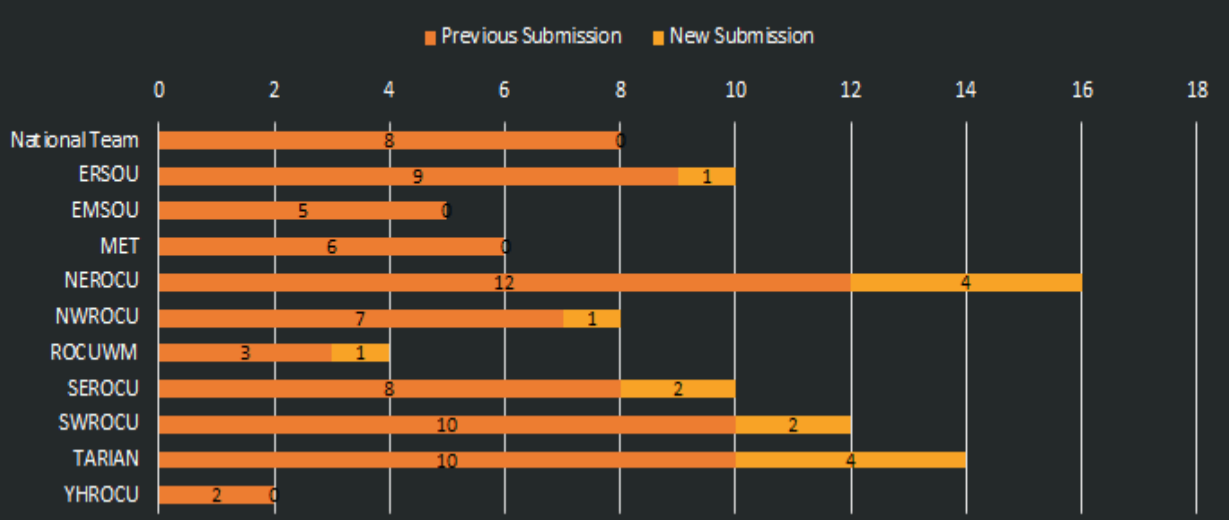


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION"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

TACKLING ORGANISED
EXPLOITATION
PROGRAMME

Operational Feedback Survey Results

TOEX Team(s) Involved



Fifteen responses have been received within the reporting period:

- ✘ TARIAN Op 1
- ✘ SEROCU Op 35
- ✘ SEROCU Op 26
- ✘ NEROCU Technical
- ✘ SWROCU Technical 1
- ✘ SWROCU Technical 2
- ✘ NEROCU Op 50 1
- ✘ NEROCU Op 50 2
- ✘ TARIAN Op 37
- ✘ ROCUWM Op 76
- ✘ TARIAN Op 47
- ✘ NWROCU Kidnap
- ✘ TARIAN Op 18
- ✘ NEROCU Op 53
- ✘ ERSOU Op 72

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

This brings the total to 94/94 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.

Thirteen respondents answered '**Strongly Agree**', one answered '**Neither Agree nor Disagree**' and one 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 fifteen 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.

Thirteen 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.

Thirteen respondents answered '**Strongly Agree**' and two answered '**Slightly 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.

Thirteen respondents answered '**Strongly Agree**' and two answered '**Slightly Agree**'

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

All fifteen respondents answered '**Strongly Agree**'



Value Added

“The translation of a phone download assists us greatly, and without this we would have to find an external supplier to complete the translation, which would incur significant time and financial costs.” – South Wales DC, **TARIAN Op 1**

“Without TOEX assistance we would never have uncovered the size, scale and scope of an OCG exploiting vulnerable women. Without this information any resolution or safeguarding we would have done without the scale and scope input would have been completely fruitless and simply pointless. The team were excellent from start to finish” - Thames Valley DI, **SEROCU Op 35**

“The desktop research has allowed us to prioritise workload and provide partner agencies with a concise intelligence led reason to visit the premise/location detailed as part of a whole system approach to tackling SOC”
– SEROCU PS, **SEROCU Op 26**

“TOEX capabilities were not available in Force, the technical support provided helped re-assess the intelligence picture and allowed me as SIO formulate the investigative strategy” – Northumbria DCI, **NEROCU Technical**

“I had numerous PASHTO text messages to translate. TOEX translate software significantly sped up the process of translation, rather than relying on a linguist, which could take weeks. This has expedited the operation.”
– Avon & Somerset DC, **SWROCU Technical 1**

“The initial translation of text messages to English to allow a triage of the phone being examined..” – Wiltshire DC, **SWROCU Technical 2**

“The TOEX team were able to provide an intelligence document which attributed a telephone line that had been used by the suspect to deal a significant quantity of controlled drugs. CSAS was used by the TOEX team in the attribution which proved key to the suspect pleading at the first hearing at court. ”
– NEROCU DS, **NEROCU Op 50 1**

“Analytical product produced assisted in providing vital evidence to the investigation. Researcher identified areas of development within the investigation which may have been missed had they not been involved.”
– NEROCU, **NEROCU Op 50 2**

“The TOEX product clearly identified links between the suspect and known criminality. The product also identified links to further intelligence that will assist in investigating the suspect's involvement in exploitation. ”
– South Wales DS, **TARIAN Op 37**

“The easy contact, could discuss with the TOEX team easily”
– Staffordshire DS, **ROCUWM Op 76**

“TARIAN TOEX pulled together a potential case that has been adopted by our team - the sharing was easy, the intel was detailed and the officers and managers were all happy to work with us to support the ongoing case.”
– HM Inspector Immigration Enforcement, **TARIAN Op 47**

“This request relates to a live kidnap where the female was linked to sex work. She had not been seen for some weeks prior to the report and is extremely vulnerable. I asked for a review against telephone numbers and accounts on the various websites in the morning and by lunch time I had a full intelligence pack. One of the numbers identified was linked to our telecoms, so although we did have the data this intel review supported and guided or decisions. The female was located safe and well at one of the address's provided within the pack. As I have stated we did have this data but to see it broken down against the rest assisted in our decision making.” – Cheshire DI, **NWROCU Kidnap**

“If TOEX weren't available it would have taken OIC a lot longer to progress with the investigation. With assistance of TOEX and their tools and expertise it greatly assisted as there was a large amount of information that was difficult to interpret, analyse and produce reports alone. TOEX assisted with identifying the upstream OCG member which subsequently led to him being questioned in relation to the investigation. ” – South Wales PC, **TARIAN Op 18**

“No room for improvement” – Durham DS, **NEROCU Op 53**

“The comms and research completed on the suspects”
– Cambridgeshire DS, **ERSOU Op 72**

Areas for Improvement

“Maybe a better discussion between teams about parameters. Sometimes updates and lines of enquiry identified were overwhelming”
– South Wales PC, **TARIAN Op 18**

Staff Mentions

“**[Intelligence Manager]**, **[Intelligence Analyst]** - were two names that I conversed with regularly - however the whole team were really super helpful.”
– Thames Valley DI, **SEROCU Op 35**

“**[Data Insight Analyst]**. Very helpful and quick with her response.”
– Avon & Somerset DC, **SWROCU Technical 1**

“**[Data Insight Analyst]**. She was the contact from start to finish and delivered a great product in a very short time” - Wiltshire DC, **SWROCU Technical 2**

“**[Intelligence Analyst]** provided initial intelligence product. Kept me up to date with developments and changes to the intelligence picture regularly which assisted in guiding the investigation. **[Researcher]** identified vital leakage points within data which were promptly provided to OIC who could progress these and as a result able to obtain evidence which assisted the investigation. [Non TOEX Member] - produced the evidential product within narrow timescales which was accurate and formed a vital part of the case file.”
– NEROCU, **NEROCU Op 50 2**

“**[Intelligence Analyst]** produced the reports.”
– South Wales DS, **TARIAN Op 37**

“**[Intelligence Development Officer]** - she provided all of the drive and passion in developing the case - thank you” – HM Inspector Immigration Enforcement,
TARIAN Op 47

“**[Detective Inspector]** was as ever extremely helpful. **[Intelligence Analyst]** has done a great job in a very short period of time.” – Cheshire DI, **NWROCU Kidnap**

“**[Intelligence Development Officer]** Excellent research on suspects. **[Intelligence Analyst]** - Excellent work on Comms data” – Cambridgeshire DS, **ERSOU Op 72**

[Detective Inspector] (NEROCU), **[Intelligence Analyst]** and **[Intelligence Analyst]** (ROCUWM) were also mentioned as being particularly helpful without further comment.

Areas for Improvement

If you have received support from TOEX and would like to provide feedback on the service provided, the survey can be found at the following location:
<https://forms.office.com/e/yHBVkpXg9m>