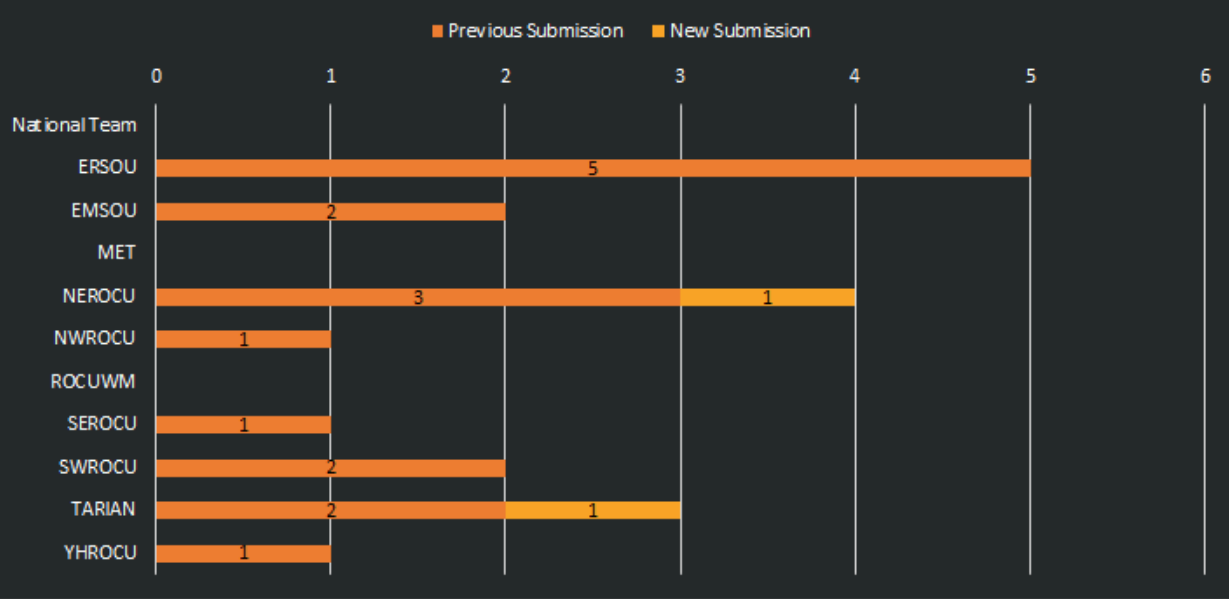


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION"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

TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results

TOEX Team(s) Involved



Four responses have been received within the reporting period:

- ✘ TARIAN Op 9
- ✘ NEROCU Op 21
- ✘ TARIAN No Name
- ✘ SEROCU Op 27

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.  
This brings the total to 21/21 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.

✘ Three respondents 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.

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.

✘ All four respondents answered 'Strongly Agree' to questions 2-6.



## Value Added

“Analytical and Intelligence capabilities”

– South Wales, **TARIAN Op 9**

“Gathering an in-depth intelligence picture which significantly assisted our ability to assess threat/ risk. [...] The team went above and beyond.”

– Northumbria PC, **NEROCU Op 21**

“use of data analyst, I also obtained specialist advice in regards to my investigation”

– Gwent DC, **TARIAN No Name**

“The expertise's analytical support who are experts in their field”

– Hampshire DS, **SEROCU Op 27**

## Areas for Improvement

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

## Staff Mentions

“Both **[Intelligence Analyst]** and **[Researcher]** were easily contactable throughout- extremely friendly and helpful.”

– Northumbria PC, **NEROCU Op 21**

“**[Detective Sergeant]** - he was very approachable and helpful, gave me invaluable advice to my investigation”

“[his] help has been invaluable and I really have appreciated it. “

– Gwent DC, **TARIAN No Name**

In response to “If you found a specific member or members of the team particularly helpful, please leave their name below and a brief description of what they did to help you”:

The South Wales respondent for **TARIAN Op 9** mentioned **[Data Insight Analyst]** without further comment.

The Hampshire DS response for **SEROCU Op 27** mentioned **[Detective Sergeant]** and **[Intelligence Analyst]** without further comment.

## Survey Link

The survey can be found at the following location:

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

