

10th Family Business Awards

2019 WINNER Next Generation Family Business Leader



At the 10th Midlands Family Business Awards Matthew was awarded Next Generation Family Business Leader 2019.

Our Managing Director was shortlisted for the award in September before being interviewed by a panel of judges in October. He comments ‘I was surprised to be shortlisted and shocked to win, it was a massive compliment to me, which could not have been achieved without my family and the team around me. For those people who know me well, working for the family business is all I have ever wanted to do, I think I have the most rewarding job in the world, so the award is the cherry on the top’.

A.W. LYMN
The Family Funeral Service

Staff Newsletter

In this issue

A.W. LYMN
The Craftsmen in Stone

We have a large number of memorials in stock, at head office or in our funeral homes, which can be ready for Christmas.

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Remembrance Windows



This year’s Remembrance Window competition has proved extremely popular with a record 17 entries. Thank you to everyone who entered.

Unlike last year, we asked an external judge - Tony Higton. Tony was been a friend of the company for a number of years, and was a founder of the Nottingham and Nottinghamshire Victoria Cross Committee of which Ben J. Percival was also a member.

Tony comments ‘Judging the window displays has not been easy, and everyone should be commended for their efforts. I narrowed it down to 3 displays Aspley, Clifton and Sutton. At the end of the day a decision had to be made, accordingly I selected Clifton as the winner’.

A huge congratulations to Joanna Widdowson at Clifton.

Nigel added ‘Our thanks should be recorded to all those offices that participated’.

All of the entries can all be viewed on page 2.



Voting slip for ‘Overall Best Practice of the Month 2019’

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Remembrance Windows



This page:

Top row from left: Aspley, Bulwell, Carlton
Bottom row from left: Radcliffe, Derby, Hucknall

Opposite Page:

Top row from left: Ilkeston, Nottingham, Ollerton
Middle row from left: Osmaston, Rainworth, Spondon
Bottom row from left: Stonemasons, Sutton, West Bridgford

Window Hangers

to Jackie Lynn Rose

I conducted a funeral this month which was hearse only departing from a care home. There was just one private car following and as I always do I proffered a yellow hanger but the one from the confirmation pack was already in place.

At the end of the funeral the client (who was not from Nottingham) explained that her mother's funeral was currently being arranged by her sister with the Co-op also not in Nottingham and that they were not a patch on us and could she please have 10 yellow hangers for that occasion. As there was no drive back I did not have any with me, but Olivia who arranged the funeral posted some to her.

Service of Remembrance

from Wendy Walker



Wendy and David were pleased to be able to provide orders of service for a memorial service at Saint Mary's Church, Blidworth. Wendy is pictured here with licensed lay minister Sharon Winders and licensed lay minister Marilyn Brown of the United Benefice of Blidworth and Rainworth.

Dear Wendy & David,

Thanks for arranging to have the Memorial service sheets printed for us, they look wonderful.

Please pass on our thanks to all concerned in approving and printing.

Also may I take this opportunity to yet again thank you for our ongoing working relationships in the privileged roles we have in assisting bereaved families. Our working together is noticed in our Communities, and long may it continue.

Love and Blessings Marilyn, Church Minister, Benefice of Blidworth & Rainworth



Congratulations

to **Paul and Ellie**



Paul and Ellie got engaged whilst on holiday. Congratulations to you both.

David Meek

from **Jackie Lynn Rose**

David Meek is now resident in a nursing home in Derby. Dan Barnes and I have both been to visit him, although he was somewhat confused he was clearly delighted to have a visitor especially one laden with bars of Fry's Chocolate Cream !

The home is warm, friendly and safe and Laragh (David's daughter) reports that he is very helpful to staff and other residents. It would be really nice if anyone that knew him, from his many years employed by us, could send him a Christmas Card via Dan at our Littlelover Funeral Home.



Jackie's Angels



We were pleased to be able to fulfill a family request for an all female team. Funeral Director Jackie (not pictured) was joined by bearers Nikki, Joyce and Courtney, with Louise driving.

Sacred Heart

from **Mark Ridout**



I was please to take these floral displays provided by us for the Sacred Heart memorial service.

Top 200 Award



Jackie and Chloe were pleased to accept The East Midlands Top 200 award on behalf of the company. The award celebrates the fastest growing businesses in the East Midlands in 2019.

Happy Birthday Louise



50 years at AWL!

from **Nigel Lymn Rose**

I first carried and acted as bearer on funerals approx two weeks before Christmas 1969 - so 50 years ago! I had been doing car washing and the odd removal before then, but this was my first funeral role.



Note from Editor - this photograph was taken in 1974, when Nigel was legally driving!

Welcome

to **Georgia, Cam and David**



Hi I'm Georgia, and I will be working at the Beeston office. I have just passed my driving test and live in Arnold with my parents. I have previously worked in admin at a GP surgery, the City Hospital and Nottingham College. Outside of work I like horror films!



Hey my name's Cam, I'm 23 and from just outside of Scunthorpe; I moved to Nottingham a few months ago whilst I'm starting my studies for the Catholic priesthood. I am overly obsessed with greyhounds and often in Rome on holiday (my favourite place). I've very much enjoyed my start at A. W. Lymn as a casual bearer and look forward to getting to know everyone over the next year!!



Hello, I am David and I have joined the company as a full time driver / bearer in Nottingham. I live in Rainworth with my fiancée Emma and have spent the last 15 years as a mechanic with Skoda. Most of my free time is taken up with my four children who are five, seven, nine and 12, the dog and rabbits. When we get time, we like to visit the coast in our caravan.

Overall winner of 'Best Practice of the Month' 2019

It is time to vote for the overall winner who will receive a £250 reward.

Here is a reminder of the winners that are now eligible to win.

Brian York 'Brian cancelled his holiday and completely rearranged his plans when Steve announced he was leaving to ensure Chris had all the support he needed. His commitment to the department is excellent.'

Colum O'Shea 'Colum has worked really hard in Ollerton and is getting involved in lots of community events.'

Wayne Lambord 'Wayne helped to build a vault on a travellers site in Wellingborough, having agreed to cover illness in the maintenance team at the last minute. He gave it his all and nothing was too much trouble, even volunteering to continue helping the following day to ensure the family were not let down.'

Malcolm Barham, Joe Parton- Buckeridge and David Hills 'Malc, Hills and Joe went above and beyond, piling in and helping to dress a grave when the wrong one had been dug.'

Joe Parton- Buckeridge 'On a funeral Joe was the second car driver. The four sons (all under the age of 20) who were travelling with him, said how lovely he was and how he put them at ease. He gave them tips on carrying the coffin and complemented the coffin spray they had chosen for their dad. He was also on hand to help with the flowers and listing. Nothing was too much trouble. Joe does this on every funeral.'

Pete Jeffery 'The signage Pete created for the Nottinghamshire Show, was amazing.'

Joe Parton-Buckeridge, Dean Spencer and Jim Stead 'During staff shortages in the stonemasons Dean and Jim along with Joe really pulled together. Dean came in from annual leave, Joe was seconded from his normal driving duties and Jim worked really hard.'

Dean Spencer Dean stepped in to help with call when no one could get hold of one half of the call team in the middle of the night.'

Gary Phipps 'Gary for all his hard work he put in on his first vault.'

Malcolm Barham 'Malcolm didn't know what the day ahead entailed when he was on the daily list for grounds work at Bingham but he was very willing and worked hard for a long and physically demanding day. Although it was far from a normal day at the office for all of us, the difference between before and after was a huge achievement'.

Julia Carty 'Julia went at the drop of a hat to remove a water mark from a bespoke superior cardboard coffin'.

Kerry Bishop and Jo Lee 'I was ready to depart from RHH with a funeral when I noticed the floral letter tribute was blue edged although the arrangement specified "red edge". Kerry and Jo stopped what they were doing and speedily replaced the blue with red'

Staff Number _____

Voting Slip

Brian York	[]	David Hills	[]	Julia Carty	[]
Colum O'Shea	[]	Pete Jeffery	[]	Kerry Bishop	[]
Wayne Lambord	[]	Dean Spencer	[]	Jo Lee	[]
Malcolm Barham	[]	Jim Stead	[]		
Joe Parton-Buckeridge	[]	Gary Phipps	[]		

Voting slips can be placed in the ballot box, outside the finance office at RHH or sent via internal mail. You can also email (emma@lymn.co.uk), text (07916 140 406) or call (132) your vote to Emma (please include your staff number).

Closing date Monday 23rd December 2019.

One vote per A. W. Lymn The Family Funeral Service current employee only.



The Family Funeral Service

Client comments collected during October 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 EN/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.funeralguide.co.uk/funeral-directors> and <https://www.facebook.com/pg/awlymn/reviews/>

Drivers

Excellent – 97

Good – 12

Satisfactory – 0

City Flowers

Excellent – 43

Good – 8

Satisfactory - 0

Arnold

All went meticulously. MJC/NLR
Attention to detail. RK/RK
We had many problems with releasing the body from Kingsmill Hospital. Joyce & colleagues went over & above to help us. JF/JK
Quite respectful, great service. RK/RK
Cultural sensitivity. TC/RK

Beeston

They were helpful and happy to adapt as needed. TAR/DMC
A.W. Lymn provided us with a 5 star service. Thank you so much DMC/DMC

Bingham

They were flexible on the day to accommodate late arriving guests and did their best to put us at ease. DTL/SJD

To Dominic and all the staff at A. W. Lymn Bingham. A big thank you for all your help and support during this difficult time. You took much of the stress from us which we really appreciated. Your calm council, your quiet efficiency and above all your care and compassion was so helpful to me and my family. You do a great job and please pass on our thanks to everyone involved.

Dear Dominic, We wanted to send our deepest thanks to you and the company for the caring and professional manner in which you organised Dad's funeral. It was an emotional day but also a day to celebrate all his achievements and the many amazing experiences he had had particularly during the war years and just after. We were able to give our full attention to that, in the sure knowledge that everything had been taken such good care of at your end.

Bulwell

Very caring and comforting staff. JK/RJM

Carlton

Very friendly & caring. JF/NMR
The care taken over confidentiality issues, and overall professionalism and being genuine. Thank you! NMR/NMR
Very caring. MJC/RK
Staff were amazing, Joyce made me feel calm as did Mark, they are both lovely caring people. JF/NMR
Ceremonies by Dawn Hartley, Professional Celebrant, lovely lady. 10/10. NMR/NMR

Clifton

Joanna is welcoming, caring & very helpful. The day was perfect and I couldn't find fault if I tried. Thought it a lovely touch putting the extra flowers on

the coffin & taking all the flowers back to Clifton village. It was 'simply the best'. JMW/MLR

My family and I would like to say a big thank you to all who help us with the funeral, you helped to do him proud on his last journey.

Cotmanhay

We had a private intimate funeral and was what I (the widow) wanted. MS/MS
Mick was so helpful with everything. MS/MS

Derby

There was just the right level of help & interaction from Derek. Extremely professional & helpful at all times. He let us make the decisions without being pushy. Excellent service. DMT/DMT
Extremely caring and respectful, you got a sense of calmness & warmth from both Julia & Kevin who supported us. * Can I just say that Julia & Kevin were the most caring & respectful people I know. They showed compassion & support to us (me, my mum & brother) & mainly me. I have never had to do anything like this before and I felt so supported & at ease by these two individuals. I wish them well for the future. Thanks Kevin & Julia JRC/KH

Hucknall

Constant support & information at all stages. CAB/CAB
Very friendly and supportive staff, made it very easy & uncomplicated. CAB/CAB
The way he read about her life was very good. CAB/CAB
Very professional but friendly service. CM/MLR

I wanted to send a quick message to say how wonderful the team are at your Hucknall branch. Both Catherine and Caroline are an absolute credit to your company and team. Both extremely professional in their jobs. Catherine has gone above and beyond for us to get my grandad's funeral perfect. She was always there for me, as I did have a tendency to message her several times daily with all different questions and she would respond me in a professional and friendly manner. She is an amazing lady and we will never be able to thank her enough for what she's done for our family during this most difficult time in our lives. We will be forever grateful at the way she cared, with respect and dignity, for our grandad after he passed. Caroline was extremely polite, friendly and professional when we came to the Chapel of Rest several times. She took

time to show us the order of service which was being designed especially for my grandad which was perfect in every way. She always replied to my emails very efficiently. Both these ladies have made this experience less stressful and what is a very stressful and difficult time. We will be forever grateful for their hard work.

Ilkeston

A surprise basket of petals was offered & gratefully received to sprinkle over the coffin (excellent). NAA/MS
The tribute by Steve Wakeling – Excellent. NAA/MS
Made to feel happy that Dave was well looked after – thank you. RJM/RJM
Good service though out. NAA/MS

Littleover

Very professional but at the same time kind and thoughtful. DB/KH
The care, attention to detail and the respect to the deceased. DB/MC

Long Eaton

The caring and serenity of the staff. LJC/LJC
Nothing was no trouble, comforting. LJC/LJC

Mansfield

The care that everyone gave to us. SB/JWB

Mansfield Woodhouse

Thank you Jonathan. All aspects were caring, helpful and friendly, nothing was too much trouble. JWB/JWB
Elaine in office, very friendly and helpful, also Andrew undertaker was so helpful and kind at this sad time. SEJ/AA
Personal service, professional approach. JWB/JWB
Friendliness of staff while being very professional, answered any questions. SEJ/AA
Elaine & Jonathan's attention to detail, kindness & reassurance made this sad time more bearable. SEJ/JWB
The whole service was natural and we were made comfortable and not alone. AA/AA
Professionalism, compassionate & efficiency in all aspects. SEJ/JWB
Professionalism. SEJ/JWB

Nottingham

Staff were excellent. MR/NLR
They are all very friendly, smartly dressed and polite. DMT/JLR
They were very approachable both in person and over the phone, very personable but professional at all times. MR/NMR

Respect & care shown by all the staff. MLR/MLR

We were treated with respect & dignity nothing was too much trouble. 'Family funeral service'. Excellent. MJC/MJC
The calm professional caring manner throughout the whole time. Exceeded expectations. JLR/JLR

Very personal attention, Mark was extremely kind and patient. MJC/NLR
Exceeded expectations. Nothing was too much trouble & everyone was very kind & extremely professional. JLR/JLR
Prompt email responses to queries. NJC/RJM

Many thanks to everyone at Lymns, and a special thanks to Brendan. MR/NMR

Dear Megan, Thank you so much for your help, you made an impossible situation so much better and we are profoundly grateful for your calm, supportive attitude and how far you went to help us.

Dear Jackie and colleagues, Just a note to say a few words of gratitude to you all for the way you supported us through the funeral. Your attention to detail and professionalism approach ensured that everything went exceeding well before and during the funerals. The suggestion to engage with Rev, Alan Haydock was also special. Along with everything else he helped me through by his calm and compassionate approach. As soon as he walked into our house I felt as though I had known him for years. Thank you. You colleagues especially our driver [Gary Phipps] to the crematorium was amazing. We were all very touched by him and the kind words during the journey. Please pass on our sincere thanks to him. It all added to the wonderful memories of that sunny day.

Ollerton

The kindness and so professional. CJO/CJO

Osmaston Park

Mark explained everything well and made the process very relaxing & easy. MC/MC

Radcliffe on Trent

Extremely helpful & efficient. JK/JK
Having visited 4/5 times from original visit – the funeral director (Jane) was always helpful & obliging. JK/JK
Genuine sincerity. JK/JK

Dear Jane and Lindsay, I am writing to thank both of you for the care and concern we received when arranging the funeral of my aunt. We really did appreciate all aspects of the service you

provided and the support you gave at what was an emotionally challenging time for us.

Rainworth

The bus. WEW/DCC
The personal feel of the whole process and the way that things were just "taken care of" when the family were in distress. JWB/JWB/
Professional, friendly, caring, manner of staff, really helped in making decisions at a difficult time, easily contacted and helpful. WEW/DCC
Everything was perfect. WEW/DCC

Ruddington

Lovely flowers in yard at premises. Well off the street. Very informative funeral director at meeting. Nice silver car. Quick replies to emails. GLC/TLS
The unhurried nature of our meeting to make arrangements. GLC/SJD
A very caring attitude with friendly help and advice. TLS/RJM
Service provided by staff (Gary Cooke) at the funeral directors premises. GLC/TLS
They took time to listen to what we wanted. GLC/TLS

Spondon

Excellent. Fiona from Spondon shop. SUPERB. FH/KH
Friendliness & helpfulness of staff. FH/KH
Derek was marvelous – very sympathetic to the changes we made. DMT/DMT

Stapleford

We liked it all, everything was very good. TAR/MS

Sutton

Friendly – helpful – availability – above and beyond to please us as a family & Mum. KLH/AA

West Bridgford

Attention to detail to ensure we got the service we wanted. SJD/AJD
Very kind and understanding. AMB/TK

Dear Andrew, On behalf of myself and my family, I'd like to say a huge thank you for the care and support you showed us when my husband passed away. Please pass on our sincere thanks to Jackie and staff who handled the day with such professionalism.

Wollaton

Very caring to the family and their needs. APM/DMT
So very respected to all. APM/RJM

Could Do Better

None!

Best Practice of the Month

Congratulations to Kerry Bishop and Jo Lee who have won this month's Best Practice award.

They were nominated by Jackie Lymn Rose for...

'I was ready to depart from RHH with a funeral when I noticed the floral tribute SON was blue edged although the arrangement specified "red edge" the order was incorrectly placed. They stopped what they were doing and speedily replaced the blue with red and we were not even late at the house!'

Also nominated this month are...

Teresa Spencer by Emma Percival. 'Teresa always does things the 'Lymn's way', and has put in a lot of hard work training so many of us'.



Neville Carridice and Ian Richardson by Pete Jeffery 'Can I nominate Nev and Ian please? They both helped putting in two new windows which were very high up and very awkward'.

a way that a take home would be possible.

Neville Carridice, Gary Seymour and Brian York from Colum 'Nev, Gaz and Brian were a huge support on a recent funeral. Nev and Gaz for their kind attention to sorting a vault and presenting the grave despite the bad weather, and Brian for adapting a casket in such

Mark Ridout and Joyce Farrell From Diane Morris 'Please can I nominate Mark and Joyce for their help, support and kindness. Their inclusiveness, understanding and total professionalism has really helped me to settled into my new role. I cannot thank them enough. It is a tremendous privilege to be part of the Carlton team'.

Work Experience

for **Lucy Hackett**



It's been a bit wet! Artur keeps his feet dry!



Memorials for Christmas

from **Ben J. Percival**

We have a range of memorials in stock that are available for Christmas fixing and can be viewed should anyone wish to pop in or have a photograph e-mailed. Below are just a few examples of stock.



IAM Congratulations

to **Tom Beard**

Tom has passed his practical Institute of Advanced Motorist examination. Well done Tom!

