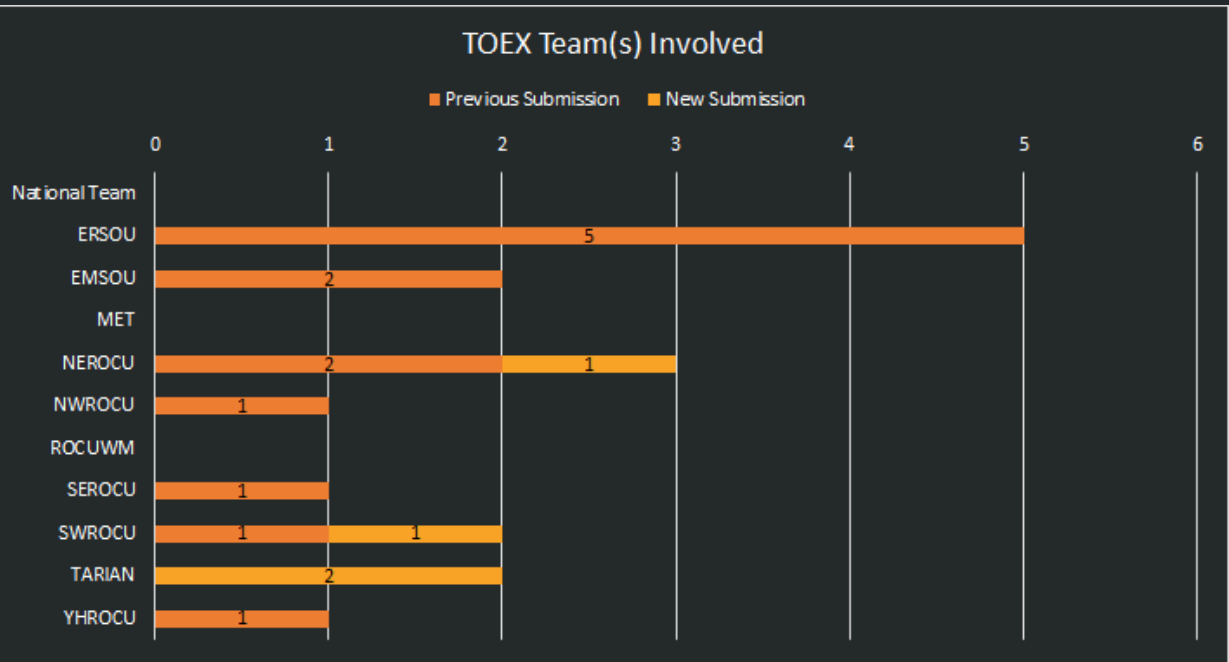


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION"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

TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results



Four responses have been received within the reporting period:

- ✘ Priority Individual (TARIAN)
- ✘ ESPIRION (SWROCU)
- ✘ BROMLEY (TARIAN)
- ✘ IVORY (NEROCU)

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.  
This brings the total to 17/17 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 '**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.**

**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.**

✘ Every respondent answered '**Strongly Agree**' to questions 2-5.

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

✘ Three respondent answered '**Strongly Agree**' and the other '**Slightly Agree**'



## Value Added

"I was impressed with the turn around time and volume of work carried out within the timeframe. Excellent communication with teams meeting to discuss findings and to ensure that all aspects were covered.

– South Wales PC (TARIAN), **Priority Individual**

"Intelligence and research support"

– Avon and Somerset PC (SWROCU), **OP ESPIRION**

"A fantastic piece of work that I had no idea how we could have progressed without the technical expertise of the TOEX."

"the product they provided was of the highest quality and greatly enhanced our investigation"

- Dyfed-Powys Police (TARIAN), **OP BROMLEY**

"Cleveland Intelligence"

– Durham DI (NEROCU), **OP IVORY**

## Areas for Improvement

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

## Staff Mentions

"[**Senior Intelligence Analyst**] and [**Intelligence Analyst**] have been excellent. Great communication and product produced. "

– South Wales PC (TARIAN), **Priority Individual**

"[**Senior Intelligence Analyst**] and [**Data Insight Analyst**] - SWROCU"

– Avon and Somerset PC (SWROCU), **OP ESPIRION**

"[**Senior Intelligence Analyst**] and [**Data Insight Analyst**] . Analysed Telegram app phone data in respect of personal data theft and provided a high quality report and spreadsheet to support the investigation."

- Dyfed-Powys Police (TARIAN), **OP BROMLEY**

The following feedback was sent directly to the team:

"Just wanted to drop you a message to say thank you – the work that [**Intelligence Development Officer**] has done around this is first class. It's made our work so much easier and I'm hugely impressed with the quality of the product and the speed at which it was completed."

– Gwent DS (TARIAN), **Research**

## Survey Link

The survey can be found at the following location:  
<https://forms.office.com/e/yHBVkpxg9m>

