

# Nigel is made an Honorary Member of the National Association of Funeral Directors

As you will probably be aware, membership to the NAFD is for the company not the individual. In the Association's 114 year history it has however made 29 people Honorary Members, with the most recent being Dominic Maguire in 2016 and prior to that their former CEO Alan Slater in 2015.

Our CEO Nigel was delighted to be awarded Honorary Membership at the Association's annual conference in Guildford, thus becoming the 30th person to receive the honour.

The award was presented by the outgoing President Abi Pattenden and a citation was given by Past President Jeremy Field.

Nigel was pleased to celebrate the award with Penny, Matthew, Alanna, Sheila, Jenny and Louisa (who was attending her first conference).

*A copy of Jeremy's speech can be viewed on pages 2 and 3.*



Nigel addressing the conference.



Nigel receiving his award from President Abi.



Penny, Nigel, Sheila, Jenny, Louisa, Matthew and Alanna.



Alanna, Matthew and Penny join with others to congratulate Nigel.



*The Family Funeral Service*

# Staff Newsletter

## In this issue



**The Only Way is A. W. Lymn!**  
A huge thank you to Pete J for creating this signpost for this years events.



**Dominic at Nottinghamshire County Show**  
*More photographs on page 3*

## Nigel – Legend

from **Jeremy Field, Past President NAFD and Managing Director C.P.J. Field**

President Abi asked me to do this briefly. Raising 2 questions a) what part of my history makes her think that's possible b) she has clearly never looked at Nigel's resumé!

After a number of years attending the Midlands Area Federation meetings and National Council as their representative Nigel joined the NAFD Executive Committee in 1994 and served on that committee until 2010 having done his time as President in 2005.

Nigel was one of that vital group who steered the NAFD through the turbulent times of the late 90s and early 00s where a number of those named on the Hon Members board made the decisions and gave the time that ensured we have the successful organisation we all enjoy being a member of today.

Since 2010 Nigel has given his time as the principle advocate for the NAFD in all things legislative and government related.

*"Hello – Nigel Lynn Rose, Past President of the National Association of Funeral Directors and working funeral director."*

Words to send a chill down the spine of countless ministers and civil servants.

One former Chairman of the APPG, Baroness Burt of Solihull then Lorely Burt MP, recalls that in "meetings with a succession of ministers for whom help with funeral payments, delay in burials and mercury pollution levels from fillings in crematoria was not the most urgent and exciting gig in their lives! 20 minutes with Nigel and they usually experienced a sharp reversal in opinion!"

What projects that effect our working live has Nigel been involved in steering through?

Giving Evidence to select committees  
Cremation certification reform  
Death certification reform Scotland  
Implementation of Chief Coroner  
The Shipman Enquiry  
Local Authority Trading  
The use of the green form as a release form by hospitals  
The Social Fund Funeral Expenses payment  
Giving evidence into the enquiry into delays to funerals  
A member of the MoJ's Burial and Cremation Advisory Group since its inception.

The list is endless and the time he's given for the benefit of all of us, incalculable.

Nigel brings a Common sense voice with real life evidence of the challenges faced by funeral directors and their client families. An ability to see the whole process and spot where the the gaps are and inconsistencies will arise. If you're not aware he has an elephantine memory. Never contradict yourself or try to get away with being in the slightest bit loose with the truth when you're debating points of fact with Nigel!

I've a feeling this piece of advice is now written into the civil servants handbook! (Sheena Mustard Nigel?)

Nigel has been involved with the NAFD's APPG on Funerals and bereavement since its inception in 2002 and has worked with 6 different Chairs in that time. All of whom he has ensured have returned excellent value for the NAFD.

Former MP and chair of the APPG Bill Oler recalls – "Nigel was forever striding with ministers and there officials in promoting the industries aims and always wanting to make sure that they understood the industries problems. It was sometimes a little embarrassing when he was a little forceful in ensuring that they understood the rules and regulations that they had made."

A day that I think that David Beamer (MD of Brevia Consulting the NAFD's lobbying advisors) remembers more flatteringly when recalls that "Nigel got his sizeable social fund funeral payment pack/folder out at a meeting with the Social Fund minister – I believe it was James Plaskitt in 2006 – to see the minister gulp and compare his thin folder to Nigel's enormous dossier of information, and worry what was going to happen next."

His attentions have not been limited to Westminster. In any of various seats of government I've had the pleasure to visit with Nigel he is always welcomed by the chair of the group, the civil servants and the politicians by name be that in Holyrood, Stormont, the Welsh Assembly, Westminster or Brussels.

Strident he may be but always fair and honest, he never sees a disagreement in a meeting as a reason to fall out in life. His selfless approach to supporting the membership at large is inspirational.

I recall an occasion a few years ago where he travelled all

## continued from page 2.

the way to Maidstone in Kent to challenge a hospital trust on the use of the green form as a de facto release form at the request of a local member who was having trouble making sense of some nonsensical rules.

Nigel has taught me about hats. It was the day that I saw Nigel set out a position with a civil servant that was completely contrary to the one he had taken the previous day that I understood Nigel's ability to set aside what is in the best interest of his own company in favour of what is the best interest of the majority of the membership. His ability to take off his A.W. Lymn hat and don his NAFD one. A masterful and patient ability to possess. Lesser people wouldn't bother.

There is so much more that Nigel has returned to the NAFD and its membership locally and nationally over the years on a personal and a professional level I could literally go on for hours.

He is a passionate believer in the NAFD. In everything it has done and everything it can achieve. Passionate believer in the members of NAFD. The importance of their work and their dedication to bereaved families. He is a dogged advocate for all good funeral directors.

He's never been afraid to say the difficult things that need to be said however difficult that may be for him personally.

Above all on a personal level is a devoted family man – Penny, Matthew & of course George. Unbelievably successful businessman and incredibly loyal and caring friend.

To close I'd like to quote Baroness Burt again - Nigel is infinitely charming and courteous- but he has never pulled punches in his efforts and ceaseless determination to represent the interests of his industry and its clients- the grieving families who often find themselves beset by issues and problems due to government policy.

He is so deserving of being honoured in this way."

It is my honour and privilege to propose the resolution put before the membership today by the Executive that – NAFD Past President Nigel Lymn Rose, be made an Honorary Member of the National Association of Funeral Directors in recognition of his service to the Association.

## Nottinghamshire County Show

from **Emma Percival**



Top left: Chris, Dominic and Teresa  
Top right: Emma, Wendy and Dominic

Following the success of the Southwell Ploughing Match and the Flintham Show in September, we decided to try the Nottinghamshire County Show.

We experienced two very long days but did get a positive response from members of the public.

If anyone has any feedback or ideas for future events then please let me know.

## What's my job?

from **Jackie Lynn Rose**



I attended The Elms Infant and Nursery School event 'What's my line?'

I took my top hat, miniature hearse, funeral plume, tape measure and Funerak Director puppet with me and the children had to guess my profession.

One of them asked if I was a magician and one asked if I was Prime Minister!



The Family Funeral Service

# Client comments collected during May 2019

After each funeral we send a questionnaire out with our invoice. There is a section 'Were there any aspects of the funeral directors' service that you particularly liked?', The comments from the most recent are here, in regular font. The initials at the end of each comment relate to the funeral arranger and the funeral director, for example EC/JLR was arranged by Ellie and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at [https://www.funeralzone.co.uk/funeral- directors](https://www.funeralzone.co.uk/funeral-directors) and [https://www.facebook.com/pg/awlymn/ reviews/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 84

Good – 7

Satisfactory – 1

## City Flowers

Excellent – 41

Good – 5

Satisfactory - 0

## Arnold

After service father's ring was presented in a small zip up purse. EC/RK

Ellie was the first person who we met and I can't thank her enough for making a sad time so easy. EC/RK  
Ellie was wonderful every step of way. Kept us updated with everything so helpful. EC/JWB

Warm friendliness, caring help in organising. Be made to feel it a very personal service. EC/RK  
Very respectful, I liked the funeral director walking in front of car and bowing at the coffin. RK/RK

## Aspley

The whole service was very professional from start to finish. Laura in the Aspley office was excellent. LEF/RJM

*To Laura and all the Lymns team involved in the funeral. Thank you for making Mum's funeral a wonderful occasion. The attention to detail made the day we wanted for our precious mother. I will be forever grateful.*

## Beeston

Arranging the funeral was less stressful, we were made to feel at ease due to their care and compassion. TAR/DMC  
Very professional & informative. TAR/DMC  
They were very friendly and made us feel very comfortable. It made a very sad time bearable. RJM/RJM

## Bingham

The funeral director was called Dominic and he was compassionate, thoughtful and nothing was too much trouble. DTL/DTL  
Attention from Dominic. RJM/DTL  
Nothing was too much trouble. Able to change my mind several times before printing the Order of Service. BM/DTL  
Quietly efficient manner in which all aspects of the service were conducted. DTL/DTL  
I knew what budget was available for the funeral which was not a lot but we was still treated with the utmost

respect and didn't feel judged. The celebrant recommended by the funeral director was also excellent. DTL/RK  
Dominic was kind throughout & not pushy he let us make our own mind up. DTL/TK

*To Dominic, thank you for handling my husbands interment with so much care.*

*Dominic, thank you for all of your hard work and support during this difficult time. The service you have provided has been invaluable and one of which we will always appreciate.*

## Carlton

The whole funeral was excellent from start to finish, everyone at funeral said how good you was. It was all superb. JF/NMR  
It was superb service from start to finish. JF/JLR  
All persons involved showed genuine kindness & sympathy. RK/RK  
Kept informed. Options and alternatives given when required excellent service. NMR/NMR  
Mrs Joyce Farrell "looked after us" perfectly. We had all the time needed for all arrangements explained for questions asked. Brilliant! JF/JLR  
Joyce from Carlton who arranged the funeral was excellent, paying attention to detail, very friendly, sensitive and very professional. JF/RK

Joyce was very attentive, kind and compassionate with great attention to detail. Mark the director was excellent at the service. JF/NMR  
Waiting patiently for me after exiting the service then gently reminding me about leaving. JF/NMR

## Clifton

The personal service & phone calls/ emails to see how I was. JMW/JLR  
All aspects of the service were shown towards us with care and compassion from our first visit the final funeral everything was excellent. JMW/TK  
*Joanna/Steve, Many thanks to you and all the AW Lymn staff who contributed to making my mum's*

funeral what it was. It was conducted with great professionalism and sensitivity and is a day I will never forget for all the right reasons. The funeral director, I think it was Mark, was superb.

### **Derby**

The pleasant, helpful, calm manner of all of the staff. DB/KH  
Personable staff (Dan & Kevin) felt personally done. DB/KH

### **Hucknall**

Very helpful friendly staff. TK/TK

### **Ilkeston**

Very straight forward and easy to understand, not rushed, Time to think and consider. NAA/KH  
Professionalism and empathy. NAA/RJM

### **Littleover**

Very helpful. AB/AB  
Attention to detail, very helpful & very polite. AB/AB

### **Long Eaton**

Professional & caring. LJC/LJC

### **Mansfield**

Courteous & friendly very supportive. DC/DC

### **Mansfield Woodhouse**

Taking me up to the grave in the churchyard by van. SEJ/AA  
Kind & considerate man, everything was perfect. AA/AA  
Attention to detail. KLH/JWB  
Very helpful with any queries I had. SEJ/JWB  
The help & advice I received helped me enormously. SEJ/JWB  
He was thoughtful kind and caring at this very sad time. JWB/JWB

### **Nottingham**

The personal service afforded. MLR/MLR  
At the graveside flower petals were put to use to sprinkle on the coffin. Also marble flower urn to state name, Thank you. MR/TK  
The fact everything was done by Lymns (priest, church etc.) and done

excellently, meaning less stress. MR/TK

All of it. MR/NMR

All good. MR/TK

Very warm but professional, thought of everything, no hard-sell; they listened to us. MR/JLR

### **Ollerton**

At every stage the funeral director (Colum) was extremely respectful, professional and caring. Made the process very easy. CJO/CJO

### **Osmaston**

Mark and his staff made us all feel like part of the family, not rushed, all the time we required we received. MC/MC  
Mark Chapman was excellent. He made us feel at ease, was a consummate professional. We left satisfied with the whole process. Every detail was covered. A valued member of your team. MC/MC  
Very personable and easy to deal with – applies to Mark & Derek. MC/MC

### **Rainworth**

The walking in front of the car the courtesy & respect shown by all staff. DCC/DCC  
David explained everything and showed compassion throughout. DCC/DCC  
David Clark was 1st class from start to finish. DCC/DCC

### **Ruddington**

The Celebrant, Jane Jackson, was brilliant & did an outstanding job in fashioning & conducting the service. Also we particularly appreciated the memory box/order of service. TLS/TLS  
Very helpful and explained everything, Gary even helped us with finding a place for the wake. GLC/TLS

### **Spondon**

Very kind & considerate. FH/KH

### **Sutton**

Any questions we had were thoroughly answered with professionalism and respect. SB/SB

Communication was excellent & nothing felt like it was too much trouble, the service provided far exceeded what was expected. KLH/JWB  
Karen at Sutton in Ashfield was excellent, nothing was too much trouble, very knowledgeable, lovely lady. KLH/AA

### **West Bridgford**

Attitude – kindness – manner – empathy. Mum would have loved every minute. SJD/SJD  
I particularly liked the lady that organised the funeral on the day, Sarah was excellent – very kind & efficient. AMB/SJD  
Professional, courteous and compassionate. AMB/SJD

### **Wollaton**

All very satisfactory. NAA/RK

### **The Craftsmen in Stone**

*Just a note to express my gratitude for all your kindness and assistance throughout the months - the finished memorial is wonderful. Thank you all so much.*

### **City Flowers**

*Hello Kerry. We just wanted to thank you for the beautiful arrangement you made up for our aunt. We would not hesitate to recommend your service. Thanks again*

### **Could Do Better**

Contact by phone was a bit hit & miss, felt like there weren't enough staff.



**Mourners find shade at Bramcote!**

## Ford Pilot Hearse

from **Mark Ridout**



Ford Pilot hearse on a funeral at Carlton.

## Papplewick

from **Dominic Lister**



Dominic spent Bank Holiday Monday at the Papplewick Pumping Station car show.

## Caravan Floral Tribute

from **Jo Lee**



## Shamrock on lid

from **Brian York**



We had a request for a shamrock on the lid of a British Veneer coffin. Atkinsons supplied us with this bespoke design. The Shamrock was engraved into the wood and painted green.



## Happy 21st Birthday

to **Laura Fletcher**



## Horse box

from **Sue Robinson**



The new horsebox has been painted in R11 Rolls-Royce Phantom Silver to match the Phantom VII fleet.

## Hot Rod Hearse

from **Denise Milne**



David from Rainworth conducting a funeral with this unusual hearse.

## Ollerton's Got Talent

from **Colum O'Shea**



I don't think I have ever known a community celebrate St. George's Day in quite such spectacular fashion. Ollerton Village was closed to traffic as many stalls, exhibitions, arts and crafts were on display for this excellent occasion, made all the better with the sunny weather. To cap it all off was Ollerton's Got Talent featuring the Mayor, the County Councillor, the MP and myself as the judges for the afternoon. 12 Acts displayed song and dance and at the centre was A.W. Lymn who provided awards for all competitors and trophies for the winners.



**Sheila "inspects" the office !**

## Feet Washing

from **Dominic Lister**



I was invited with Jackie and Emma to a 'Foot Washing' ceremony at the Greek Othodox Church on Derby Road.

The Ceremony which took place on the Orthodox Holy Wednesday (celebrated a week later than in the Church of England and Catholic Churches) and consists of the priest washing the feet of 12 members of the congregation.

The ceremony has its origins in the 'Last Supper' where Jesus demonstrated the need for the disciples to be servants to the needs of others as he set the example by washing the feet of the disciples following the breaking of bread.

## Middleton Plaque

from **David Belbin**



A crowdfunding page has been set up to fund a blue plaque commemorating Nottingham novelist Stanley Middleton.

<https://www.crowdfunder.co.uk/stanley-middleton-plaque>

*Note from editor: Bulwell is named Middleton House after Stanley. He is pictured above with his wife Margaret, son in law Nigel and daughter Penny.*

## Prestwold Hall

from **Emma Percival**



Dominic and I attended a Dying Matters event at Prestwold Hall. It was really interesting to meet other funeral professionals.

## Work Experience

from **Jackie Lynn Rose**



We have been pleased to welcome Lewys Stemp on work experience (with his Dad) at Derby and Aaliyah at City Flowers. She has made a few tributes including the one below.



## Learner Driver

from **Rob Lippitt**



This photograph was taken on a recent trade hire in Scunthorpe for a deceased driving instructor. The family asked if the L plate could go on the Rolls-Royce for the funeral. David is pictured outside the Funeral Directors, looking like he's just passed his test!

# Best Practice of the Month

Congratulations to Pete Jeffrey who has won this months Best Practice award.



Pete was nominated by Jackie Lynn Rose

‘for the signage for the Nottinghamshire Show (see front page). In fact I think it is so good it should be a permanent fixture at RHH’.

Also nominated this month...

Beth Hand has been nominated by Joanna Widdowson

‘Beth covered my branch on her own, when I had a weeks holiday. I came back to everything up to date and in order. Having only recently gained her Dip FAA, she showed that she is learning fast and is a great asset. And she had even hoovered! Beth is welcome to cover for me anytime!’

Luke Rogers has been nominated by Pete Clarson .

‘Late on Wednesday night, a travelling family asked for an additional car. As always Luke volunteered and was willing to do whatever was needed to ensure our families are looked after.’

# Melton Funeral

from Matthew Lymn Rose



# 22MCR

by Barbara Williamson

Lisa, who previously worked at our Carlton Funeral Home, was tragically caught up in the Manchester Terror attacks which resulted in the death of her daughter Saffie- Rose. Lisa has been interviewed by the Nottingham Post about her walking the Great Manchester Run to raise funds for the their newly formed charity 22MCR which supports victims of terror. To support her please go to

<https://www.gofundme.com/f/22MCR>



# Trestle Thanks

by Mark Ridout

Dear Mark, Just a short note to say thank you for the gift of the trestles - the engraved plaque was a lovely touch. I am sure we will put them to use soon! Many thanks for your support and all you do! Fr Joe (Roman Catholic Church of the Sacred Heart in Carlton)

# Grief Support comments

I now feel I can move on (in time) Thank you Anne-Marie.

It has been a good indicator that I am normal.

This course has been exactly as I needed . I know it will change my life for the better. I am going to miss the group.

Helped to see it’s okay to be sad. Anne-Marie is fantastic. Thank you so much.

Helped me to understand my grief I was nervous about the idea of the course to start with, but it was definitely the best decision I made.