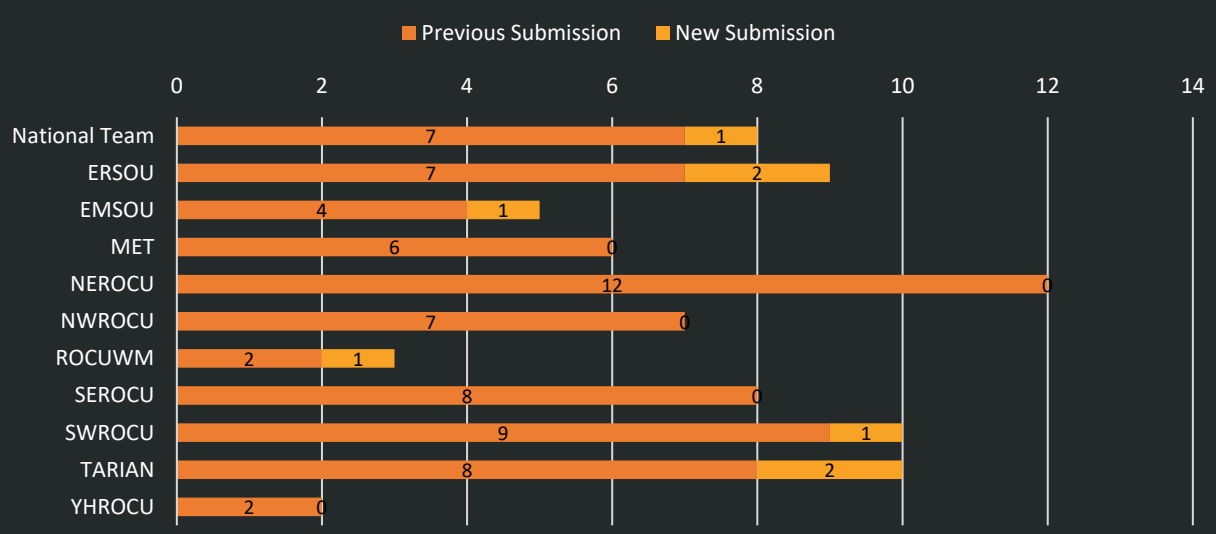


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION"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

TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results

### TOEX Team(s) Involved



Eight responses have been received within the reporting period:

- ✘ TOEX NT Op 22
- ✘ SWROCU Wing It Support
- ✘ ERSOU Op 80
- ✘ TARIAN DS Advice
- ✘ TOEX NT Op 33 (ERSOU)
- ✘ EMSOU Op 95
- ✘ TARIAN Translation Support
- ✘ ROCUWM OCG Support

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.  
This brings the total to 79/79 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.**

Five respondents answered 'Strongly Agree', one answered 'Neither Agree nor Disagree' and two answered 'Not Applicable'

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

All eight respondents answered 'Strongly 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 eight 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.**

All eight respondents answered 'Strongly 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.**

Five respondents answered 'Strongly Agree', one answered 'Neither Agree nor Disagree' and two answered 'Not Applicable'

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

All eight respondents answered 'Strongly Agree'



## Value Added

"TOEX in effect led and co-ordinated the response to finding the missing cohort and then maximised the intelligence gleaned from each individual when located or encountered. If TOEX had not been available, this would not have been done"

– NCA Senior Manager, **TOEX NT Op 22**

"Use of "wing it", without it, the task would have been more challenging and maybe unobtainable." – SWROCU DS, **SWROCU Wing It Support**

Open, collaborative working and excellent planning allowing for a smooth operation and valuable end product."

– Home Office Chief Immigration Officer, **ERSOU Op 80**

"The one to one support received from [Detective Sergeant] was extremely beneficial to me. The continued communication was great. Very helpful. "

– South Wales PC, **TARIAN DS Advice**

"The intel side of things where they conducted checks on address and looking through the names on Adult websites." – Border Force HEO, **TOEX NT Op 33 (ERSOU)**

"TOEX managed to scrape intelligence involving Sexual Exploitation relevant to Modern Slavery and Human Trafficking. [EMSOU Op 95] was focused around online recruitment, TOEX were able to scrape [redacted], a site that needs a higher clearance to review and provide relevant stats and potential locations of concern linking with Sexual Exploitation." – Leicestershire PCSO, **EMSOU Op 95**

"Translation that will assist is identifying fast track actions and further lines of enquiry" – South Wales DC, **TARIAN Translation Support**

"TOEX has helped massively to dissect and manage large phone reports. TOEX has helped to condense and simplify information, which has enabled safeguarding and intelligence to be gathered." – West Mercia PC, **ROCUWM OCG Support**

## Areas for Improvement

"All of the documents TOEX produced were extremely comprehensive and detailed - sometimes I felt it would be beneficial to have something shorter that summarised some of the key points on a page or two occasionally. For example, a table for each child, whether they'd been found and in what circumstance that we could all refer to. Sometimes I think we had different numbers for those found and those outstanding so had to keep double-checking which one we were talking about. By the end this was clearer."

– NCA Senior Manager, **TOEX NT Op 22**

"The time scale of each checks as we find it hard to detain passenger for 15 to 20 minutes" - Border Force HEO, **TOEX NT Op 33 (ERSOU)**

"Maybe to have a map of associates" – West Mercia PC, **ROCUWM OCG Support**

## Staff Mentions

"Most of my engagement with TOEX has been with **[Intelligence and Analytics Lead]**. She is brilliant and it feels like there is rarely a time where she or TOEX can't help. Lucy will often volunteer hers and TOEX services, including at times when others are reluctant. She is solution orientated. She and TOEX are an important and highly valued partner to us." – NCA Senior Manager, **TOEX NT Op 22**

"**[Intelligence Team Leader]** - met with us and explained capabilities and plans clearly, keeping us informed along the way. Great follow up." – Home Office Chief Immigration Officer, **ERSOU Op 80**

"**[[Intelligence Team Leader]**. Kept in regular contact and supported me through the process of my occurrence." – South Wales PC, **TARIAN DS Advice**

"**[Intelligence Development Officer]** she has been very helpful indeed! she has been great at explaining TOEX and communicating with me." – West Mercia PC, **ROCUWM OCG Support**

The survey can be found at the following location:

<https://forms.office.com/e/yHBVkp9m>