



ASSET PROTECTION TEAM

REPORT | RECOVER | RETURN

The dairy industry asset solution

RECOVERY HOTLINE

0207 430 0162

www.DairyUK.org
info@assetprotectionteam.co.uk

Dairy
UK



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IDENTIFYING A MILK TROLLEY

This guide has been produced to give simple and straightforward advice on how to identify ownership of a dairy trolley. Legitimate owners of dairy trolleys can be traced by their use of owner specific coloured paint and/or company markings.



POLICE LIAISON

Contacting the police when a crime has occurred is essential. This ensures that the theft is recorded and recognised. The information provided builds a picture of the scale of trolley theft within the dairy industry. Not reporting a crime will distort crime figures and will not paint a true picture of what is happening.

To assist the reporting process, the Asset Protection Team (APT) has adopted an easy to use theft reporting form. This form highlights all the key information which is required for a crime report. The form can be downloaded, completed and handed into the police station where the offence occurred as confirmation of incident details. The theft report form will need to be copied and also sent to APT for our records.

APT have investigators located throughout the country, who can assist the police with all lines of enquiry. This extends to the identification of trolleys suspected of being stolen and whenever possible, assistance in the recovery and storage of equipment pending police enquires.

APT will liaise with the appropriate police forces, when patterns of trolley theft are identified. This is to ensure the problem has been identified and that their response is supported.

APT has produced an asset identification guide to assist the police in recognising dairy trolleys. Each region has dedicated personnel who can assist in the identification of trolleys if required.

APT also provides guidance to its member companies on crime prevention issues to reduce theft and the opportunity for crime within the industry.

This directory has been produced to assist patrolling police officers in the understanding of the dairy industry and draws attention to the following:

1. Normal milk deliveries commence between 4.00am – 4.00pm. Anything outside this time may be a stolen vehicle or load.
2. Thieves generally load trolleys in an untidy manner.
3. Is there another vehicle drawing attention to itself; a decoy car or van driving erratically?
4. Is the lorry logo obscured or from a distant location?
5. As the majority of dairy companies mark their assets, vehicles carrying mixed assets could indicate the vehicle is carrying stolen equipment.

APT information posters containing the details of the security contacts are issued to all police forces for display in their control rooms.

REPORTING A THEFT

The Asset Protection Team has produced a standard form which can be used by its members to report incidents of theft to the police. The form is located on page 7 of this booklet and can be freely copied for use. The form contains all the information required by the police to create a crime reference number.

Please note the following:

1. All identified thefts of assets should be reported to the police.
2. Major thefts should be reported by telephone in the first instance, using the local non-urgent line. They may require the attendance of a police officer.
3. Crime incidents in progress should also be immediately reported by using the '999' system.
4. Non-urgent or more minor matters can also be reported by telephone using the non-urgent telephone line. Most police stations have a crime desk or crime bureau that take details of the offence and issue a crime reference number.
5. There is usually no need for members to attend at a police station to report a crime unless specifically requested. In such cases it is advisable to confirm the report by e-mailing a copy of the APT form to the crime desk.
6. Please provide as full a description of the stolen material as possible, including quantities, identifying markings, paint colours and replacement value.
7. It is also advisable to visit the scene of the offence and seek information or witnesses to the incident. The police may not always do this in minor offences.
8. Please send a copy of every reported theft to APT by email. Due to police area boundaries, they may not pick up patterns of trolley theft. These can sometimes be identified by APT investigators who can make police aware and circulate to local members to warn them of a possible problem.
9. Even if there is nothing stolen, or the matter does not require police attention, please inform APT. It may help other members in the area.
10. If you receive information of criminal activity, please inform the APT scheme manager who will advise (confidentially) if any further action is required.
11. E-mail is now a recognised and convenient means of communication and will enable messages to be passed quickly between APT/investigators/members and the police.

TROLLEY THEFT REPORT FORM

Date _____
Company _____
Name _____
Address _____
Telephone _____
Email _____
Address _____
To the Officer in Charge _____
Police Station _____
Address (see note 1 below) _____
Telephone _____

Dear Sir/Madam,

Theft of dairy equipment / vehicle / other (delete as necessary)

I write to advise you of the theft of property of the above company as follows.

Location _____
Time & date _____
Items Stolen (description, quantities) _____
Value in £GBP _____
Other information (suspect, vehicle details) _____

Circumstances _____
From Vehicle From Site From Customer
Empty Storing Product
Other (please specify) _____

Security markings established with APT (specify colour/signage) _____

I can provide a statement in respect of the incident. The Company will assist you in the identification of any recorded property, and will support any prosecution you feel appropriate. If I can assist further, please contact me at the above address. I would be pleased to receive notification of the crime reference number for our records.

Crime reference number (if known) _____

Full name _____
Job title _____

Signature _____

Notes:

1. Please note that this matter must be reported to the police station in the area where the theft occurred.
2. Company to send a copy of this form to APT, preferably by email.
3. This form has been produced by APT, part of Dairy UK, 210 High Holborn, London WC1V 7EP, 0207 430 0162, info@assetprotectionteam.co.uk.

NO COLOUR

ARLA FOODS

Contact
Robin Smith
07967 585632
robin.smith@arlafoods.com

Address
4 Savannah Way
Leeds Valley Park
Leeds LS10 1AB

Description
Cow horn or metal rod top bar
Arla or express name plate

COMPANY BADGE



BACK BARS



CHESNUT DAIRIES

Contact
Sue Varley
01964 535061
chestnutdairies@hotmail.com

Address
Stud Farm Wassand
Hull HU11 5RJ

Description
Name engraved on top/label on
door plate

COMPANY BADGE



BACK BAR



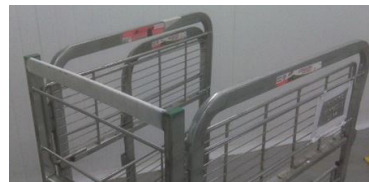
MARYBELLE

Contact
Simon Ford
01986 784658
simon@marybelle.co.uk

Address
The Clink, Walpole
Halesworth, IP19 9AU

Description
Label stuck on frame, top bar

COMPANY BADGE



BACK BAR



NO COLOUR

MORTONS DAIRIES LTD

Contact
Julian Harrison
07881 826821

Address
Kenyons Lane
Maghull
L31 0BP

Description
Company label on side plate

COMPANY BADGE



BACK BAR



MÜLLER MILK & INGREDIENTS

Contact
Ricky Ford
07725 829734
ricky.ford@mullermilk.co.uk

Address
159 Glasgow Road
East Kilbride
Glasgow
G74 4PA

Description
Various top bars, label on top bar
and name plate, name engraved on
frame

COMPANY BADGE



BACK BARS



NO COLOUR

NORTH LAKES FOODS

Contact
Wayne Jackson
01768 862821

Address
Gilwilly Road, Penrith
Cumbria, CA11 9BL

Description
Name plate on top bar

BACK BAR



PAYNES DAIRIES

Contact
Kevin Leech
01423 326058
sales@paynesdairies.com

Address
Bar Lane
Boroughbridge YO59 9LL

Description
Lettering in back
Label on top bar, side bar and
name plate

COMPANY BADGE



BACK & SIDE BARS



LETTERING IN FRAMEWORK



NO COLOUR

TREWITHEN DAIRY

Contact
Rob Capewell
01208 872214
rob.capewell@trewithendairy.co.uk

Address
Greymare Farm
Lostwithiel
Cornwall
PL22 0LW

TROLLEY TYPE



VICTORIA FARM DAIRIES

Contact
Clive Hawkswood
01676 533326
clive@victoriadairies.myzen.co.uk

Address
Victoria Farm
Benton Green Lane Berswell
Coventry, CV7 7AX

Description
Name label on back bar

COMPANY BADGE



BACK & SIDE BARS



BLUE

CREAMLINE DAIRIES

Contact
Chris Swallow
0161 789 5161
info@creamline.co.uk

Address
Weymouth Road
Eccles
Lancashire, M30 8WL

Description
Company label on top bar
Top bar, name plate and side

COMPANY BADGE



TROLLEY TYPE



JACKSON DAIRIES

Contact
Angelo
0161 483 5055
sales@jacksonsdairy.co.uk

Address
Norbury Hollow Road
Hazel Grove
Stockport, SK7 6NE

Description
Company label on top bar
Some trolleys marked up with blue paint on top bars.

COMPANY BADGE



TROLLEY TYPE



BLUE

COTTESWOLD DAIRY

Contact
Mark Crane
01684 274132
enquiries@cotteswold-dairy.co.uk

Address
Dairy Way
Northway Lane
Tewkesbury GL20 8JE

Brief Description
Company label on door
Trolleys marked up with blue paint
on top bars
Name label on name plate

COMPANY BADGE



TROLLEY TYPE



PENSWORTH DAIRIES

Contact
Nicolas Balkizas
02380 216964

Address
77 Empress Road
Southampton SO14 0YT

Description
Frame painted sky blue
"V" cut in back bar and name plate

COMPANY BADGE



BACK BAR



YELLOW

MEDINA DAIRY

Contact
Terry Ziton
07802 471290
terry.ziton@medinafs.co.uk

Address
Hawksnest Farm
Bishops Wood Road
Mislongford
Wickham Hampshire
PO17 5AS

Description
Lettering in back, label on top

COMPANY BADGE



BACK & SIDE BARS



LETTERING IN FRAMEWORK



BLACK

TOMLINSON'S DAIRY

Contact
John Tomlinson
01978 758833
philip@tomlinsondairies.co.uk

Address
5 Crosses Industrial Estate
Minerva
Wrexham
Clywdd LL11 3RD

COMPANY BADGE



BACK & SIDE BARS



CREAM

PEAK DISTRICT DAIRY

Contact
Rob Walker
01298 871786
robwalker@peakdistrictdairy.co.uk

Address
Heathy Grange
Sherwood Road
Tideswell Buxton
SK17 8HR

Description
Company label on name plate, top
bar, frame painted cream

BACK BAR



LIME GREEN

EMBLETON HALL

Contact
Mark Witing
01429 838316
markehd@hotmail.com

Address
Murton Hall Farm
Wingate
TS28 5NU

Description
Company label on top bar

COMPANY BADGE



SIDE BARS



IVY HOUSE FARM

Contact
Geoffrey Bowles
07771 900288
geoff@ivyhousefarm.plus.com

Address
Beckington
Frome
Somerset
BA11 6TF

Description
EX DFOB trolley, back bar painted
lime green
Company label on name plate and
side bars

TROLLEY TYPE



RED

LANCHESTER DAIRIES

Contact
Christopher Austin
01207 521826

Address
Upper House Farm
Lanchester Durham
DH7 0RL

Description
Top bar painted red
Company label on top bar and
name plate

COMPANY BADGE



SIDE BAR



FRESHWAYS

Contact
Anand Sampla
07850 504145
anand@freshways.co.uk

Address
16 Eastman Road
Acton
London
W3 7YG

Description
Frame painted red oxide
Company plate on top bar
Windmill trolleys top bars

COMPANY BADGE



BACK BAR



GET IN TOUCH

John Hey
Team Manager
07501 496224

Andy Walsh
North England, Scotland
& Northern Ireland
07767 824104

Peter Dick
South England
07552 166308

Ian Thompson
Midlands & Wales
07501 506475

Regular updates on repeated offenders
and what we do to stop them

Trolley Team identifies repeat offenders and keeps track of any trolley theft, misappropriation or accidental misuse.

We find them – We fine them
Trolley Team works in partnership with authorised recovery agents by recovering missing equipment and preventing further theft and misappropriation.
If offenders choose not to comply, Trolley Team and its partners have the authority to issue fines on-the-spot to perpetrators and take legal action if required.



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London WC1V 7EP

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