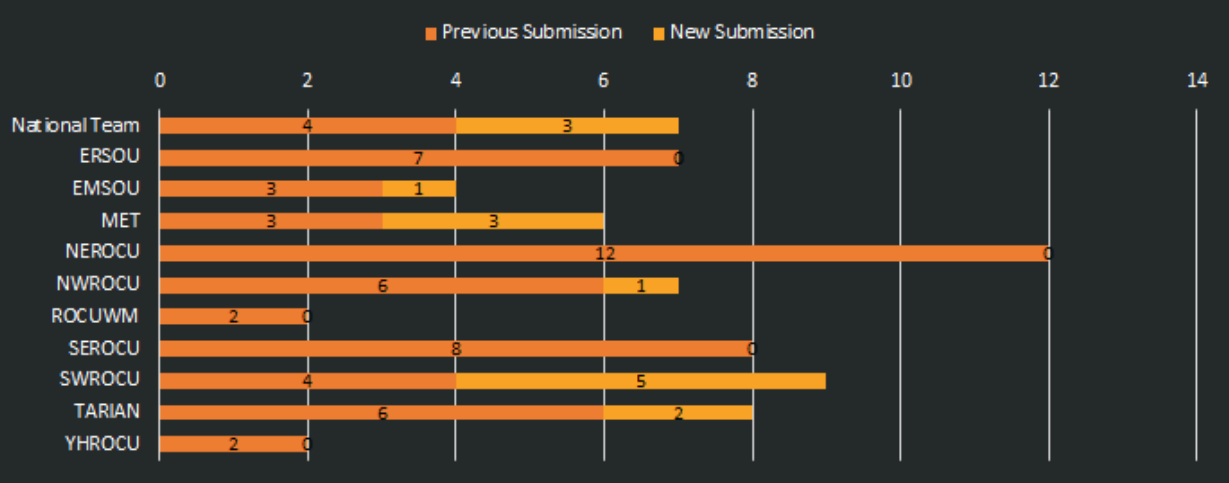


The logo for the Tackling Organised Exploitation Programme. It features the words "TACKLING ORGANISED" in a smaller, orange, sans-serif font above the word "EXPLOITATION" in a large, white, bold, sans-serif font. The letter "X" in "EXPLOITATION" is stylized with orange diagonal lines. Below "EXPLOITATION"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

TACKLING ORGANISED  
**EXPLOITATION**  
PROGRAMME

# Operational Feedback Survey Results

TOEX Team(s) Involved



Fourteen responses have been received within the reporting period:

- ✘ LONDON Op 6
- ✘ SWROCU Op 51
- ✘ TOEX NT Op 25 (SWROCU)
- ✘ LONDON Op 22
- ✘ SWROCU Op 50
- ✘ SWROCU RDT/574/20
- ✘ HIGH RISK MISPER (NWROCU)
- ✘ SWROCU TRANSLATION
- ✘ LONDON Op 18
- ✘ TOEX NT Op 22
- ✘ TOEX NT Op 22
- ✘ TOEX NT Op 22
- ✘ TARIAN DOWNLOAD SUPPORT
- ✘ TARIAN Op 53

**Every respondent answered 'Yes' to 'Would you recommend TOEX to a colleague?'.  
This brings the total to 71/71 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.**

Nine respondents answered **'Strongly Agree'**, one answered **'Slightly 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 fourteen 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 fourteen 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.**

Thirteen respondents answered **'Strongly Agree'** and one 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.**

Eleven 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.**

Twelve respondents answered **'Strongly Agree'**, one answered **'Slightly Agree'** and one answered **'Neither Agree nor Disagree'**



## Value Added

"The detailed intelligence provided was excellent and really helped us establish the current activity levels of the various identified subjects of the investigation. The use of analytical tools and techniques brought together otherwise distinct strands of intelligence to help build a chronology of travel and digital activity which enabled the investigative team to determine appropriate disruptions in conjunction with other partner agencies."

- Met DC, **LONDON Op 6**

"The assistance that was provided was important as we did not have the ability within my team to complete the actions that was done on the scale that was needed. Without their support then this investigation would have still be on going meaning that dangerous child sex offenders were not being dealt with."

- Avon & Somerset DC, **SWROCU Op 51**

"The TOEX insights analyst and data capabilities have produced tools that otherwise were not available, which has helped to speed up links on operations. We have also used other tools for example translation tools and data cleansing tools enabling us to extrapolate evidence from large data sets"

- SWROCU Senior Intelligence Analyst, **TOEX NT Op 25**

"Quick communication; expert advice and information when needed"

- Met PC, **LONDON Op 22**

"The TOEX team completed significant intelligence research that was far beyond the capabilities of my team. Through their work they were able to understand the investigation and concerns regarding possible links to an OCG. From their work they identified OCG links could not be confirmed. In addition to this they identified potential other criminality in other force areas. From their work we were able to disband the operation in a timely manner with a constructive plan moving forward. Their work was completed expeditiously to a high standard with clear aims/ parameters. Their knowledge of the investigation as a team was impressive and added so much value to the Operation. Without their involvement the Operation would not have progressed as it did with the result that was achieved."

- Avon & Somerset DI, **SWROCU Op 50**

"TOEX analysis was far faster than I could have managed, and produced a clear and concise product. This freed me up to concentrate on other elements of the operation and enabled us to plan our next actions in a timely manner."

- SWROCU PC, **SWROCU RDT/574/20**

"I was the SIO for a high risk missing child, he was a vulnerable teenager who had fled London due to being involved in county lines, we suspected he had joined a new county lines team and was at risk of being exploited. TOEX supported the investigation from the onset, taking ownership of telephone work. The missing is astute and aware of police tactic in particularly around phone security. TOEX worked tirelessly and identified the location of the missing and also a new drug line. As a result officers attended at an address, arrested two suspects for abduction and rescued the missing from the same address. Officer also recovered drugs from the address. As a result of TOEX enquiries we have rescued a victim, arrested suspected and disrupted a drugs line."

- Greater Manchester DCI (NWROCU), **HIGH RISK MISPER**

"If I had not received the help from TOEX in relation to this i would not have been able to analyse the phone messages which could have been key in my investigation."

- SWROCU PC, **SWROCU TRANSLATION**

Recourse, identification of suspect, identification of other possible suspects ."

- Met DS , **LONDON Op 18**

"As well as providing specific technical support around locating missing children, TOEX NT Op 22 focused on the collaboration of intelligence teams across multiple agencies. National TOEX led on pulling this intelligence together into a single intelligence product, making connections between OCGs, persons of interest and other connecting entities. This was crucial in identifying multiple avenues for mitigation across government. They also led with the management of the multi-agency response, which was a significant piece of work, but resulted in a number of outcomes and demonstrates the worth of National TOEX as a co-ordinating role in large scale complex exploitation investigations."

- Home Office Intelligence Manager, **TOEX NT Op 22**

"TOEX were crucial in uniting Forces to safeguard missing children. They also played a key role in sharing intelligence across Forces"

- NCA, **TOEX NT Op 22**

"Having access to TOEX meant that we were able to get phone intel work, along with a product, turnaround being a lot quicker than in-force which assisted in quicker enforcement decisions. The skills that TOEX officers have meant that they were able to help identify suspects and potential victims and lines of enquiry that we could locally carry out to move the investigation forward (ie CCTV enquiries). Their contact with partner agencies throughout the UK meant that they were also able to assist me in opening communication lines with other forces and agencies who also had an interest in TOEX NT Op 22 nominals to ensure a more coordinated approach where needed."

- Nottinghamshire DC, **TOEX NT Op 22**

"If TOEX were not available it would have taken me a huge amount of time to go through the data from the subject's phone, the results from TOEX made it easy to pick out what I needed and identify threat, risk and harm to vulnerable young males"

- South Wales PC, **TARIAN DOWNLOAD SUPPORT**

"As a FIO I only have access to limited resources, the officer was able to use TOEX tools and speak to immigration on my behalf"

- South Wales DC, **TARIAN Op 53**

## Areas for Improvement

"Inter-departmental relationships could be improved over time"

- SWROCU Senior Intelligence Analyst, **TOEX NT Op 25**

"I didn't really understand how to interpret the product at first"

- South Wales PC, **TARIAN DOWNLOAD SUPPORT**

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

## Staff Mentions

"[**Intelligence Analyst**] was excellent - the quality of her work and her flexibility and responsiveness were truly exemplary. Thanks again!"

- Met DC, **LONDON Op 6**

"[**Data Insight Analyst**] (9633) her attention to detail and ability to analyse the data was of high quality." - Avon & Somerset DC, **SWROCU Op 51**

"[**Data Insight Analyst**] - creating data cleansing tools and look up reference tools that benefit analysts across the ROCU - not just TOEX"

- SWROCU Senior Intelligence Analyst (SWROCU), **TOEX NT Op 25**

"[**Intelligence Analyst**] - Extremely helpful and willing to assist at short notice on a slightly unusual time sensitive operation. Very competent and did an excellent job." - SWROCU PC, **SWROCU RDT/574/20**

"[**Senior Intelligence Analyst**] - kept updated with investigation. [**Detective Inspector**] - comprehensive reviews of TOEX work and findings."

- Avon & Somerset DI, **SWROCU Op 50**

"I dealt with [**Data Insight Analyst**] during this and she was extremely helpful and polite and could not do enough for me keeping me up to date at all times on the timescales etc of this case" - SWROCU PC, **SWROCU TRANSLATION**

"[**Intel & Analytics Lead**], [**Intelligence Development Officer**], [**Intelligence Analyst**] and [**Senior Intelligence Analyst**] were all vital in the deliver of Op Verse and remained approachable, informative and enthusiastic throughout."

- Home Office Intelligence Manager, **TOEX NT Op 22**

"[**Intelligence Development Officer**] - I felt that there was a very positive working relationship with us both being open to assisting each other where necessary. To be honest, the whole team are very positive and proactive" - NCA, **TOEX NT Op 22**

"[**Researcher**] - she was really helpful, always happy to chat and helped me get what I needed out of the product." - South Wales PC, **TARIAN DOWNLOAD**