



The Family Funeral Service®

Staff Newsletter

February 2020

25 Years of Service for David and Catherine

Nigel, Matthew, Jackie, Sheila and Penny were pleased to present Catherine and David with gold watches to mark their 25 years of service.

David joined the company in October 1994 when Jason Beeson, who he was working for, sold his four funeral homes (Bingham, Carlton, Radcliffe and Ruddington) to our company. David managed to avoid driving the hearse when Nigel conducted a funeral for three years but Nigel now regards David as his driver of choice. Congratulations David.

Catherine joined the company in rather unusual circumstances. A chance meeting with Tony Knowles in a Hucknall pub led to an interview! Catherine joined the company in January 1995 and as Nigel commented 'is the epitome of everything he wants in an employee'. Well done Catherine.



Penny, Jackie, David's wife Sarah, Nigel, David, Matthew and Sheila.



Catherine's partner Shaun, Nigel, Catherine, Jackie, Sheila and Matthew.

Congratulations to Brian York Best Practice of the Year Overall Winner 2019

The vote by employees was won by Brian for cancelling his holiday and completely rearranging his plans when Steve announced he was leaving. This ensured Chris had all the support he needed. His commitment to the coffin workshop is excellent.



'Our family serving your family since 1907'

The 'Best Practice of the Month Award' nominations for February are:

Sharon Draycott and **Barbara Williamson** have nominated **Matthew Kavanagh**. 'Kav took a lot of time and care to show a family, who were undecided about a vehicle, around the cars in the yard'.

Jane Keetley has nominated **David Hills, Malcolm Barham** and **Richard Hunt**. 'These gentleman have had the arduous task of working, sometimes with no water at the new office, to keep the cars at Radcliffe clean. They have had to carry buckets of water from the house to the rear of the building and trying to keep on top of things as well as doing their daily job. I personally would like to thank them for their good work under these conditions, helping to keep Radcliffe on track to a brighter future in our new home together'.

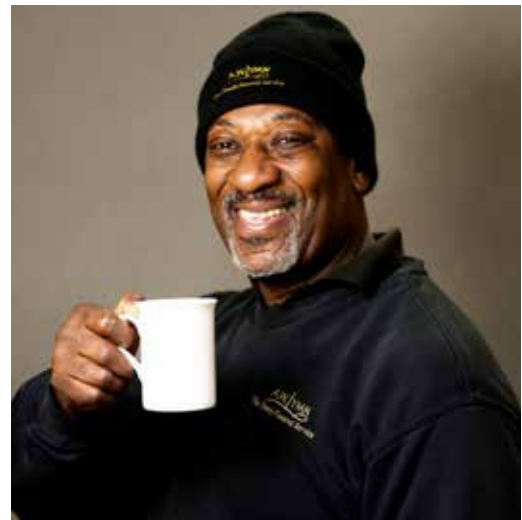
Nigel Lymn Rose has nominated **Neville Carridice**. 'Last Saturday I had a hearse only from Aspley which the family were due to meet me at the crematorium. Late on Friday I got a note from Laura to say that one person may be waiting in a car at Aspley to follow us. When I arrived at Aspley (on time) Nev had already spotted the lady, unlocked the office and she was sitting inside with a cup of tea. Now I know we expect office staff to be proactive and welcoming but I think that Nev went beyond what we would have expected'.

Emma Percival has nominated **Barbara Williamson**. 'Barbara always goes the extra mile with every thing she does. She always puts our clients first, and makes lots of small gestures which I am sure improves what is an awful time for them'.

Neville Carridice has nominated **David Crampton**. 'David stepped in at the last minute to help out at a weekend funeral despite other pressures. He is always willing to help out in any given situation'.

And the winner is

****Nev****



Congratulations to Catherine and Caroline at Hucknall who had 544 memory tree tags over three Christmas trees, including the one moved from the St Mary's Christmas Tree Festival.

Nigel comments 'Amazing – simply amazing. Will it hit four figures next year?'

Number Crunching

We are proud to have a higher ratio of qualified staff per capita than any other funeral service which is a reflection of the people we employ and the service we supply to the bereaved.

Unlike our competitors we encourage and fund staff to achieve recognised qualifications and success is rewarded.

The current count is :

Holders of Diploma in Funeral Directing (Dip. FD)	35	4 in training
Tutor accredited by the National Association of Funeral Directors	1	
Examiner accredited by the National Association of Funeral Directors	1	
Honorary Member of the National Association of Funeral Directors	1	
Holders of Diploma in Funeral Arranging & Administration (Dip FAA)	11	1 in training
Members of the British Institute of Embalmers	11	2 in training
Fellow of the British Institute of Embalmers	1	
Institute of Advanced Motorists (IAM)	56	3 in training
Register of Qualified Memorial Fixers (RQMF)	12	2 in training
Fork Lift Truck Licence	10	
Emergency First Aid in the Workplace	19	

We have good reason to be proud, Jackie Lymn Rose

Congratulations to Colum and Cathryn on their wedding, which took place on 28th December 2019.



We currently have a selection of memorials in stock that are available at a reduced rate.

I will, at the start of each week, be sending an e-mail out with an 'offer of the week' that will be available to any family looking for a 'budget' memorial. These will be a one off, so it will be first come first served. For further information please contact either myself, Sharon or Mary.

Ben J. Percival

Joanna and Emma were pleased to volunteer at the Good Companions' Party in Clifton.



Welcome to James Myers



James started in the finance office on the 6th January and has written the following about himself....

'I graduated from the University of Leicester in 2014 with a degree in Economics before joining BDO, an accountancy firm. I qualified as a chartered accountant in 2017 and during my time at BDO have worked on the statutory audit of A.W. Lymn.

In my spare time I try and keep active. I enjoy both playing and watching football (season ticket holder at Leicester City). I try to broaden my knowledge through visiting historical sites, museums, etc and also like to go walking in the countryside.'



Matthew hopes our seventh Phantom VII hearse will be ready to collect from Italy in February.



Trade hire in January

A.W. LYMN

The Family Funeral Service®

Staff Party 2020







Client comments collected during December 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 www.funeralguide.co.uk/funeral-directors and www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 88

Good – 12

Satisfactory – 0

City Flowers

Excellent – 44

Good – 1

Satisfactory – 0

Arnold

They were all very friendly, Beryl Spencer has been fantastic and is a credit to you. TC/RJM

The staff uniforms and vehicles were excellent. TC/RK

Mark Ridout is an absolute asset, so obliging doesn't rush, very professional & knowledgeable. He remembers people & so does the Arnold office. NMR/NMR

Nothing in particular, we were offered a very good service overall. RK/RK

The way the funeral arrangements were made, no pressure and with care and respect. TC/RK

All the staff we dealt with were excellent, very understanding and helpful in every respect, both arranging and at the funeral itself. TC/RK

Mum's name on the gold plaque on her coffin. EN/RK

Please give my thanks to the team. This was a very well organised and compassionate event which A.W. Lymn can be proud of.

Hi Ellie, We just wanted to say thank you from the whole family for everything you did for my dad's funeral. You made us feel at ease throughout the process and everything was perfect. Can you please pass our thanks on to all the drivers too. They were all outstanding. A special thank you to Mark for leading the day so well and having such a kind, caring way when dealing with the family. He is a massive credit to Lymn's.

Aspley

Laura was very efficient and clear. The staff that attended at home and for the funeral were extremely dignified and respectful. Thank you all. LEF/RJM

To all the staff at Lymns. Laura, Nigel, David, Neville. Thank you for all your kindness, hospitality, putting at ease, going the extra mile.

Beeston

We are very grateful for the care, empathy and attention given by Donna Conroy to ensure we were comfortable with arrangements during such a difficult time. DMC/DMC

Friendly, did not feel rushed Donna listened – "most important" that is why the funeral was perfect. DMC/DMC

I just wanted to thank you and your team for the caring and professional manner in which the funeral for my dad was carried out today. The drivers [Louise, Jennifer and Ian] are a credit to you and made it easy for the family whilst en route to and from Bramcote. The selection too of Heather Johnson the celebrant was perfect for the occasion. Dad would have liked it all.

Bingham

Flexibility to enable us to have the type of funeral deceased and family wanted. DTL/DTL

He found classical version of music we wanted. DTL/DTL

Very helpful, couldn't do enough to help. DTL/DTL

Hello Dominic & Heather, I would like to thank you both for arranging the funeral. It was organised to precision and executed so well. The were very grateful to have the funeral organised down with them in Aylesbury. Dominic – please also pass on my thanks to Derek who was very professional throughout.

To Dominic and the team. Thank you for the lovely way you conducted the funeral in exceptional weather conditions. The family will be always grateful also to the caring and respectful way you took care of him. Thank you from our hearts.

Dear Dominic, Just a note to say thank you for everything you did during a very difficult time for us all. Your empathy and attention to detail were just amazing - and thank you to Matthew on the day.

Bulwell

Everyone was so lovely. KLN/AA
The service was prefect. Everyone from Lymns was outstanding. The funeral was very personal to our family. Visiting Kim at the Bulwell Branch. The Funeral Directors kindness. Excellent organisation of everything. KLN/MLR

Carlton

The personal service and advice we were given. Even when Mark's father died on the morning of our funeral – everything was very well looked after [Julia] this would not have happened if Mark had not prepared well before hand. NMR/JRC

Courtesy & consideration shown by all members of staff. JF/NMR

Thoroughly professional throughout – can only praise – no faults DM/RK

Friendly and informative, with the right level of formality, personal choice of music at the service was welcomed. JF/NMR

Diane was really helpful and sensitive to our needs – Thank you. DM/TK

The Forget-Me-Not seeds. TLS/TK

Mark Ridout very caring and supportive at a difficult time for him. Carlton Stall Superb. They are like friends. NMR/NMR

Mark & Diane were first class, paid such attention to detail. Thank you for making Auntie's funeral so special. DM/NMR

I lost my father at the beginning of December. Myself and mum used the Carlton branch, we couldn't have wished for a better service, Diane was helpful and very patient, thank you Diane, would also like to thank the team that was there on the day of the funeral, such a professional service.

Hi Diane, I would like to say a massive thank you for your kind patience you had for mum and me, and also thank you for making my dads funeral a good one, the gentleman that was there on the day was kind and caring to all dads family, so thank you so much again

To Mark and all your colleagues. We as a family really appreciated all your guidance and support we received at the funeral. Please could you pass on a message to the florist how beautiful the floral tribute was.

Clifton

Joanna, thank you for all your help over the last few weeks. Everything went very smoothly on the day - mainly down to you!

Joanna Thank you for your assistance

regarding my mum's funeral. I would like to say a big thank you to you and your team for a professional, efficient, seamless service. Also if you could please thank Tony for managing the day so well.

To Joanna, My family and I would like to thank everyone who was involved in my husband's funeral. Wishing you a lovely Christmas and a wonderful New Year to you all, take care.

Cotmanhay

They made you feel very comfortable, as though you weren't in an undertakers. MNI/KH

Very kind & thoughtful staff. MNI/MS

Hucknall

The above & beyond service from Catherine Broome & Caroline Morgan, outstanding. CAB/CAB

Arranged for us to go to the Radcliffe office as new windows being fitted at Hucknall – They wanted us to be warm & comfortable. JK/TK

Whole service was excellent, in particular the sensitivity showed to my mother. CM/CAB

Littleover

Dan was very respectful, polite and treated us all with empathy. DB/KH

Dear Dan, We just wanted to write to say a very sincere Thank you. You have been so very kind, thoughtful and professional over the last few weeks as we waited to say our final goodbye to mum and dad. Their funeral was beautiful in every way, and everything on the day itself was perfect. The flowers, cars (which I was teased about for not knowing what a silver phantom was and how impressive they are!), and the team in attendance were all wonderful. We as a family felt guided and supported and knew you would all cover everything. Alan the bagpiper was superb, a very talented musician who gave a sad occasion a very special memory and enabled much talk afterwards - mainly around where did you find him! All our family and friends knew the significance and the tunes, but a bagpiper in the midlands?! I know we will be meeting up in the near future and that matters aren't quite

closed for us, but as a family we really wanted you to know how grateful we are. We highly recommend you.

Ilkeston

Nicola Anderson was very helpful and she took the stress away from arranging the funeral for mum. It all turned out well. NAA/DMT

I think they did and thank you. NAA/MS

Calm nature & sensitivity of Nicola. Everyone very helpful. NAA/MS

Long Eaton

Appreciated clear, polite & sensitive direction on the funeral day at the church and at the burial. LJC/JK

Prefect service. JLR/JLR

The whole experience was excellent – service, caring, attention to detail. TAR/RJM

Mansfield

You felt as though she was a friend, so understanding and nothing was too much trouble. SB/SB

Very helpful. SB/AA

Very pleasant lady to deal with. SB/Direct Cremation

Mansfield Woodhouse

Online access to donation & the respectful walk in front of the hearse. SEJ/JWB

They listened to what was important in regards to the wishes of the deceased. JWB/JWB

Fully advised of every aspect & guided through process. On the day excellent care & respect to the family from all involved. SEJ/JWB

Very pleased with all aspects of service. JWB/JWB

Quick collection, excellent response to our specific requests. SEJ/AA

The folder with attendance cards was a lovely touch. As a family we were very happy from start to finish. AA/AA

Nottingham

The professional but respectful approach of all the funeral directors we dealt with. RJM/MLR

The service speaker Brendon was very good and did a fantastic job. MR/NMR
I liked how they walked in front of hearse, very courteous to me and

guests. MR/TK
Always polite, approachable, everything handled sensitively and with utmost professionalism. MR/JLR Supported us when Order of Service was not to our wishes, made arrangements promptly to be amended and also keep us informed on a regular basis. MJC/TK

Everything – Thank you so much for your kind service. MR/TK
Megan at Lymns, Bath Street was so very kind and helpful. Everything explained and we were told to contact her anytime if we had any questions. Felt very personal. Pre-paid plan was taken out 29 years ago, Lymns kept to their word with what was to be covered. We have heard negative coverage re prepaid plan with other companies but Lymns have absolutely “done our family proud” and we would have no hesitation in taking out pre-paid plans ourselves, totally reliable. MR/TK
Polite/attention/originality. MLR/MLR

Ollerton

The friendliness and professionalism of the funeral director, Colum O’Shea. CJO/CJO
The total respect & professionalism shown. CJO/CJO
Everything from beginning to the end. I thought Colum O’Shea was outstanding and he is a credit to A W Lymn. CJO/CJO
Every aspect was excellent. Thank you CJO/CJO

Osmaston Park

Mark took his time to explain everything to us. He was understanding and compassionate, he made it a lot easier to cope with. MC/MC
Mark was such a kind & caring person, made things more bearable at a sad time. MC/MC

Dear Mr Mark Chapman, I wish to take this opportunity to thank you for your kindness, patience and compassion in taking the stress out of helping me organise my late fathers funeral arrangements. You and the A.W. Lymn staff provided a first class service, guiding and advising me throughout

the whole process and for that I thank you.

Radcliffe on Trent

Very personal service for myself who had never arranged a funeral. JK/JLR
Lindsay is very friendly and helpful at all times (Radcliffe office) LJS/JK

Ruddington

They were very friendly and approachable in person and kept us informed by telephone of each stage in the process. TLS/TLS
Made one fell at ease under the circumstances, explained choices of coffin and accessories clearly and amiably. JK/JK

Shirebrook

We particularly noticed their consideration of the family at all times. AA/AA

Spondon

Everyone was so professional & caring, especially Fiona who was so helpful to all the family. FH/JRC
Every detail was taken care of. A lovely thought at the funeral was their suggestion of the two young boys to take their flowers forward during the service. FH/KH
The whole service provided was most professional. FH/KH

Stapleford

Just that they were professional and compassionate. TSR/JRC
Tracey Sweeting Rowe was kind, patient and helpful in every way. TSR/JRC

Sutton

Member of staff kept us informed all of the time. KLH/ Direct Cremation

West Bridgford

Respect and local knowledge – excellent minister recommendation. AMB/JLR
Care, respect, consideration given appropriate to the occasion. JLR/JLR

Wollaton

Overall very good. LEF/RJM
Friendly, compassionate and offered practical advice and options available

appropriate to the circumstances. APM/ Direct Cremation
Good rapport – no excessive condolence, just business-like manner we had hoped for. APM/RJM
The helpfulness in making such a distressing time more bearable. APM/JRC
Very agreeable to our family needs. JRC/JRC

Stonemasons

Hi I just wanted to say a big thank you for restoring our parent’s stone in Radcliffe on Trent. It was done quickly, professionally and with thought. I would recommend you always.

Once again thank you for your excellent work and great patience.

Good Morning Nigel, My husband’s Gravestone has just been erected. I am very happy with it. It’s taken a while for us but well worth the wait. It was ordered and sorted so quickly and my family and I were thrilled to have it done before Christmas. You putting flowers there was a lovely touch, thank you. I want to say a special thank you to Sharon and Mary who were so kind, thoughtful and caring at all times. They actually made me feel like I was your only customer. They are such a credit to you. I felt this needed to be said as nowadays people are so quick to criticise but not so quick to praise. Thank you once again to your wonderful team.

Hi Sharon, I just wanted to say how pleased we are with the plaque and your installation chap was lovely! Many thanks again,

Could Do Better

Not informed when the death notices were published in the newspaper.

The
A.W. LYMN
Centenary Foundation

The A.W. Lymn Centenary Foundation was formed and is continually financed by the Company to mark its first 100 years of service. Its aim is to help those in the communities the Company serves.

Here are some of the causes helped over the past six months:

Dear Chloe,

I am grateful for your letter dated 2nd July 2019 to confirm that the Trustees of AW Lymn Centenary Foundation have kindly pledged £20,000 to the Lime Tree Campaign. This is most generous of them and I hope you will extend my thanks.

I understand the conditions explained in your letter and will be certain to contact you when we are ready to start the build in order to release the first payment of £10,000. I then look forward to hosting your Trustee Board on site to show them how the bedded hospice is progressing.



Windmill Community Garden's
Feel Good Garden Party

Hi Chloe

Thank you for ensuring that the grant that funded our Garden Party has been paid into our account.

Please find some photos of the event to give you a flavour of what went on.

Regards and thanks so much for making this possible,



Dear Mr. Rose-Lymn.
Many thanks for your support of the children's charity day. We raised roughly six and half thousand.

I will send you a balance sheet in due course
—

Dear Jackie,
Thank you so much for your donation to Maggie's. It was lovely to meet you and your Mum and I am glad that she enjoyed her chat with Julie.
Please keep in touch and let me know if you would like anymore leaflets. Annie

Trustees: Jonathan William Baker, Anna Cecilia Burrows, John Stanley Bennington Hayes, Jackie Lymn Rose, Nigel Lymn Rose.

Registered Charity Number: 1124161

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The
A.W. LYMN
Centenary Foundation

Dear Mr Lymn Rose,

May I take this opportunity to thank you for your kind donation of £50 for raffle prizes.

The day went very well with a great turnout, with the final sum for the day reaching in excess of £500. Derby County Community Trust will benefit greatly from all proceeds from the sum raised over the year.

This year has become very important to me as Captain of Derby Golf Club, it has given me the opportunity to raise money for a local charity. Their work around the Derby area is very diverse, from sports related activities to drug abuse. So far I have managed to raise over £1000+.

Again may I thank you for your help.



I would like to extend my thanks to the trustees for your support and interest in our work and I am pleased to enclose a round up of some of our activity from around the UK.

We're gearing up and getting ready for a busy winter of tree planting. Our hugely popular community tree pack scheme will see an amazing 715,000 native trees sent to schools and community groups across the UK this November, with at least another 100,000 trees going to landowners and farmers planting small native woods through the MOREwoods project. We are calling on 1 million people to pledge to plant a tree for our #BigClimateFightback and providing opportunities for people to join us for a planting event on 30th November at a Woodland Trust woodland creation site – Mead (Heanor, Derbyshire), Smithills Estate (Bolton, Lancashire), Brynau Farm (Neath, South Wales), Kinclaven Bluebell Wood (Murthly, Perthshire), Tring Park (Tring, Hertfordshire), Low Burnhall (Durham) and Carnmoney Hill (Newtownabbey, NI). You can pledge to plant a tree at www.woodlandtrust.org.uk/BigClimateFightback where you'll also find details about how to book onto one of our planting events – do let me know if you're planning to don your wellies and attend a planting event!

Your support of our work is a great boost to our efforts to ensure that wildlife has a home and people can continue to benefit from the essential role that nature plays in all our lives. Donations from charitable trusts are extremely important to us and we really appreciate all your help.

Dear Ms Lymn Rose,



We are delighted that the Trustees of the AW Lymn Centenary Foundation have once again chosen to support Royal Voluntary Service and have awarded £250 towards the expenses of our Bassetlaw Home from Hospital volunteers. Please accept our sincere thanks for this most kind grant.

Our services make a real difference to the lives of older people when they need it most and this grant will enable our volunteers to continue to provide much needed support.

I will of course write to you in due course with an update on our services at Bassetlaw. In the meantime, thank you once again from everyone at Royal Voluntary Service.

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Registered Charity Number: 1124161

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The
A.W. LYMN
Centenary Foundation

St Anns Community Orchard

Dear Jackie

I hope you are well.

Apple Day was great. We had nearly 200 people. The attached photos have full permission to use if you want any for your newsletter.



Nottingham
Cathedral Music

2019 has been a remarkable year for Nottingham Cathedral with a range of events to mark the 175th Anniversary of the Cathedral Church back in 1844. Our choral celebrations kicked off in style with a sell-out performance of *Spem in Alium* back in March and will continue through to November with *An Evening of Britten* featuring the sublime 'A Ceremony of Carols' and 'Choral Dances from *Gloriana*' alongside other favourites by composer Benjamin Britten.

The centrepiece to our celebrations was our trip to Lourdes and Paris in July. I would like to take this opportunity to thank you for your generous support of this initiative, which saw 14 members of our Cathedral Youth Choir join with the adult Cathedral Choir to animate liturgies as part of the Diocesan Pilgrimage to Lourdes and sing Mass in Paris. I was a truly remarkable and memorable experience for them and we're so grateful for your support in helping to make it happen – it simply would not have been possible without your help.

Trustees: Jonathan William Baker, Anna Cecilia Burrows, John Stanley Bennington Hayes, Jackie Lymn Rose, Nigel Lymn Rose.
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