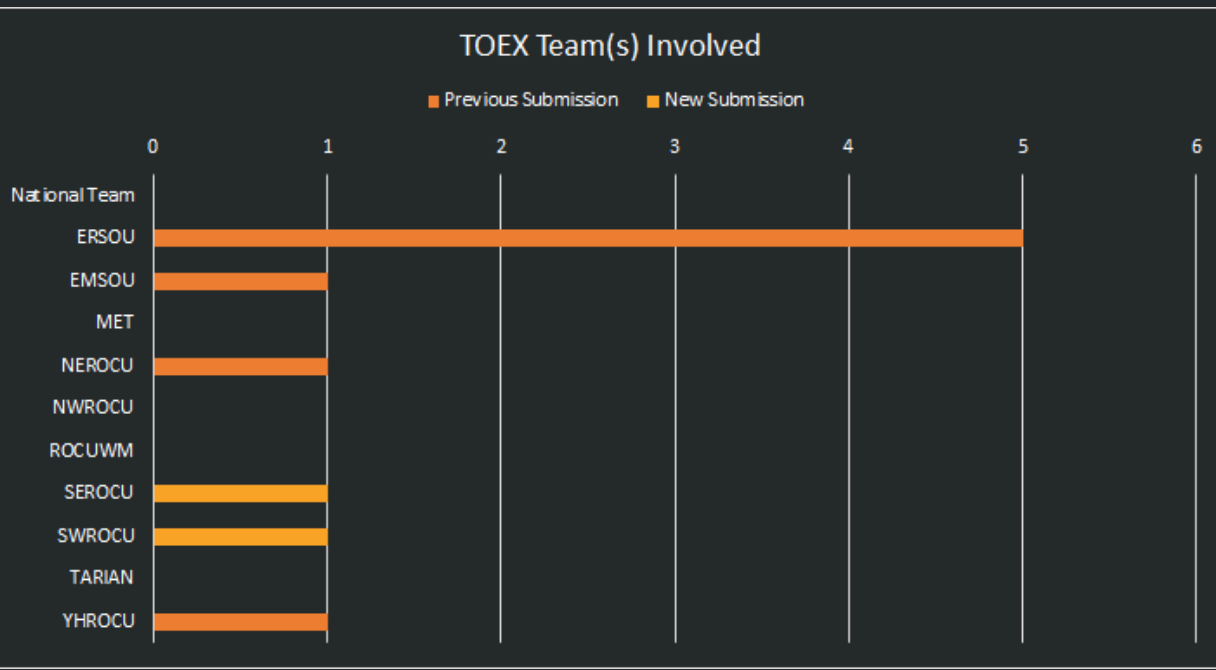


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION"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

TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results



Two responses have been received within the reporting period:

- Op HESIAN (SWROCU)
- Op WATCHFUL (SEROCU)

Additional feedback has been provided on one operation and results are included on the next page. This relates to Op ROSEDALE (TARIAN).

**Both respondents answered 'Yes' to 'Would you recommend TOEX to a colleague?'. This brings the total to 10/10 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.**
  - One respondent answered 'Strongly Agree' and the other 'Slightly Agree'
- 2) The TOEX team were easily accessible. I knew who my points of contact were and how I could reach them.**
  - One respondent answered 'Strongly Agree' and the other 'Slightly Agree'
  - Both respondents answered 'Strongly Agree' to the following questions (3 – 6)
- 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.**
- 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.**
- 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.**
- 6) The final product was easy to understand and provided useful insight which added value to my intelligence investigation.**

**10/10 respondents have replied 'Strongly Agree' or 'Slightly Agree' to questions 1 to 6 since the survey went live.**



## Value Added

"The intelligence building on the nominals and the visual aid's/spreadsheets to help understand the product."

- Avon and Somerset (SWROCU), **OP HESIAN**

"Ability to analyse large amount of data and had the time to do it"

- Sussex DI (SEROUCU), **OP WATCHFUL**

"[...] TOEX initially offered support and guidance around the OCG element of the investigation and the scoring mechanism. This was really valuable for my team.

Following this we had a number of virtual and in person meetings where we reviewed actions and agreed terms of reference for support. This was really helpful for me as I was fully aware of the support available and what actions could be managed by TOEX.

The main assistance was in terms of intelligence development and analytical work. This was completely managed by TOEX taking the demand off my team and allowing them to focus on other actions. The staff from TOEX were always helpful and professional. The products supplied to us as an investigation team were excellent and provided key lines of enquiries. Their expertise and capabilities greatly assisted the entire investigation.

Throughout the investigation I felt that the TOEX staff were involved in the case and worked really well with all my team. I would like to thank everyone who worked on this case for their efforts and I think it really demonstrates the value of collaborative working."

- Heddlu Gwent DI (TARIAN), **OP ROSEDALE**

## Areas for Improvement

"The liaison between ROCCU & ASC in terms of the scoring and form filling to make the request is clunky"

- Avon and Somerset (SWROCU), **Op HESIAN**

This feedback has been taken on board and discussed in an internal performance meeting to identify whether further work can be done to streamline processes. SWROCU TOEX have previously reduced the length of their forms to ensure information is not duplicated and that the process is as simple and efficient as possible. It has been established that additional factors within Avon and Somerset Police and SWROCU contributed to delays.

## Staff Member Mentions

**[Senior Intelligence Analyst]** has been mentioned for the work done on (SWROCU, **Op HESIAN**).

## Survey Link

The survey can be found at the following location:

<https://forms.office.com/e/yHBVkpxg9m>