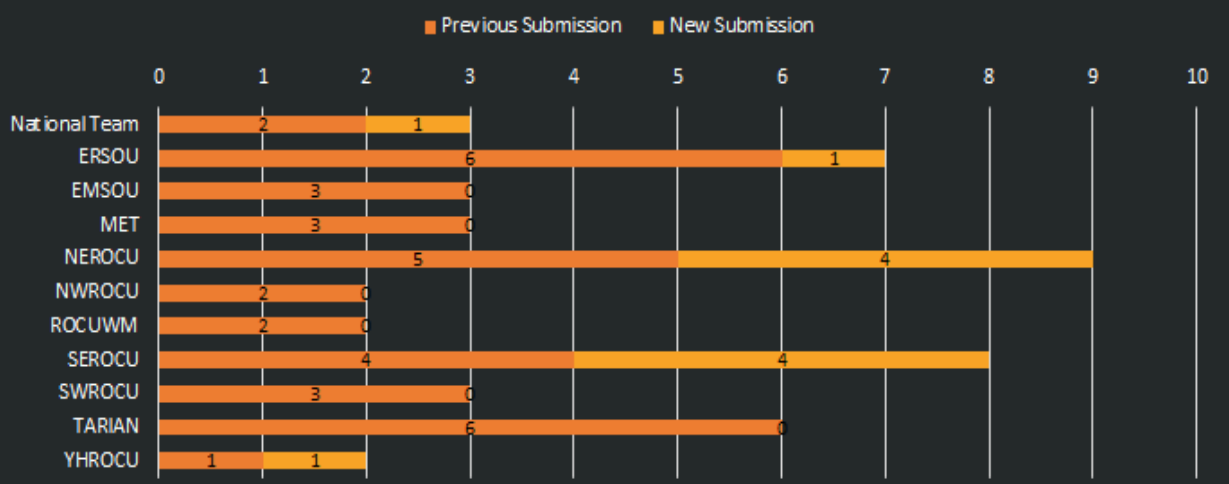


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION"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

TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results

TOEX Team(s) Involved



Eleven responses have been received within the reporting period:

- ✘ NEROCU Op 43
- ✘ TOEX NT Op 29
- ✘ NEROCU Op 45
- ✘ NEROCU Op 48
- ✘ SEROCU Op 35
- ✘ YHROCU Op 39
- ✘ SEROCU Op 37
- ✘ SEROCU Op 36
- ✘ NEROCU Additional Tasking
- ✘ SEROCU Op 33
- ✘ ERSOU Op 44

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.**

**This brings the total to 48/48 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.**

Seven respondents answered 'Strongly Agree', two answered 'Slightly Agree' and two answered 'Neither Agree nor Disagree'.

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

Eight respondents answered 'Strongly Agree', and three 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.**

Nine respondents answered 'Strongly Agree', and two answered 'Slightly 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.**

Six respondents answered 'Strongly Agree', four answered 'Slightly Agree' and one answered 'Neither Agree nor Disagree'.

**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.**

Eight respondents answered 'Strongly Agree', two answered 'Slightly Agree' and one answered 'Neither Agree nor Disagree'.

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

Eight respondents answered 'Strongly Agree', and three answered 'Slightly Agree'.



## Value Added

"Translation of phone data into English covered with an overarching report as to what the contents showed, they also scanned the data through other TOEX units and identified numbers from other force operations, they went above and beyond and provided an update as to the relevancy and risk." - Durham DI, **NEROCU Op 43**

"TOEX provided an analytical product that reassured the investigators (and Norfolk Constabulary) that the exploitation was local to Norfolk, not complex and casual in nature. The reports produced analyse complex data but were clear, easy to use by the investigation team." – Norfolk DS, **TOEX NT Op 29**

"Identity of potential suspect that a vulnerable victim declined to name" – Durham DI, **NEROCU Op 48**

"TOEX provided an excellent Trigger Form to the ROCTA team, it was very clear and concise and made the initial understanding of the operation and underpinning intelligence picture easy to follow. This was very impressive given the scale and complexity of the operation." – SEROCU IDO, **SEROCU Op 35**

"If TOEX weren't involved, we wouldn't know where the suspect was/is. TOEX have provided us with some great information and insight into the suspect and have been really helpful."  
- West Yorkshire, **YHROCU Op 39**

"We found them to be valuable for initial intelligence building in a case" – Surrey DC, **SEROCU Op 36**

"We were able to get our phones translated to review and triage which has saved a significant amount of time and money to support a MDS enquiry" – Northumbria DCI, **NEROCU Additional Tasking**

"Very comprehensive and detailed. Highlights gaps and Intel requirements well, so it is clear on what is the focus. Although contains a lot of data, the format in which it is presented is easy to read and understand, which is one of the biggest positives of the report for someone like me!! All in all, I am very impressed with the document." – Hampshire DS, **SEROCU Op 37**

"The product in identifying both subjects and victims. Using the product we were able to put in Safeguarding measures"  
– Suffolk DCI, **ERSOU Op 44**

"The analytical reports made were thorough and provided a good explanation of what was identified from the call and ANPR data. Tools were also used such as Wing it and the Car Wash app that i don't have access to." – SEROCU PC, **SEROCU Op 33**

## Areas for Improvement

"From the initial submission I was not informed that someone was allocated / working on my request."  
– Durham DI, **NEROCU Op 48**

"For all relevant intelligence to be broken out at the time the Trigger Form is submitted" – SEROCU IDO (SEROCU), **SEROCU Op 35**

"TOEX cannot provide any material evidentially for criminal court which is a limitation and means much of the work needs to be redone by our local police analyst anyway"  
– Surrey DC (SEROCU), **SEROCU Op 36**

This feedback has been taken on board and discussed in an internal performance meeting to identify where improvements can be made to internal processes.