



The Family Funeral Service®

Staff Newsletter

January 2021

Christmas and New Year Message 2020

Who would have believed a year ago that we would have experienced the events that 2020 brought our way? There have been so many uncertainties and as a result I know that it has been a very difficult year for many if not all of you. It has been a sad time for the families that we serve and it has been an equally difficult time for all of you.

As a team you have worked so well together and I know that whether you have been one of those at work, or one of those furloughed, it has been equally difficult. Although the number of funerals we have conducted has increased many of those have been much simpler than the families we serve would ordinarily have chosen without the restrictions on numbers attending that have been enforced upon them. It has been extremely difficult for them and we have often been unable to provide the type of service they would ordinarily have wanted.

Given all of this they have continued to appreciate what we have offered and what you have all provided and they have expressed this in their appraisals, both public and private and have confirmed that in general everything you have done has remained outstanding.



Together with Ben, Chlöe, Jackie, Matthew, Penny, Pete and Sheila, I would thank you all for the stoic and unquestioning help you have given during this most difficult of years and we trust that in spite of the lockdown and tier three restrictions you will take comfort and get pleasure from the time you are able to spend indoors with a few extra members of your family or close friends over the Christmas period. We all appreciate that it will be doubly difficult for those families we have served during the year that cannot meet and receive the support they would normally have had at this time of the year from their extended families and friends and our sympathy and best wishes go to them.

I hope that with the approval and introduction of the various Covid vaccines, 2021 will bring us back to some semblance of normality and that you will then be able to return to your normal family life and that my message at this time next year will be reflecting on a much happier and less troubled year.

Once again many thanks to you and your own families that have supported you, our family business and those families that we have served through this, the most difficult year I have ever experienced.

Thank you

'Our family serving your family since 1907'

**The Christmas party's coming,
Just not as how we know,
So put the Christmas hat on,
To feel the HO HO HO!**

**Please keep an eye out for details!
There will be a party related prize for the
best photograph with your party hat on!
Entries to Emma by Wednesday 13th January 2021.**



Lights, Camera, ACTION

Filming for a new pre-need commercial took place at Robin Hood House and at one location in Burton Joyce during December.



The commercial will be used on our website, social media channels and on the Reach (Nottingham Post / Derby Telegraph) network.



After 18 years of faithful service from our Nokia 6310's, we are trialling new Samsung smart phones in two of our vehicles!



The tree has been displayed in the garage at RHH. This is to allow people to see their memory cards without coming inside. The sledge is one George made for his children, which has been restored by Kyle.



Above right proof that the memo regarding Christmas trees also applied to home workers (Anne)!

Right, the window at Osmaston Park.



A month of horses...



Joan Spurr née Lymn leaving head office for the last time. The horses were a fitting tribute to her, as her granddaughter Isabel explained that as a young girl it was Joan's job to look after the horses for her father, Harold Lymn.

The black horses (Seb and Danny) with white plumes were a nod to Joan's late husband, Dennis who was a lifelong Notts. County fan and the reason their florist shop was called County Flowers!



Two very different looks on the same day with these horse hearses.

Black horses with Jamaica plumes and blankets, grey horses with baby blue plumes and blankets.



Grey horses with white plumes outside Wilford Hill.

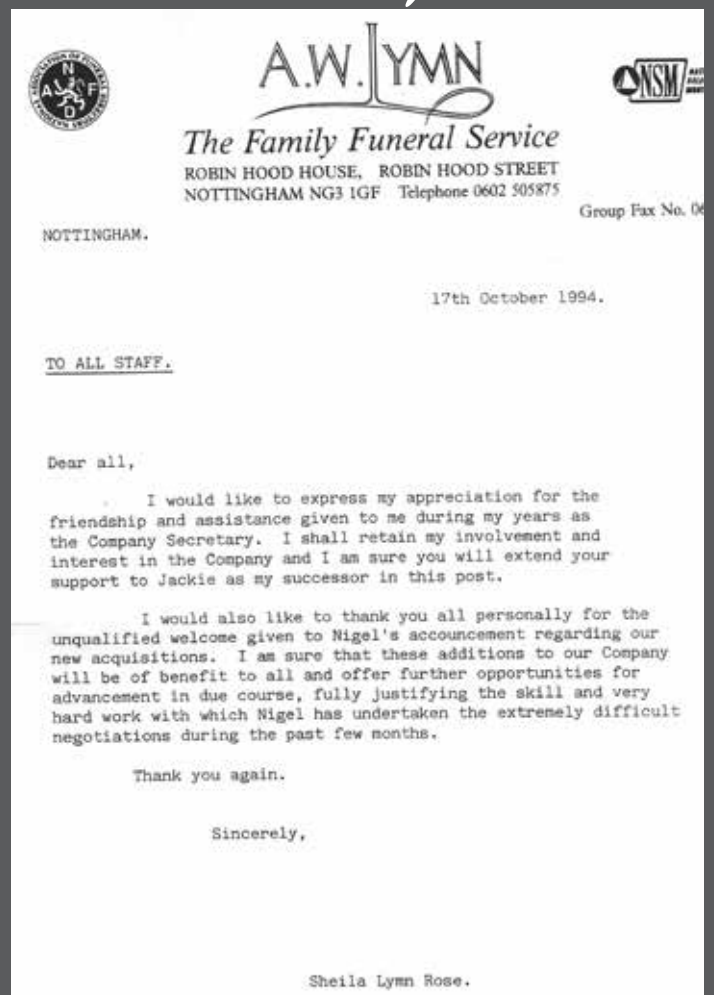
Company Secretary

We are pleased to announce that following Shaun's resignation, Chlöe has been appointed as our new Company Secretary.

She becomes the third generation of the family to hold this position, following in the footsteps of both Sheila and Jackie.



Congratulations



Above correspondence from Sheila to all eight funeral homes (Beeston, Bulwell, Clifton, Derby, Hucknall, Long Eaton, Mansfield Woodhouse and Nottingham) when she stepped down as Company Secretary in 1994.

Overall winner of 'Best Practice of the Month' 2020

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:

Neville Carridice and **Ian Richardson** 'For dropping other commitments to spend two nights on a funeral in Ireland'

Neville Carridice 'For making a single mourner welcome at Aspley, on a Saturday morning'

Gary Phipps 'Whilst off duty on a Saturday morning he noticed damage to the roof at Arnold, he changed his plans, went home to get his van and tools to secure the roof so it didn't get any worse before Monday'

Gary Seymour 'For getting stuck in, in inclement weather, helping a family backfill a grave after the cemetery staff refused to bring the digging machine to assist'

Louise Cook 'For taking over the driving of a hearse from Wayne, and keeping him calm when he was taken ill in Wolverhampton'

Olivia Cotterill and **Gary Seymour** 'For deep cleaning the mortuary floor'

Gary Cooke 'For holding the fort in the Operations Office in the middle of a pandemic with both Matt Winman and Matthew Lymn Rose on leave'

Olivia Cotterill 'For her hard work, care and dedication in the mortuary, making a motor cyclist look at peace so his family could say their last goodbye'

Pete Jeffrey and **Neville Carridice** 'For their fast clean up of a vandalised grave on the morning of a funeral'

Adam Rigley, David Green, David Powell, Frank Don, Gary Seymour and **Stuart Stemp** 'For moving four tons of top soil, 180 yards across a cemetery to allow for a back fill. They did this without a complaint or murmur'

Colum O'Shea 'For his live interview on BBC Radio 2 Jeremy Vine Show'

Olivia Cotterill 'For managing the mortuary and embalming theatre single handedly in an exemplary manner in Ralph's untimely absence'

Voting slips can be placed in the Post Box, in the Nottingham Divers Mess or sent via internal mail to Emma. You can also email (emma.percival@lymn.co.uk), text (07916 140 406) or call (*441). Please include your staff number.

Closing date Friday 15th January 2021.

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



Voting Slip

Staff Number _____

Neville Carridice	<input type="checkbox"/>	Olivia Cotterill	<input type="checkbox"/>	David Powell	<input type="checkbox"/>
Ian Richardson	<input type="checkbox"/>	Gary Cooke	<input type="checkbox"/>	Frank Don	<input type="checkbox"/>
Gary Phipps	<input type="checkbox"/>	Pete Jeffrey	<input type="checkbox"/>	Stuart Stemp	<input type="checkbox"/>
Gary Seymour	<input type="checkbox"/>	Adam Rigley	<input type="checkbox"/>	Colum O'Shea	<input type="checkbox"/>
Louise Cook	<input type="checkbox"/>	David Green	<input type="checkbox"/>		



Top row: Neville Carridice, Ian Richardson, Gary Phipps.

Second row: Gary Seymour, Louise Cook, Olivia Cotterill.

Third row: Gary Cooke, Pete Jeffrey, Adam Rigley.

Fourth row: David Green, David Powell, Frank Don.

Bottom row: Stuart Stemp and Colum O'Shea



Client comments collected during November 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 KLN/JLR was arranged by Kim 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 – 92
Good – 8
Satisfactory – 1

City Flowers

Excellent – 47
Good – 9
Satisfactory – 1

Arnold

Order of service was really well presented. EN/RK
Car – COVID protection round driver, Nigel very good. EN/NMR
Very respectful on the day. Also very helpful arranging our personal items on coffin. EN/RK
Calm, steady approach, respectful. EN/RK
All of it. JLR/JLR

Aspley

The minister talking about him. Everyone who was there said what a nice service it was. DD/LJC
Very polite friendly service from all staff. RK/TK
Printed order sheets were very well done. Well set out and very clear. LEB/JLR

Beeston

The whole experience under the circumstances was very good. GB/DMC
Everyone involved provided an excellent service, they were very kind & understanding. DMC/DMC

Bingham

The Prison Family Liaison Officer mentioned that she had seen our staff (Rob and Neil), when they attended and they were very smart and did a good job.

Just a little thank you for making the funeral go so smoothly. We really appreciate it.

Bulwell

Easy access to information nothing was too much trouble. DD/TLS
Just made to feel welcome and not rushed. DD/TK
Lymn's staff were excellent especially Kim & Deanna. DD/TK
Small, cosy, atmosphere of premises, time just for us, friendly, sympathetic, helpful, understanding. KLN/TK
A friendly & welcoming approach by all the staff in difficult times. KLN/TK

Carlton

Walking behind the hearse. JF/NMR
Joyce & Mark was very professional made it very special for me and my family. JF/JLR
Under the circumstances the experience from start to end was excellent, professional and friendly. Nothing seemed an issue. NMR/NMR
Kindness & sensitive to our needs. Made right choice for us with Celebrant nothing was too much trouble. NMR/NMR
Yes, he was very caring to us especially our mum & nothing was a problem for him, everything perfect. NMR/NMR
Staff very easy to contact, very friendly. JF/NMR
Use of Victoria Corder as celebrant & use of taped music. MJC/NMR

Hi Mark, Just to say although yesterday was a very sad day for us all. Thank you for your support, everyone was brilliant and everything was perfect. Very much appreciated

Clifton

Flowers with Dad on front of car. TLS/TLS
Very calm and sympathetic approach, very respectful. JMW/JMW
Joanna Widdowson's (FD) professionalism, compassion & attention to detail was second to none & greatly appreciated by the family. Andy Bruce (celebrant). This gentleman was a pleasure to speak to & expressed a genuine interest in her life. His mannerism when conducting the service was both comforting & sincere, which made a very difficult occasion memorable for all the right reasons. JMW/JMW
Both my brother and I dealt with Joanna Widdowson for everything. Joanna was professional, friendly, helpful and gave us the best possible advice at every step. JMW/JMW

Please can I thank you for your care, advice, support and excellence in making my dad's funeral respectful and a time when we can reflect and

*know he had need truly cared for.
Thank you again so much*

Cotmanhay

Very helpful, kind and thoughtful
Michelle rang and helped with things
I didn't even think about. MNI/MS

It was all very well done. MS/MS
Michelle was very efficient and
sympathetic at this difficult time.
MNI/MS

They made me feel very comfortable
and were most accommodating re-
dates and order of service changes –
even at the last minute. MNI/MS

They made you feel extremely
relaxed, very helpful & friendly.
MS/MS

*We as the family cannot express our
gratitude to you all. The kindness,
caring way you supported us as a
family you held my nan with the
greatest respect which we will all
treasure forever. Thank you.*

Derby

The professionalism & friendliness
of Karen Knighton. Thank you KK/
Direct Cremation

Respectful and compassionate. KK/
KH

Ilkeston

Sounds silly but being allowed to
touch/photo horses took the edge off
a sad occasion. NAA/MS

Nicky was very nice, made it easy
for us. NAA/MS

*Morning Nicola, Just wanted to say
a massive thank you for everything
you did. It was simply perfect in
every way. All down to you taking
everything into account what we
needed and going the extra mile for
us to sort out the flowers which did
look lovely. Take care and stay safe*

*To the staff at A.W. Lymn Funeral
Services, just to say thank you for
all your help and consideration with
my husbands funeral and to Nicola
for telephoning and keeping me
informed of what was happening.*

Littleover

Respectful, professional,
compassionate, understanding
manner and attitude of the funeral
arranger Dan at all times also the
funeral director Julie on the day of
committal. The minister and the
family are thankful & appreciative
of their excellent genuine service
and qualities. DB/JRC

Personal, sympathetic &
comprehensive. DB/MS
Attention to detail and polite staff
respectful throughout. DB/MS

*Hi Dan, Just wanted to thank you
for all your help and care with
arrangements for the funeral, it
was a lovely send off for dad and
everything was perfect.*

Long Eaton

Felt constantly updated e.g. how
they dealt with cemetery, priest etc.
LJC/LJC

Louise was excellent and made an
ordeal easier by her caring nature.
TAR/LJC

Keith Brown the minister who took
the service was absolutely fantastic
so lovely & caring right through.
TAR/LJC

The celebrant recommended by
them, was excellent. TAR/LJC

*Hi Tina, just thought I'd let you &
your colleagues know how pleased
myself & family were with the service
for Mum. It was very dignified &
professional throughout.*

Mansfield Woodhouse

Very supportive and helpful
information given by phone. SB/
JWB

Jonathan dealt with the seating
and overspill mourners in an
excellent manner very efficiently &
sympathetically. SB/JWB

Jonathan Baker was extremely
professional, his manner was so
sensitive, a credit to his profession.
JWB/JWB

Nottingham

Staff very friendly and nothing was
too much trouble. MJC/NJC

Friendly manner. MR/JLR

I cannot praise Matthew and Kevin
enough they are an asset to the
company. KDB/MLR

Mark dealt skilfully with the minister
of my Aunts church who was very
exacting to both of us! MJC/MJC

The way the hearse change was
dealt with on the day & the
follow up. Megan dealt with all
requests/changes etc. promptly &
professionally. MR/RK

Warmth of Megan who arranged
the funeral with us plus how warm
staff were at the funeral when we felt
vulnerable. MR/NLR

Ollerton

They were very friendly, sensitive
to the situation and extremely calm
and explained everything very well.
CJO/CJO

Osmaston Park

Mark was friendly, courteous and
nothing was too much trouble for
him. Excellent service made a
difficult process much smoother.
MC/KH

Radcliffe on Trent

Suggested that neighbours came out
on the street. That we waited outside
Mum's house for one minute. LJS/
JK

Lindsay Singleton was lovely very
chatty, friendly, warm lovely lady
which really helped my uncle. LJS/
JK

My mother's coffin was taken past
my father's grave at Tithe Green. I
liked the coffin being put in the grave
& the bearers leaving before service
took place. LJS/RK

Rainworth

They were very professional &
compassionate and fulfilled all our
wishes for the ceremony. WEW/
DCC

As we didn't live near the deceased it
was all dealt with via phone & email,
satisfactory. DCC/DCC

Ruddington

Personal touch from Teresa at Ruddington. TLS/TLS
All good Thanks. CKG/TLS
The respect given at the service. CKG/TLS

Shirebrook

They offered to put my mum into her nightie. JP/AA
Release of Doves JP/DCC
Everything was done to ease the grief. Jackie (Shirebrook) was very helpful, very caring explained a lot to me and cared for my welfare. JP/AA

Spondon

Very helpful. KH/KH

Stapleford

Due to Covid things were very difficult but the service I received was excellent. They kept me up to date on any changes & were very caring & understanding. TSR/DMC

Sutton in Ashfield

Karen in the office gave me plenty of time to discuss the arrangements, she was kind and compassionate. KLH/JWB
Compassion shown by all staff involved. KLH/SB
Sutton branch kept us well informed at all times. Karen in particular was very professional & helpful. DCC/AA
Everything from start to finish. KLH/Direct Cremation
Very friendly, put you at ease and made the whole experience easier. KLH/AA

West Bridgford

Made the process very easy did most of the arrangements over the phone or email due to Covid – 19. AMB/JLR
The whole package. AMB/NLR
Everything organised efficiently. AMB/JLR

Andrew, a big thank you to you and the team for the professional

and sensitive way you handled the funeral. It was very reassuring when planning to have someone who listened and did their best to accommodate the wishes of the family. We were delighted with everything! You were all a great help during a very difficult time.

Wollaton

Sensitive and helpful/supportive in arranging and informing. GB/KNC
Kirby was amazing in every way. My Dad's funeral was faultless. A true professional & complete asset to you. KNC/KNC
Very personal, seemed caring and compassionate. KNC/JRC
Kirby's manner and professionalism but also friendly. KNC/KNC
Professionalism, empathy, compassionate understanding of Kirby at Wollaton. KNC/KNC
Professionalism of Kirby. KNC/KNC
Kirby Cranshaw was excellent through-out – she hit just the right tone (friendly but yet respectful and dignified). KNC/KNC

Stone Masons

Hello Mary, I just to say thank you to Lymns for the Gravestone. Much appreciated by my sons and myself. The flowers were a kind touch too.

Civil Celebrants

Hi Richard, I just wanted to thank you for officiating at the service, it was very moving and I thought the service was just right, I am sure he would have been very happy. I have had feedback from those who attended and also from friends who watched the webcast and everyone thought the service was very moving and fitting. Many thanks again for your contribution and being the celebrant.

I'd like to make you aware of how pleased I was with the assistance provided by Richard following the death of my mum. Richard contacted me shortly after being invited to act

as celebrant and guided me through the process with the utmost courtesy, compassion and professionalism. Producing the final tribute took several attempts (due to me sending through additional material to Richard) but he responded promptly to my requests for redrafts and I was very pleased with the advice he provided throughout. His delivery of the tribute on the day of the funeral was just what we hoped for - an appropriate level of solemnity but with humour when speaking about the funny things that mum had done. In short, we score him 10 out of 10.

Hi Richard, We just wanted to say, thank you so much for all of your help and professionalism. We were very happy with how the ceremony went and would very much recommend yourself and Lymns.

Dear Sir/Madam, I would like to feedback to you that Richard did an amazing job with the Service, preparing the Eulogy and delivering it so well at my auntie's funeral. I have had so many compliments about the service from family and friends. I highly recommend Richard.

Memory Tree Feedback

'Just received a letter from Lymns about the memorial trees and the messages this year. Such a lovely thought, felt quite emotional (in a good way)'

'Just a quick note to say thank you for your letter inviting me to write a card for the Memory Tree for my mother, we really appreciate the thought that has gone into making these arrangements and the trouble you have taken to get in touch with us. It is a lovely idea'

'Thanks Dan. Beautiful. What a wonderful idea'

Could Do Better

Pall bearers were sloppy, unkept suits.

Welcome to...

Paul Frier



'I have been employed as a firefighter with Nottinghamshire Fire And Rescue since 2000. I have enjoyed a rewarding career but it was time to retire.

At 55 I was not ready to give up working, so I was looking for an alternative, but still rewarding position working with the public.

I contacted Matthew Lymn Rose regarding possible employment and he offered me an interview, after which I was offered the opportunity to work a three day trial and get an insight into day to day life at A.W. Lymn The Family Funeral Service.... I took this offer up and spent the trial shadowing Nev Carridice. The trial gave both parties the opportunity to see if we were a good match.

Nev took me under his wing and made the next three days very interesting whilst giving me a great introduction into the responsibilities I'd be facing.

Coming from a fire service background there's a lot of similarities in certain aspects of the job especially in teamwork and empathy/compassion so hopefully the transition into my new position will be a smooth one!! I'm looking forward to my new challenge and being part of the A.W. Lymn family business.'

During the first few months of 2021, we will be trialling a local PR firm to help us raise our profile. Emily from Eden Public Relations Consultants has written the following to introduce the company.

eden public relations consultants

We're delighted to have been appointed by A.W. Lymn to manage the business's PR and media relations, with a targeted programme of activity including press releases, features and comment opportunities in broadcast, print and online. Eden is a long-standing Nottingham PR agency, having been set up in the year 2000 with offices in the Lace Market. We're a close-knit team of ex-journalists, communications specialists and public relations experts with a passion for good coffee and current affairs! We'll be working closely with Emma to secure positive media coverage for the business and look forward to sharing snippets of what we achieve with you in the coming months. If you have an idea for a press release from your area of the business, please don't hesitate to get in touch with Emma who will share it with us.

The team at Eden would like to take this opportunity to wish everyone at Lymns a happy and healthy Christmas and New Year!

The first game back after lockdown was great for (our shirt sponsorship team) Nottingham Forest U10 girls.

Although they are not allowed to publish the final score, there were 12 Goals with Indy, Lilah, Sophia, April, and Nev all getting on the scoresheet.

Captains performance was from Izzy and April was player of the match.



Well done ladies!



The final sport sponsorship for this season is Stanton Ilkeston FC Ladies team. We gave them a donation towards rain jackets, as modelled above. Julie, manager of the team, said they were 'over the moon' with the sponsorship.



National Association of Funeral Directors Diploma Passes



Congratulations to Nikki, Andrew and Michelle.



Andrew Brown
Diploma in Funeral Directing



Nicola Anderson
Diploma in Funeral Arranging
and Administration



Michelle Ibbett
Written element of Diploma
in Funeral Arranging and
Administration



We were pleased to be able to help Rev. Andrew Buchanan, from Ruddington, with his pre-recorded Christmas sermon.

He wanted to read a story about a bus, and what better place to read a story about a bus...

Barbara was on hand to look after him, and got a sneak peak of the video! She commented that after watching it she felt truly blessed.

As soon as there is a link, it will be shared on our social media sites.

Cracker Jokes for 2020

How can you get out of talking to your boss at this year's staff Christmas party? Put him on mute.

Why couldn't Mary and Joseph join their work conference call? Because there was no Zoom at the inn.



Nikki was pleased to present Paul Scott, Secretary of the Ilkeston Royal British Legion and Arthur Norman Branch Chairman with a cheque for £100.00 from the A.W. Lymn Centenary Foundation.

The donation was a prize for our Ilkeston funeral home winning the 2020 Remembrance Window competition.

National Grief Awareness Week: We must pay tribute to funeral directors who have cared for bereaved families during Covid

By John Hayes MP

Funeral directors across the country have gone to extraordinary lengths to support bereaved families and make each funeral as special as possible, whilst ensuring the safety of staff and mourners.

Funeral directors work hard to not stand out in a crowd. With a quiet professionalism, they see it as their role to care for the loved ones of those who have passed, supporting them through their grief and helping them say goodbye with dignity and respect.

As Chair of the All-Party Parliamentary Group for Funerals and Bereavement I am privileged to have gained an insight into the huge amount of work funeral directors have put in during this pandemic, ensuring those who are bereaved are still able to say goodbye.



2020 has put funeral directors under an unprecedented amount of pressure. An increase in the rate of deaths worldwide has meant that in a number of countries, systems have been overwhelmed. This, in some cases, has tragically led to the use of mass graves.

We should be grateful to have avoided such an experience here in the UK. Funeral directors across the country have gone to extraordinary lengths to support bereaved families through funeral restrictions that have forced them to be isolated and distanced in their grief – unable to surround themselves with all those they love.

The restriction of mourners to just a handful of people at times, while understandable, has led to painful and distressing decisions for families, and real challenges for the funeral directors looking after them.

Despite these challenges, I have been struck by the ways in which the funeral profession has been able to keep these funeral services as special as possible. This has included the livestreaming of services to friends and relatives at home and across the world, taking a cortege to pass directly by a vulnerable relative to enable them to pay their last respects, or making an extra effort to deliver a personal request, such as the funeral director who printed out scans of family members' hand prints to place over the coffin, because touching the coffin wasn't allowed.

It is not just an increased number of funerals that directors have had to contend with. Ensuring the safety of staff and mourners has been essential, and funeral directors have gone to great lengths to do this.

It is therefore vital that funeral directors are part of the conversation about ensuring the necessary supply of PPE at affordable prices and that their role is understood and factored into local and central government planning for the next phase of the pandemic, when a vaccine appears in sight but deaths sadly continue over difficult winter months.

Worrying about their own exposure to the virus and witnessing the grief of families on a daily basis has come at a price. Many funeral directors are exhausted and saddened by what they have been through.

Their overriding commitment to supporting those who are grieving has kept them going and, during this National Grief Awareness Week – particularly poignant this year - we should pay tribute to the 20,000 funeral service employees in the UK who care for the dead and who support the bereaved in our constituencies.

Reproduced with kind thanks to The House Live - <https://www.politicshome.com/thehouse/article/national-grief-awareness-week-we-must-pay-tribute-to-funeral-directors-who-have-cared-for-bereaved-families-throughout-covid> and the office of John Hayes, Conservative MP for South Holland and The Deepings and chair of the APPG for Funerals and Bereavement.

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

Ben J. Percival has nominated **Sharon Allen**

'I would like to nominate Sharon for two reasons:

When I was isolating for COVID she brought me work home every evening. Secondly her support and hard work setting up the new masonry computer system has not gone unnoticed by me.'

Matthew Lynn Rose has nominated **Joanna Widdowson**

'I'd like to nominate Joanna for the best practice as having taken a Services Brochure home to proof read while on holiday, and trying to move house it is an excellent effort!'

Kevin Browne has nominated **Kyle Higginson**

'I would like to nominate Kyle for the first aid assistance he gave last week. I doubt that, having only attended the first aid training a few days before, he ever thought he'd need to use the skills he'd been shown so soon,

but he expertly applied a triangular support bandage to Jackie, when she unfortunately fell recently and hurt her arm. I was impressed by how calm he remained, he simply removed the first aid kit from the wall, took out the bandage and applied it perfectly – I'm sure it was a great comfort. With everything that was happening at the time and with everyone trying to help, I'm not sure this critical support went as well-noticed as it deserved to be – not that he would mind.'

Pete Clarson has nominated **Kevin Browne**

'Please can I nominate Kevin? Recently the maintenance team supported Kevin with the construction of a vault for a family who were very particular about every last detail of the funeral which created an element of nerves in getting everything right on the day. Pete J was looking for an extra pair of hands to help cap off the vault and Kevin offered without hesitation and explained the process

to the family thoroughly beforehand so there was no surprise when he put his wellies on! The family were over the moon and this is just one of a number of times I have seen Kevin going 'above and beyond'.'

And the winner is
****Kyle****



Thank you to Kyle for making my arm comfortable and supported and to everyone who flocked to my rescue when I slipped in the garage. For a speedy, comfortable trip to the QMC by Nev and the very many emails, texts, whatsapps and phone calls wishing me well. Your kindness is much appreciated. Jackie

Congratulations to Richard, who has now passed the two hundred funeral ceremonies completed mark. The feedback is extremely positive, please see the comments section of the Newsletter!

Richard Marshall M.I.C.F.

Has conducted

Two hundred funerals

as a member of

The Institute of Civil Funerals

Membership Number: 1487

Chairman: *Sue Holden*

Date: 1 October 2020



Caption Competition



To win a bottle of wine, please send entries to Emma by 15th January 2021. emma.percival@lymn.co.uk or 07916 140 406.