



The Family Funeral Service®

Staff Newsletter

April 2020

Trying times, what a team



During the last couple of weeks we have had to make some of the most difficult decisions during my 50 years with the company. We are clearly working in an unprecedented situation and I would like to express my extreme gratitude for the loyalty shown by you all in support of our family

company and the families that we are now serving at such a difficult time.

I am deeply sorry that some of the decisions we have had to make have impacted upon the lives of some of our loyal friends and colleagues who for a variety of reasons we are not able to involve in the way they would have hoped. Please remember that these decisions are for the good of all and that

I find myself being placed in a similar position to ensure that we have a contingency to enable us to move forward through whatever this current situation throws at us.

I offer my heartfelt thanks to you all and wish every one of you and your families good health and strength throughout this most trying period.

I know that I speak on behalf of not only myself but Matthew, Jackie, Chloe, Ben, Pete and all our immediate families.

Remember my mobile is always on should you need an ear to bend, a shoulder to cry on or simply someone to vent your feelings at.

Thank you

Good Funeral Guide

Emma was pleased to show Fran Hall, CEO of the Good Funeral Guide around the funeral homes which have been updated, opened or moved since the last official visit in 2017.

A whistle stop tour of Beeston, Carlton, Littleover, Long Eaton, Mansfield Woodhouse, Nottingham, Radcliffe-on-Trent, Rainworth, and West Bridgford saw each funeral home being recommended. Thank you to all the staff involved.

It is worth noting that although we pay a subscription to be part of the Good Funeral Guide, only a fifth of companies that apply are invited to join. We are the largest company to be recommended which is a real testament to our staff and directors.

The company profile is set to be updated shortly and certificates for all funeral homes which were not visited will be sent out as soon as we have them.



'Our family serving your family since 1907'

Welcome to Adam Rigley, Kyle Higginson and Nick Morris



Adam has joined us as a Casual Driver based at Robin Hood House. He has recently retired as a police officer and lives in Mansfield with his wife. Adam has two sons.



Kyle has rejoined us after a six year gap. He is now working in the coffin workshop with Brian having spent the last three years as a baggage handler at the airport. He lives in Bulwell and has a three year old daughter.



Nick Morris has joined us as a casual driver bearer at Robin Hood House and is married to Diane who is based at the Carlton office. Nick enjoys swimming, attending the gym and walking their dog called Tia. He also enjoys travelling abroad and going away in his motorhome.

Tracey thinks Christmas has come early as she picks a few new (ish) flowers for Stapleford.



“City Flowers”



City flowers have made some amazing floral tributes again (with the help of Pete J). Snoopy with Woodstock and a bird.



Adam, David P, Malcolm and Rob caught the attention of the local Bournemouth press when they drove on a trade hire with a Rolls-Royce Phantom VII hearse and three matching limousines in Christchurch.





Client comments collected during February 2020

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 EN/JLR was arranged by Ellie and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at www.funeralguide.co.uk/funeral-directors and www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 102

Good – 13

Satisfactory – 0

City Flowers

Excellent – 65

Good – 9

Satisfactory – 0

Arnold

Liaised & arranged the use of national association of retired police officer flag on coffin. All staff were kind & sympathetic. RK/RK

They looked after my wife, myself and my daughters very well. EN/RK

The celebrant was excellent as were the printed programmes, very professional. The funeral director on the day was helpful & informative. Overall my contact with this company was very positive – not easy when you are in mourning. Their advice re: ashes care was good too. TC/NMR

Tina was very helpful, caring and professional. She supported me when I hit a very low point – a true credit to the company, went above and beyond her remit. Thank you. TC/AA

Personal touch & the time taken to discuss arrangements. EN/RK

It was a very difficult time. Staff were skilled at communication at this time. It must be delicate work! EN/NLR

Funeral cars. TC/RK

The kindness of staff. TC/RK

Kerry Corden was brilliant! EN/RK

How helpful they all were. TC/RK

All very professionally handled. JF/

NMR

Aspley

Excellent contact throughout from Laura our funeral director. LEF/JLR

All of it. LEF/NMR

Perfect service many thanks to the young lady that looked after me and my husband. LEF/RJM

Name plaque on the foot of the coffin was visible to those present at the funeral service. LEF/TLS

The whole service was beautiful & all staff went above and beyond to help us through our most difficult time. LEF/JRC

To Laura, Russell and team, Heartfelt thanks for your kind and sensitive support both before and on the day of the service. You made a difficult time much easier for us.

Good afternoon, I would like to offer some feedback from my mum's funeral arranged by Laura Beard at

your Aspley office and the service conducted by Nick Sharp. Firstly Laura, what a lovely young lady and an absolute shining credit to your team. Laura handled it all very professionally throughout. Having used your services before with my late husband back in January 2011 which was dealt with by Jonathan at your Mansfield Woodhouse office, Laura kindly requested that Jonathan conduct proceedings again. It was lovely to see him properly after 9 years, my son and I did bump into him and Matthew at Newark railway station about 4 years ago and had a brief chat. Jonathan was very kind to me and my son having lost my husband before his time. I was quite unwell in-between his death and the funeral so Jonathan came out to the house and dealt with everything, I will always be grateful for that too. I'm digressing, sorry back to mum. I had mentioned to Laura that mum always used to have her hair tonged but in the later months of her illness sadly we could not do that or even get it cut. Laura kindly tonged mums hair the day before the funeral and she looked so lovely when I went to see her. I fully understand they never look the same once passed as I experienced too with my husband, but to see your loved one at peace is a touching moment. Laura gave me all the time I needed to be with her and did not rush me one bit. Also her patience with me changing the order of service layout, particularly as the cut off day was my birthday, she was marvellous. The final order of service was just perfect. Laura advised me that minister Nick Sharp would be conducting the service and would contact me to discuss. He rang me the same day and again handled proceedings in an outstanding caring manner. What a lovely chap! The service was excellent and his words brilliant, he told mum's story in a way that anyone would think he had met her and known her for some time. It was very touching, personal and professional. My dad is approaching 91 this April and he too, like mum,

suffers with vascular dementia. Dad didn't really know what was going on at the funeral and was very confused. Both Jonathan and Nick were amazing with him, offering an arm and words of comfort. Unfortunately my dad heckled a little throughout the whole service, obviously not intentional, as he has always been a very respectful man and I'm sure would be horrified to know he did that at his wife's funeral. Nick handled it all very well as did I (I hope!) with my tribute. Nick offered words of reassurance throughout my tribute and comfort to dad at the same time. So just a big thank you to everyone for making my mum's final day so special, thanks is not enough, everyone involved was amazing! I would not hesitate in recommending Lymns to anyone as although professional without doubt, you act in a very caring family way which makes it feel so much more personal and touching.

Beeston

Personable, celebrant was outstanding. DMC/RJM
Altitude & empathy. LJC/LJC
Richard Marshall came to my home to arrange funeral, he was very professional and explained all details with great care. RJM/RJM
The funeral director walking in front of the vehicles & bowing at the coffin in the service. DMC/DMC
She did my mum proud, everything was as promised, I have had comments about how well the service went. JRC/DMC
The help and the way the service was directed by 'Donna' she was excellent. DMC/DMC
The excellent friendly and professional way that I was guided through everything relating to the funeral. DMC/RJM

Donna and all at A.W. Lymn. Thank you for arranging a lovely service for the funeral. My family and I thank you for being so supportive, kind and understanding in our difficult and sad

time. Also our thanks and all the staff in your establishment. God bless you all and you are a credit to your firm in dealing with such difficult time of the family.

Bingham

Dominic conducted himself very well & with consideration of my situation & my concerns, excellent service. DTL/DTL

The entire service from start to finish was excellent. DTL/NLR

Very well organised Steve at crematorium was excellent. JK/JK

Personal service. JK/JK

That Dominic rang me on Monday morning on my return from holiday, before I could ring him & that our dog allowed to all funeral arrangements. DTL/STL

To Dominic, thank you so much for looking after her in the way that you did and for making time for us to spend time with her, you are amazing with your work.

To Dominic and everyone at Lymns, We would like to thank you for the time and care that you gave us throughout the difficult time in arranging our daughter's funeral. Although it was the hardest time for us, she had a beautiful send off. We couldn't have done this without all your help.

Bulwell

Professionalism, caring & friendly. KLN/RJM

All details very good from the first day to the funeral. KLN/NMR

The pall bearers, walking down the street from our house. KLN/NMR

Doing a link to family in Australia. NMR/JLR

Carlton

Very professional. JF/NMR

Very caring staff. The wonderful help of the celebrant Victoria Corder who went the extra mile to make the service so personal, the order of service with steam train & Tom's

photo. DM/NMR

Hi Joyce, just a short email in thanks for the funeral. I have to say we were really impressed with the total professional experience provided by A.W. Lymn. From our first meeting with you through to the actual funeral, was impressive, full of empathy and total commitment to making the day easier for us with the loss of. So just a short email to say a BIG thank you. I have also sent a thank you to Andrew Bruce for the awesome words he provided on the day!

Hello Mark, Thank you for all the effort you put into the funeral - it was and is very much appreciated. Your guidance and attention to detail were exactly what we needed. All your staff were great to deal with; a real credit to you and Lymns.

P.S. Andy was perfect (as you said he would be).

Clifton

Joanna went through everything with us, she didn't rush us which we thought was really nice. We went through different options – she kept us informed at all times. Lovely lady. JMW/JLR

All of the service. JMW/DTL

Thank you all so much for the kindness and support you gave our family in the passing of our lovely mum, Mama and Mother in law. A special thank you to Joanna.

Just wanted to pass on my very grateful thanks for all you did for my Nan. She had a lovely send off yesterday and we'll treasure our memories of this fabulous lady. Thanks again for making it straightforward for us.

Cotmanhay

When passing back to me the photograph of the deceased he took a rose from the coffin spray and gave it to me. Beautiful. MNI/MS

Poems. MNI/KH

Michelle was very helpful throughout. MNI/MS
Everything was fine. MNI/MS

It was heartfelt. All the staff at Bennerley House were wonderful Michelle & Mick. Also Richard Marshall who conducted the funeral service perfectly. The arrangements, the motorbike & sidecar. I know he would have loved it! And the flowers were faultless. Thank you so very much

To all at Lymn's, Thank you all so much for looking after my dad and his funeral

Derby

Great services, was not rushed and happy to see my daughter was taken care of. KK/KH
Very professional and extremely supportive. APM/JRC

Hi Kevin, I hope you are well. I'm sure Dad has already thanked you, but I would also like to say a massive thank you for your care and support during such a difficult time for us. You and the team you work with were fantastic and we could not have asked for more.

Ilkeston

We didn't feel rushed in making our choices for the funeral. NAA/MS
The personal care and service particularly Nicola Anderson and Julie, both were very sympathetic and helpful. NAA/JRC
Very empathic and understanding. NAA/MS
Nicky and Mick were both very professional but friendly and helpful. MS/MS

Littleover

Going beyond – bought brochure on Xmas eve, listened to what we wanted, no pressure matched us to a perfect Celebrant. DB/DMT
The professional & sympathetic way I was treated by Dan. DB/DMT
Dan was supportive, intuitive & very

diplomatic – I never worried about anything I felt confident in him at all times a very special talent. DB/DMT
Was kept informed every step of the way and Dan was very compassionate. DB/DMT

Mansfield

David's sincere helpfulness in creating ones peace of mind in such circumstances. Thank you David. DC/AA
The smooth, efficient way the actual day of the funeral was conducted by very "caring" staff. JWB/AA
We were all happy with every aspect. DC/SB
Friendly & caring. DC/DC
Professional and compassionate from start to finish, David was brilliant. DC/JWB
Just impressed with courteous behaviour. DC/JWB

Mansfield Woodhouse

All of it. SEJ/JWB
The patience & kindness of all staff. SEJ/JWB
Everybody wanted to accommodate any needs: All very polite, time was not an issue. SEJ/SB
Very helpful & polite. SEJ/AA
Attention to detail, care and professionalism a truly personal service. SEJ/CJO
It was nice to be treated as an individual family and knowing that we were not rushed but was given plenty of time to arrange the funeral. KLH/AA

Nottingham

Excellent support in a short space of time, very helpful and responsive. MR/TK
Julia makes a very good cup of coffee! Very reassuring and calming to speak to her on the phone on the morning, genuinely cares. JRC/JRC
They are very professional really kind and understanding. MLR/NLR
The way they listened. TK/JLR
Megan was very supportive and kind during the planning as were everyone from A.W. Lymn on the day of the

funeral. MR/JLR

Mark, Barbara and the florist's attention to detail during the arrangements were great. Thank you. MJC/MJC
Mark & Barbara were both exceptional. Mark eased me through the whole process and Barbara helped when I became very upset. MJC/MJC
All the services provided felt very person centred. MR/JRC
Professionalism of staff and respect afforded to us. MR/TK
Their professionalism to all matter, attention to detail. Warm and friendly attitude of all staff. Eager & helpful, kindness in all areas. NLR/NLR

Ollerton

On the day they was very helpful to make sure everything went to plan. They did a great job. DCC/AA

Radcliffe

We liked the personal service from Lindsay and Jane at Radcliffe. LJS/JK

Dearest Lindsay and Jane, Just a little note to say thank you for all the kindness and support shown us as a family during the last few months. When we lost Dad we had no idea as to what we had to do but you were so great doing your job, that you made everything so easy. Nothing was too much trouble and by the end we all felt that you knew Dad almost as well as we did. Just having you there at the end as we said our goodbye was such a comfort and you helped us to give dad the send off he deserved. So when we lost Mum so soon after Dad we just knew we needed you again to support us as we had to go through it all again. This time it felt so different and so hard as we felt that our family link had been taken away, but you made this difficult time so much more bearable because we felt that you knew just what we wanted. Doing your job must be so difficult because you are dealing with people at such difficult times but you are all such

special people because you just know what to say to make it feel better. As a family we will be eternally grateful for all the kindness and support you have given us, and thank you from the bottom of our hearts for helping us as a family to give the best Mum and Dad in the world the best ever send off and goodbye with support from the best team of people, that we could wish to meet. Thank you doesn't seem enough

Rainworth

The service ran smooth thanks to the celebrant Rebecca White, and I got the Routemaster bus which I like. WEW/DCC

Everything was carried out from the initial contact with the funeral director with utmost compassion and professionalism. WEW/DCC

Ruddington

All of it. CKG/JLR

The general care, patience and understanding, and ensuring that all went as o hoped and planned. CKG/JLR

Continuity of team from previous funeral. CKG/JLR

Spondon

A very personal service at our home. KH/KH

Stapleford

Richard was excellent. Certainly helped a very sad day go better than expected. TSR/TK

The care to the mourners and understanding of how they may be

feeling. TSR/DMC

Very helpful and supportive. TSR

Sutton

Attention to detail, compassion. KLH/AA

Staff friendly & knowledgeable, nothing was too much trouble for them. KLH/AA

Dressing & presentation of deceased was done with great attention to detail. There was a stone vase/flower urn left at the burial plot with the deceased name on it – that has proved to be an excellent temporary marker. KLH/AA

Karen Horton was excellent, kind & helpful. KLH/AA

West Bridgford

Care and kindness of your staff at a difficult time for the family. AMB/TLS

Personal touches such as drinks & presentation of all staff & premises.

AMB/RK

Stonemasons

Dear Sharon, Just been to Bulwell Cemetery this morning to have a look at the headstone and new base with the new writing on it for my sister. I am well pleased with it, your company has done a first class job and your craftsmen are brill.

Hello Sharon, A huge 'Thank You' to you and your team, for the work on my mums headstone. It was a lovely surprise to find it already in situ yesterday and we are delighted.

Once again, Thank You for this and

for your patience during the back and forth before we were all happy with everything.

Hi Sharon, Many, many thanks for your photo received today of the installed headstone. It was a great surprise. A special thanks for the flowers in the vase as I had been worried that the stone might look unattended and theft of the vase more likely. Another member of our family who lives closer will visit the grave soon as I am unlikely now to make the trip to Ruddington until the Spring of 2021. Thank you for leaving the old pebbles and pot too. I will tidy these up next year. Once again, thank you for your patience and understanding in sorting this task out for me. It has taken me just about 60 years to achieve!

City Flowers

To all the ladies at City Flowers, we just wanted to thank you for the lovely arrangement made for the funeral. They were absolutely stunning and exactly what we wanted for her. Most importantly though, they would have got my lovely mums approval as she loved flowers.

Could Do Better

Music at Crematorium was too loud.

Initially date of death wrong on name plate, but was later corrected.

Rolls-Royce Fleet - Chester 2000



Horses at Aspley



Kirby gets blocked in... luckily not for long!



On International Women's Day, Harmless (a local suicide charity) wanted to create and display images of inspiring women of all ages and professions and document how each started out and what they've achieved. Joanna was asked to take part, and was able to view her photograph in a special exhibition.

Jackie and Kav spot Stonehenge enroute to a funeral in Dorset



After a year without a local parish vicar, Reverend Lydia Cartwright was installed into the Clifton parish churches of Holy Trinity with St Francis and St Mary's Church in Clifton Village. A special service of celebration was held to install Reverend Cartwright into the Parish by the Archdeacon of Nottingham, The Venerable Phil Williams and a packed church welcomed her with warm words and celebratory hymns.

Joanna comments 'Reverend Cartwright had already written to me to introduce herself and it was lovely to meet her and her young family. She is fully of positivity and energy and I think she will bring exciting opportunities to the parish and I look forward to working with her.'

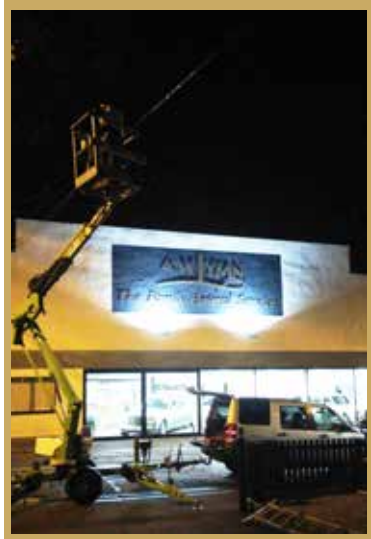


David Crampton has sent in this photograph of Gaz and Kav. Knowing their love of Laurel and Hardy he has suggested the following caption...

Somewhere. On the Blue Ridge Mountains of Virginia on the trail of the Lonesome Pine.

"This is another fine mess you've got me Kav. We should be in Bulwell."

"Sorry Gazza"



Matthew, Pete, Ben and Pete had an early start to sort out cabling on Robin Hood Street.



At the end of last year, a client asked if we had any old top hats.

Jonathan found one and this Steam Punk hat has been created.

The 'Best Practice of the Month Award'

nominations are:

Nigel Lynn Rose has nominated **Gary Seymour**

'On a family backfill funeral with inclement weather, the soil extremely wet and very heavy, very few family or able bodied men, the cemetery staff point blank refused to bring the digging machine to assist when requested. We need not have worried as Gary took off his mack and proceeded to backfill thus making things much easier for the family (see below). Great work and many good comments received from both family and friends'.

Andrew Brown has nominated **Gary Seymour**

'Can I nominate Gaz for best practice of the month? He was driving on a funeral where the family were to backfill the grave. When most of the mourners had left and only a few family members remained to fill in the grave, Gaz picked up a shovel and helped fill the grave. The family were very grateful and thought he went above what would be expected in his role'.

Louise Cook has nominated **Wayne Lambord**

'I would like to nominate Wayne. We had to take a funeral service in Wolverhampton, Wayne was driving the hearse whilst I conducted. Wayne took very poorly on route to the crematorium, we pulled over and I drove the hearse despite constantly being redirected because of flood. Wayne managed to direct me to the crematorium despite being in excruciating pain and we made the funeral. He then managed to directed us back to Nottingham, even though he was nearly passing out with pain.

Wayne Lambord has nominated **Louise Cook**

'I would like to nominate Louise for Best Practice. I was taken ill on the way to a funeral in Wolverhampton and Louise took over the driving whilst keeping me calm. She was out of her comfort zone (on a motorway and in a hearse) but she did a great job'.

and the joint winners are

****Gary and Louise****



Questionnaire Summary for 2019

- **Total number of questionnaires returned - 1170**
- **Average score out of 10 - 9.7**
- **Arrangers, Directors, Drivers and Bearers all scored 4.9 out of 5**
- **70% of our clients were aware of our prices before making the arrangements**
- **82% of our clients said the cost was as expected, with 11% saying it was less than expected and only 7% saying it was more than expected.**
- **At the time of the first call 99% of the client who answered we satisfied with how quickly the call was answered and 100% with the advice given.**
- **Likewise at the time of the removal 97% were satisfied with how quickly we arrived and 100% with the advice given.**
- **99% of those than answered this question said that they would use our services again.**

Clearly we are doing a lot right, so well done to all!