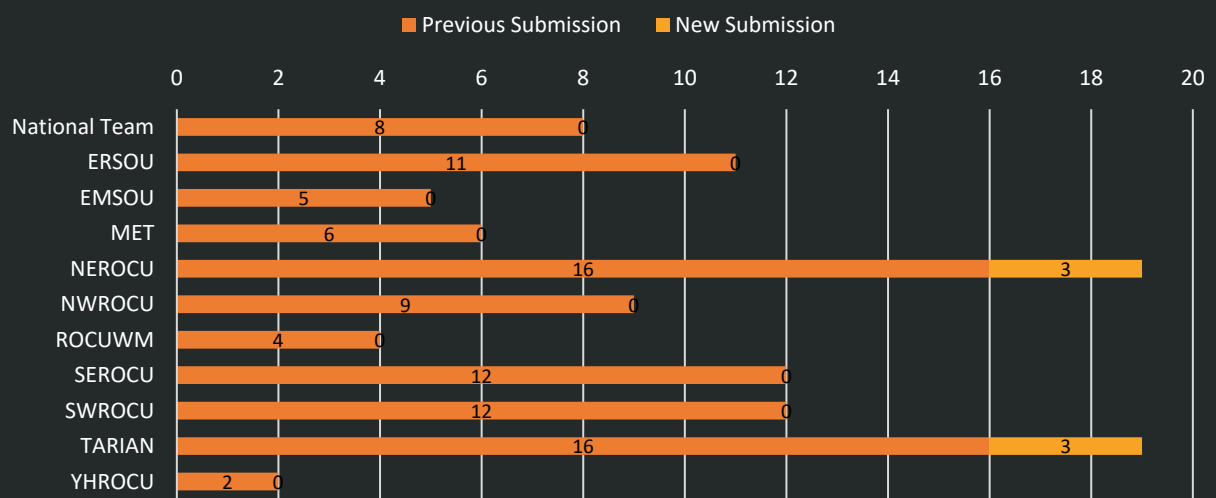




Operational Feedback Survey Results

TOEX Team(s) Involved



Six responses have been received within the reporting period relating to five operations:

- ✘ NEROCU Op 59
- ✘ NEROCU Op X
- ✘ NEROCU Op 62
- ✘ LONDON Op 28
- ✘ TARIAN Op 60

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

This brings the total to 106/106 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**', and one 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.

All six 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 six 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 six 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.

Four respondents answered '**Strongly Agree**', and two answered '**Neither Agree nor Disagree**'

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

Five respondents answered '**Strongly Agree**', and one answered '**Slightly Agree**'



Value Added

“TOEX were able to support an investigation which sat outside the usual tasking for TOEX. Therefore, having resources available to carry out the task that was needed.” – NEROCU DI, **NEROCU Op 62**

“Resourcing and providing a product that assists the investigation.”
– South Wales DI, **TARIAN Op 60**

“Interpreter cost implications for Northumbria Police.”
– Northumbria DC, **NEROCU Op X**

“Just wanted to say a belated thank you for your support, flexibility, and professionalism in support of [Operation] at the start of the week. Unsociable & extended hours worked by many of you, helped our investigation better understand the ‘methodology’ of the OCG, disrupt activities and secure important evidence. Please pass on my sincere gratitude to the various partners, charities and non- government organisations who supported our venture, ensuring we were ‘best prepared’ to deliver a ‘victim focused service’.”
– City of London DI, **LONDON Op 28**

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>

Areas for Improvement

“As it was a job outside of TOEX it was controlled by another dept.” –
NEROCU DI, **NEROCU Op 62**

“For small forces that have a resource issue being able to have TOEX generate material evidentially rather than intelligence based would be a HUGE game changer.” – Leicestershire DC, **NEROCU Op 59**

Staff Mentions

“**[NEROCU Intel Development Officer]** and **[NEROCU Intel Analyst]** did sterling work which was detailed and professional and they were always on hand to answer questions.” –
Leicestershire DC, **NEROCU Op 59**

“**[NEROCU Researcher]**- Very helpful and positive.” – NEROCU DI, **NEROCU Op 62**

“**[NEROCU Data Insights Analyst]**- very approachable and advised what format I had to send the information across. Once sent, I had a response in a matter of minutes. Very quick.” – Northumbria DC, **NEROCU Op X**

[TARIAN Intel Team Leader] and **[TARIAN Senior Intel Analyst]** were also mentioned as being particularly helpful without further comment.